

## IVR Routing (DNIS, Branch) report returns limited or no data - Branch names truncated

### PROBLEM

When running IVR Routing reports, it may appear that the Branch System names are truncated.

As a result, the reports may not populate data correctly for those truncated branches. The reporting impact can be but not limited to;

DNIS Group Performance by DNIS / Period: Offered to IVR / Terminated in IVR counts are inaccurate.

Branch by Condition: Calls do not appear in the reports

### CAUSE

There is a limit of 25 characters for these names. Any names over 25 characters will be truncated by the report.

### RESOLUTION

This issue is resolved in MiCC Version 7.1.2.0 by increasing the maximum characters to 100.

In versions prior to 7.1.2.0, we advise that you reduce any branch names to 25 characters or less in order work around this limitation. Note that this will not correct historical data, only newly collected data moving forward.

### APPLIES TO

IVR 6.X, 7.X

**Keywords:** ivr vwm condition by branch report name truncate truncates cut off

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