

**Database table fields used by wallboard store data in milliseconds**

<b>Problem Summary</b>	Some database table fields used by a wallboard store data in milliseconds instead of in HH:MM:SS.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The avgTalkDuration, avgWaitDuration, longestTalkDuration, longestWaitDuration, and oldestContact database table fields in the RtCSQsSummary and the RtICDStatistics database tables store date in milliseconds.
<b>Recommended Action</b>	<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"> <li>• Instead of avgTalkDuration, use convAvgTalkDuration.</li> <li>• Instead of avgWaitDuration, use convAvgWaitDuration.</li> <li>• Instead of longestTalkDuration, use convLongestTalkDuration.</li> <li>• Instead of longestWaitDuration, use convLongestWaitDuration.</li> <li>• Instead of oldestContact, use convOldestContact.</li> </ul>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.