

Archiver: _Fixing_30*_or_D*_in_Interval_columns_of_Archiver_tables

Problem Summary	CUIC does not show data for the last interval period
Error Message	Not applicable.
Possible Cause	<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>
Recommended Action	<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>
Releases	Release 7.5(x)
Associated CDETS #	CSCtn22768