

# STCM Call Plan Validation Errors

When validating call plans you may experience validation errors, these will stop you from activating your call plan and can have a number of causes. Here you will find a list of these responses, what they mean and how to fix them.

| <b>Validation Error</b>  | <b>Meaning</b>   | <b>Fix</b>  |
|--|--|---|
| A xxx control cannot be added as the child of a xxx.   | The user is trying to create an invalid call plan.   | By design, certain combinations of control nodes are not allowed as nonsense plans could be created.  |
| A divert must be added as the sibling of a destination node. Please add the destination node to the call plan and then add a divert. | The user is trying to add a divert on a level which does not contain a destination node.                           | A divert can only be added as the sibling of a destination node.  |
| Active tree cannot be edited   | The user is trying to edit an active call plan   | Either copy the call plan and make the changes to this, or if logged in as an admin the call plan can be de-activated and edited.                                   |
| An Announcement must be selected for the IVR Menu control.   | An IVR welcome message node is present within the call plan and has no announcement set.                           | Open the properties screen for the relevant node and select an announcement from the drop down.   |
| Another IVR menu is defined on this level.   | Only one IVR menu can be placed within a sibling group.  | This is a design feature, there would be no need to add more than one IVR menu in a sibling group.  |
| This name is already in use. Please choose another name for this call plan.  | The user is trying to create a new call plan and has named it the same as an existing call plan.                   | Call plan names must be unique, change the name to one that is not already in use.  |
| Call queue has no breakout node specified.   | A breakout key has been set on a call queue however a node with this function has not been added to the call plan. | Add a routing option below the call queue and set the type to 'breakout' - this is the route calls will follow when the breakout key is selected in the call queue. |
| Control node has no child defined.   | The control node as no route for the call to take.   | Each control node must route somewhere, define the next routing requirements.   |

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| Distribution control type is not the same for all nodes.  | The user has selected both serial and random distribution within one sibling group of distribution control nodes.      | This is a design feature, it is not possible to mix distribution types on the same level.  |
| Divert node has an invalid type.  | This is a system error.  | Contact support and provide the error reference.   |
| Internal error occurred, please contact administrator.  | This is a system error.  | Contact support and provide the error reference.   |
| It is not permitted to mix control types within the same branch at the same level on a call plan. | The user has tried to place more than one control type in the same sibling group (i.e. date control and time control). | This is not permitted. Each level on the call plan can only have one type of call control.   |
| IVR has no digits defined.  | An IVR has been placed within the call plan but has no menu options.   | An IVR must have menu options, either add these or remove the IVR from the call plan.  |
| IVR has no invalid key node.  | An IVR has been placed within the call plan and doesn't have a menu option type selected as 'Incorrect Key.'           | An IVR must have a menu option with it's properties set to 'Incorrect Key' and an announcement selected - this is the announcement that will play when the caller selects a key not specified on the other menu options.   |
| Multiple entries for same divert type in field "Divert Type"                                      | The user has set multiple diverts of the same type for one destination node.   | This is not allowed, the maximum number of diverts for one destination node is three and they must be unique. Either remove the duplicate node(s) or change the divert type so each is unique.                             |
| No default area control item specified.   | A sibling group of area control nodes does not have a node set as 'Default' on the properties screen.                  | When using area control a default node must be specified, this is the route calls from areas not specified will take. Either set an existing node to default or add a new area control and set this to default.            |
| No default time item specified.   | A sibling group of time control nodes does not have a node set as 'Default' on the properties screen.                  | When using time control a default node must be specified, this is the route calls received during times not specified will take. Either set an existing node to default or add a new time control and set this to default. |

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| No destination set with answer action for the call queue.  | The user has placed a call queue that does not route to a destination set to answer on the properties screen. | A call queue must route to a destination node set to answer. Either change the properties of the existing destination node to answer or add another and set this to answer. |
| No value entered in "area list"  | An area control node is present which has no areas selected.  | This is not allowed, there is no valid routing option below a destination.  |
| The prefix is already set for another area.  | Different area names have been set with the same prefix on the area control properties screen                 | Either remove the conflicting area names or update them with a prefix which has not been allocated to another area name.  |
| The start date must come before the end date   | The user has set the 'from' date later than the 'to' date on the date control properties screen.              | Ensure the date range is valid and the start date is before the end date.   |
| There must be a Default action for the call routing to cater for dates not specified in other controls.            | Date control has been used but no default node has been specified.  | Change an existing date control nodes properties to default or add another node and set this to default. This is the route calls received on dates not specified will take. |
| Time control has multiple default items.   | Time control has been used and more than one node has been set to default within one level.                   | Either change the node from default to a specified time range or delete it.   |
| Within a sibling group the Date ranges must be unique. Please amend to ensure that the Date ranges do not overlap. | The user has set date ranges within a sibling group that overlap.   | Ensure the date ranges within a level are unique and do not have overlapping dates.   |
| Within a sibling group the Day ranges must be unique. Please amend to ensure that the Day ranges do not overlap.   | The user has set day control within a sibling group and the days selected overlap.                            | Ensure the selected days do not overlap within a level. Either delete the node with the overlapping days or change these on the properties screen.                          |
| Within a sibling group the Time ranges must be unique. Please amend to ensure that the Time ranges do not overlap. | The user has set up time control within a sibling group and the specified times overlap.                      | Ensure the time ranges do not overlap, either delete the offending time control node or change the time ranges.   |

| <b>Validation Error</b>  | <b>Meaning</b>  | <b>Fix</b>  |
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| You must select an announcement for the announce control.  | The user is validating a call plan which has an announcement node with no announcement selected.                              | Open the properties screen for the relevant node and select an announcement from the drop down and click done.  |
| A final destination number is missing. Each destination node must have a terminating number where calls can be routed.   | The user is trying to close the properties screen for a destination node without entering a number.                           | Enter the desired termination number and click done. To close the properties screen without entering a number click cancel.   |
| Day control of type 'Days' must have at least one day selected.  | The user is trying to close the properties screen for a day control node with its type set to days without any days selected. | Select at least one day on the properties window and click done. If you have specified days on other day control nodes the type can be changed to default, this is the route calls received on days not specified will take. To close the window without selecting any days click cancel. |
| You must select an announcement for the IVR welcome message.   | The user is trying to close the properties screen for an IVR node without selecting an announcement.                          | Select an announcement to be used as the welcome message on the IVR and click done. To close the properties screen without selecting an announcement click cancel.  |
| Your account is not authorised to terminate call plans to 08 numbers   | The user is trying to use a 08 number as a termination numbers but does not have privileges to do so.                         | The feature is restricted from the portal under 'Change Company Details' and can be updated from here.  |
| Your account is not authorised to terminate call plans to international numbers. Please contact your service provider for further information on this feature. | The user is trying to use an international number as a termination number but does not have the privileged to do so.          | The feature is restricted from the portal under 'Change Company Details' and can be updated from here.  |