

## Service level metrics do not match between Unified ICME parent and Unified CCE child

<b>Problem Summary</b>	Information in Service Reports on the Unified ICME parent for service levels does not match the information in Call Type Reports for service levels in Unified CCE child.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The call types in the Unified CCE child get autoconfigured as services on the Unified ICME parent. The Unified CCE child resets the service level timer every time call type changes. This behavior is not the same for services in the Unified ICME parent.
<b>Recommended Action</b>	None.
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.