

Archiver: \_Fixing\_30\*\_or\_D\*\_in\_Interval\_columns\_of\_Archiver\_tables

<b>Problem Summary</b>	CUIC does not show data for the last interval period
<b>Error Message</b>	Not applicable.
<b>Possible Cause</b>	<p>Interval tables such as [archiver].[dbo].[t_AgentSkillGroupInterval], [archiver].[dbo].[t_CallTypeInterval] has interval value D* or 30* for the last interval period instead of D or 30.</p> <p>When Archiver pulls data, it groups data based on interval period. For e.g. there could be multiple 30 min interval groups on a given day if the interval is '30'. The last interval period is called as 'Part Interval'. Such rows has interval data '30*' or 'D*' instead of '30' or 'D'.</p>
<b>Recommended Action</b>	<p>If you would like to view part interval data, then change the setting LoadPartInterval=true in archiver.t_Parameter table.</p> <p>Note: This is a global setting that would affect all interval tables</p>
<b>Releases</b>	Release 7.5(x)
<b>Associated CDETS #</b>	CSCtn22768