

## IVR – Expected Wait Time and Longest Wait Time Always Plays 3 Seconds

### PROBLEM

IVR – Expected Wait Time and Longest Wait Time Always Plays 3 Seconds

### SYMPTOMS

No matter the actual wait time, the estimated wait time and longest wait times always says the wait time is 3 seconds.

IVR Inbound log will show something like this:

*Info: 5/10/2012 11:11:53 AM [QSTATS] - Retrieved 0 queues.*

*(prairieFyre.Workflow.CCM.Realtime.QueueStatsProvider)*

*Info: 5/10/2012 11:11:53 AM [QSTATS] - Retrieved 3 queue groups*

### CAUSE

The IVR Inbound service is not retrieving any queue stats for the queue that the prompt is reporting on. The result is that the prompt will play the default 3 second estimated wait time.

### RESOLUTION

This issue is resolved in 6.0.0.4

### APPLIES TO

6.0 GA to 6.0.0.3

**Keywords:** IVR Estimated wait time longest wait UPIQ

Last Modified By: amontpetit, Wednesday, November 07, 2012

<http://micc.mitel.com/kb/KnowledgebaseArticle51701.aspx>

Tuesday, August 16, 2022