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Cisco ICM Reports Don't Include Complete Call Statistics

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Introduction

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Introduction

This document addresses the problem of missing statistical data for average speed of answer (ASA), average handle time (AHT), calls queued, or calls offered in the Cisco Intelligent Contact Management (ICM) reports.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM Peripheral Interface Manager (PIM) configuration
- Rockwell Spectrum configuration

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 4.x or later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Symptoms

Cisco ICM reports do not include complete call statistics for ASA, AHT, calls queued, or calls offered.

Cause

Cisco ICM does not receive all the Spectrum call status messages due to missing Inform Host statements. Inform Host statements are added to Spectrum Automatic Calling Distributor (ACD) to generate events to the Peripheral Gateway (PG).

Resolution

Add all Inform Host statements toward the beginning of each telescript. This table describes the purpose of Inform Host statements:

Statement	What it Does
Inform Host on Arrival	Add to Routing telescript to send Call Delivered messages from Spectrum to Cisco ICM.
Inform Host on SI Digit For 'OFF_xx'	Add to Application telescript to send Call Status message to Cisco ICM for Call Offered to Agent.
Inform Host on SI Digit for 'Q_xx'	Add to Application telescript to send Call Status messages to Cisco ICM for Call Queued to Agent Groups. This entry is preceded by a "Delay 1 Seconds" entry, which follows a Queue Agent Group xx using 'xxxxxx' statement.
Inform Host on SI Digit for 'CED'	Add to Application telescript to make it possible to post-route a call based on the customer-entered digits.
Inform Host on Call Status Digit	Use in place of Inform Host on SI Digit statement. This statement does not require the 'OFF_xx' as this statement automatically informs Cisco ICM of call offered, queued- or customer-entered-digits collected.

Related Information

- [Spectrum ACD Reports Don't Match Cisco ICM Call Statistics](#)
- [Technical Support – Cisco Systems](#)

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