

Excessive number of short abandons pegging in VWM environment

PROBLEM

In some cases short abandons (roughly 3 seconds in length) are generated for calls that are being routed through IVR.

WORKAROUND

NOTE: Depending the version of IVR you are running, the workaround is very different.

IVR Version 8.X.X.X

1. On the MiCC server, go to **[InstallDir]\Services\ConfigService**.
2. Launch the **GlobalAppSettingsEditor.exe**.
3. Fill in the following information:
 - Application: **DataService.exe**
 - SectionGroup: **prairieFyre.BAL.DataAnalysis.Properties.Settings**
 - Name: **HandleInternalAbandonAcdWithFullDigitsDialedAsAnswered**
 - Value: **true**
 - Description: **Short Abandons in IVR** (You can enter anything you wish in Description, but there must be a value here in order to save)
4. Click Save. Note that this can take up to two minutes to complete. Wait for the confirmation screen.
5. In the Contact Center Client you can now re-summarize the data that previously was pegging excessive short abandons, and all data moving forward will be correct.

IVR Version 7.X.X.X

1. On the MiCC server, go to **[InstallDir]\CCM\Services\ConfigService**.
2. Launch the **GlobalAppSettingsEditor.exe**.
3. Fill in the following information:
 - Application: Leave this field blank
 - SectionGroup: **prairieFyre.BAL.DataAnalysis.Properties.Settings**
 - Name: **HandleInternalAbandonAcdWithFullDigitsDialedAsAnswered**
 - Value: **true**
 - Description: **Short Abandons in IVR** (You can enter anything you wish in Description, but there must be a value here in order to save)
4. Click Save. Note that this can take up to two minutes to complete. Wait for the confirmation screen.
5. In the Contact Center Client you can now re-summarize the data that previously was pegging excessive short abandons, and all data moving forward will be correct.

IVR Version 6.0.X.X

You can prevent the system from generating these short abandons by ensuring that IVR transfers

calls to a path before an agent is rung.

1. Create and agent group with no agents in it.
2. Enable the "Queue Calls To group When No Local Agents Are Logged In and Present" option on this group.
3. Set this empty group as the first group in the path.
4. Set a short overflow time on this empty group (2 seconds should be enough)
5. Set a second group, with the answering agents in it to be the second group.

APPLIES TO

IVR/VWM all versions

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