

## Calls Offered for Call Type does not seem correct over a half-hour interval

<b>Problem Summary</b>	Calls Offered for the Call Type reports is calculated as Calls Handled + Calls Abandoned + Return Busy + Return Ring + Default Treatment + Network Routed + Overflow Out + Call Errors + Announcement Calls + Short Calls. However, in a half-hour interval, this equation might not provide the report value for Calls Offered.
<b>Error Message</b>	None
<b>Possible Cause</b>	<p>Calls might change state in different half-hour intervals. For example, if a call is offered at 10:59 AM but is not handled until 11:01 AM, the Call Type data for the 10:30:00 to 10:59:59 interval is incremented for calls offered, but not calls handled. Calls handled is incremented in the next half-hour interval.</p> <p><b>Note:</b> Some of the call statistics (such as Handled) are incremented only if the call is translation-routed.</p>
<b>Recommended Action</b>	None required
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.