

## Call Type reports and Overflow Out Column

<b>Problem Summary</b>	Call Types reports, both real time and Historical, might seem to not peg correctly, based on the call counts in the "flow out" column.
<b>Error Message</b>	None
<b>Possible Cause</b>	<p>Overflow Out is incremented when one of the following occurs:</p> <ol style="list-style-type: none"> <li>1. The Call Type associated with the current call is changed through use of a Call Type or Requalify node.</li> <li>2. The call is redirected. <ul style="list-style-type: none"> <li>When a call is redirected, the PIM no longer can receive events for the call and has no way of referencing or tracking the call. For example, the call might have been redirected to a non-ICM monitored device and then returned to the switch with a different call ID. The ICM generates the termination call detail record with only the data originally tracked for the call. Calls marked as Redirected are counted as OverflowOut calls in the ICM service and route tables.</li> </ul> </li> <li>3. The call is sent to a label using a label node. The call was not default-routed, and the label was not a ring, busy, or announcement label.</li> <li>4. The call hits a release node.</li> </ol>
<b>Recommended Action</b>	Consider these conditions by which Overflow Out is incremented when you analyze the Overflow Out columns in Call Type reports.
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.