

Database table fields used by wallboard store data in milliseconds

Problem Summary	Some database table fields used by a wallboard store data in milliseconds instead of in HH:MM:SS.
Error Message	None.
Possible Cause	The avgTalkDuration, avgWaitDuration, longestTalkDuration, longestWaitDuration, and oldestContact database table fields in the RtCSQsSummary and the RtICDStatistics database tables store date in milliseconds.
Recommended Action	<p>If you want to include information described by these fields on your wallboard, use the following fields, which store the same information but use the HH:MM:SS format:</p> <ul style="list-style-type: none"> • Instead of avgTalkDuration, use convAvgTalkDuration. • Instead of avgWaitDuration, use convAvgWaitDuration. • Instead of longestTalkDuration, use convLongestTalkDuration. • Instead of longestWaitDuration, use convLongestWaitDuration. • Instead of oldestContact, use convOldestContact.
Release	Release 7.0(1)
Associated CDETS #	None.