

Zero Value of the AllTrunksBusyToHalf Field on the Avaya Definity ECS

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Introduction

This document describes why the value of the AllTrunksBusyToHalf field is always zero in the Trunk_Group_Five_Minute and Trunk_Group_Half_Hour table for the Avaya Definity ECS in a Cisco Intelligent Contact Management (ICM) environment.

Note: This document also applies to the AllTrunksBusyToday field in the Network_Trunk_Group_Real_Time and Trunk_Group_Real_Time table on the Distributor AW.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Avaya Definity ECS Automatic Call Distributor (ACD)

Components Used

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

- Cisco ICM
- Avaya Definity ECS

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.

Background

The `Trunk_Group_Five_Minute` table and `Trunk_Group_Half_Hour` table only exist on the central database, which resides on the Logger. It contains information about a trunk group collected during each 5-minute and 30-minute interval. The ICM software generates `Trunk_Group_Five_Minute` and `Trunk_Group_Half_Hour` records for each trunk group.

Both tables contain one field named `AllTrunksBusyToHalf` which represents the total time, in seconds, during the current half-hour interval that all trunks in the group are busy.

Problem

Even if All Trunk Busy does occur for a specific thirty-minute period on the Avaya Definity ECS ACD, but the value of the `AllTrunksBusyToHalf` field is still set to zero. The only value which appears in the `AllTrunksBusyToHalf` field is zero.

Solution

On the contrary to the Aspect and Meridian ACD, the Avaya Definity ECS does not provide All-Trunks-Busy information to the ICM. Therefore, the All-Trunks-Busy condition does not cause ICM to write to the Event table.

Since the Avaya Definity ECS cannot inform ICM of the All-Trunks-Busy condition, the ECSPIM does not support the All-Trunks-Busy statistics.

Related Information

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