

TS-1053: How Do I Delete All Call Records and Reprocess Them?

Comm One LLC - Technical Support Documentation

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The information in this article applies to:

LITE, JR and PRO

DELETE CALL RECORDS & REPROCESS THEM

If for some reason, you need to delete all of your call records out of the current period and reprocess them, these instructions will do the job. If your call processing script has been updated, or your costing has changed, you may need to reprocess call records for these changes to take effect.

CAUTION: Be careful running the Start Over Wizard. The only file that you want to delete records out of is the current call file. When prompted to delete any other database file, you should answer NO.

RUN THE START OVER WIZARD

1. From the Call Accounting Main Window, Select the TOOLS menu, the CALL ACCOUNTING WIZARDS.
2. From the WIZARDS menu select the START OVER WIZARD.
3. When prompted to erase records in the Station File (line1.dbf) answer NO
4. When prompted to erase records in the Current Call File (plm_ca.dbf) answer YES
5. For all other files, answer NO so that you don't delete any other data from your database files.
6. Exit the Call Accounting

REPROCESS YOUR CALL RECORDS

1. Start the Manual Call Processing
2. When the Call Processing shows you the list of logs, scroll to the bottom and take the 'Y' off of each log that you want to be reprocessed.
3. Press CTRL-W to continue
4. Select YES and the processing will start.
5. All of the logs you specified will be reprocessed into the current period.

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