

# Spectrum ACD Reports Don't Match Cisco ICM Call Statistics

Document ID: 20443

---

---

## Introduction

### Prerequisites

Requirements

Components Used

Conventions

### Problem

### Solution

### Related Information

---

## Introduction

This document describes how to resolve the discrepancy in call statistics between the Cisco Intelligent Contact Management (ICM) Peripheral Interface Manager (PIM) and the Spectrum Automatic Call Distributor (ACD) reports.

## Prerequisites

### Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- How to configure the Spectrum Integrated Contact Center System
- How to configure the Peripheral Gateway (PG)

### Components Used

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

- Cisco ICM version 4.5.x and 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.

# Problem

When the Cisco ICM PIM process does not receive the necessary call events to properly report call statistics, the ICM call statistics do not match the Spectrum ACD reports.

# Solution

Problems with reports are usually caused by Cisco ICM and/or ACD configuration issues. In order to resolve this issue, you must identify which configuration statistics differ between the Cisco ICM and ACD, and then complete these steps:

1. Select the Call Center and Service that shows the largest discrepancy, in order to isolate the problem.
2. Verify the routing telescripts for the correct implementation of the Inform Host steps and call flow.
3. Verify the application telescripts of the service for correct implementation of Inform Host steps and call flow.
4. Enable the Send Config Info To Host feature on the Agent.
5. Enable the Allow Host Transaction feature on the Trunk Group Class of Service, and bounce (deactivate and reactivate) the trunks after you enable this feature.
6. Ensure that the MAXAGRP setting on the ACD equals the TwoByteAgentGroup setting on the PG.
7. Review the Service\_Member table to verify whether the ICM Skill\_Group and Service configurations match the Spectrum Agent Group and Application configurations.
8. Set the SubGroupMask property in the ICM Peripheral or Skill\_Group tables based on the agent skill levels.

---

## Related Information

- [Cisco ICM Support Page](#)
- [Technical Support – Cisco Systems](#)

---

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Apr 13, 2005

Document ID: 20443

---