


## Contact entry is stuck in real-time reporting

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