


Contact entry is stuck in real-time reporting

Problem Summary	A contact entry is stuck in real-time reporting.
Error Message	None.
Possible Cause	Unknown.
Recommended Action	<p>Perform the following steps for the scenarios mentioned.</p> <p>Contact stuck in a CSQ in CSQ Stats</p> <ol style="list-style-type: none"> 1. Navigate to CSQ Stats. 2. Select the CSQ where a contact is stuck. 3. Select View > CSQ Waiting Contacts Info. 4. Select the contact that is stuck. 5. Make a note of the details of the contact (ImplID) that is stuck. 6. Select the contact and click Tools > Clear Contact to remove the entry. 7. Send the cleared contact details to your support provider for root-cause analysis. <p>Contact stuck as waiting in Overall Stats</p> <ol style="list-style-type: none"> 1. Navigate to Overall Stats. 2. Select View > Overall Waiting Contacts Info. 3. Select the contact that is stuck. 4. Make a note of the details of the contact (ImplID) that is stuck. 5. Select the contact and click Tools > Clear Contact to remove the entry. 6. Send the cleared contact details to your support provider for root-cause analysis. <p>Contact stuck in a Contacts report</p> <ol style="list-style-type: none"> 1. Navigate to Contacts report. 2. Select the contact that is stuck. 3. Make a note of the details of the contact (ImplID) that is stuck. 4. Select the contact and click Tools > Clear Contact to remove the entry. 5. Send the cleared contact details to your support provider for root-cause analysis. <p> Note: Use caution while performing this action as it can remove legitimate active Contacts as well.</p> <p>Use the "Active" column in these reports to ascertain which contact is alive and which is a probable stuck entry. If an active ongoing Contact is accidentally removed, you can track it in Historical Reporting by searching records with disposition = 99.</p>
Release	Release 7.0(1)
Associated CDETS #	None.