

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

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| Problem Summary | 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. |
| Error Message | None |
| Possible Cause | <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>Note: Some of the call statistics (such as Handled) are incremented only if the call is translation-routed.</p> |
| Recommended Action | None required |
| Release | Release 7.5(1) and 8.0 |
| Associated CDETS # | None. |