

Discrepancy in number of ACD calls shown on custom reports

Problem Summary	When running user-created custom reports, one report shows the number of calls for each hour of the day, totaling 244 calls. The other report shows the number of ACD calls for the entire report period, totalling 243 calls. Such discrepancies happen for other days as well, the difference being as many as four calls.
Error Message	None.
Possible Cause	If some ACD calls are transferred, the result can be that two or more call legs fall in different hours of the day. Therefore, the call is counted once in the first report and twice in the second.
Recommended Action	The software is working as designed. If this is not acceptable, you could alternatively count call legs, instead of entire calls, and the totals on the first report and the second report will match. Then ?select count distinct sessionID? becomes ?select count distinct (sessionID, sessionSeqNum) pairs.? However, be advised that this would change the definition of counting calls for the entire call center.
Release	Release 7.0(1)
Associated CDETS #	None.