

Double counting in a Unified CCX Deployment

Problem Summary	A call is placed to a route point, a script executes the Call Redirect step, and sends the call to another route point. The report, instead of showing one inbound call, displays two separate inbound calls.
Error Message	None. However, the report shows two calls with the same sessionID but two sessionSeqNums.
Possible Cause	A Unified CCX script using the Call Redirect step to send the call to the second route point. Using the Call Redirect step in a Unified CCX script causes calls to be double-counted in reports. This happens because the Redirect step internally creates two contacts (one for the initial inbound call and the second for the Redirect step, which are counted as two separate inbound calls).
Recommended Action	None. This issue occurs in all Unified CCX deployments, whether standalone or with Cisco Contact Center Gateway.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.