

No data in reports for attendant consoles being tracked as extensions

SYMPTOMS

- You are tracking Attendant Consoles as extensions but are receiving no data or no inbound data
- You are sending down the Attendant console name in the called or calling party field

CAUSE

- If you name your Attendant Console with a leading character of "P", for example "PMJ". Our software by design uses the letter "P" for path assignments only, and since there is no path PMJ it is ignored and not pegged in any extension reports.
- The same applies for the letter "T", but in this case it is looking for Trunks and only excludes the inbound calls. For example if you have Attendant console "TMM", and you run an extension report it will only peg the outbound calls on this attendant not the inbound.

WORKAROUND

You cannot use leading characters of "P" or "T" in any Attendant console name, this must be modified on the PBX.

APPLIES TO

CCM all versions

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