

MiContact Center Business

Release Notes

Version 9.2.0.0

October 2019



About this document

This Release Note is intended for Customer Service and Installation Personnel involved in the installation and maintenance of MiContact Center.

NOTICE

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Revisions of this document or new editions of it may be issued to incorporate changes.

MiContact Center Release Notes

Version 9.2.0.0

October 2019

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Release Notes for MiContact Center Version 9.2.0.0

This document describes the following components related to MiContact Center Version 9.2.0.0:

- Essential installation and upgrade information
- Where to find the latest information
- Product areas improved in this release
- Known issues
- Fixes not included
- Release over release statistical changes

We strongly recommend you review the pre-installation instructions found in the *MiContact Center Installation and Administration Guide* and the hardware and software requirements found in the *MiContact Center and Business Reporter System Engineering Guide* before downloading, installing, or upgrading your software.

Essential installation and upgrade information for MiContact Center Version 9.2.0.0

The MiContact Center Version 9.2.0.0 upgrade must be installed on top of MiContact Center Version 8.0.1.0, 8.1.X.X, 9.0.X.X, or 9.1.0.0 through 9.1.2.0. This release contains defect fixes and features that are available only with Version 9.2.0.0.

NOTE: MiContact Center Business version 9.2.0.0 does not include the fixes released in 9.1.3.0, and is not a valid upgrade start point. If you have 9.1.3.0 you must wait for version 9.2.1.0 before upgrading.

If you are performing a side-by-side migration as part of your upgrade, please see the following Knowledge Management System article for more information:

https://mitel.custhelp.com/app/answers/answer_view/a_id/1011100/loc/en_US

Before upgrading, we recommend you create a backup of your configuration and telephone system data. This provides data protection in case there are unexpected issues while upgrading from one version of MiContact Center to another.

To back up telephone system and configuration data

1. In Contact Center Client, click **Tools=>Management**.
2. In **Management Console**, click **Configuration=>Back up/Restore configuration data**.
3. Select **Back up** and click **Next**.
4. Next to **Save**, click the drop-down button and select **Save as**.
5. Select a location to save the file and click **Save**.
6. Close the **View Downloads** window and, in the **Backup and Restore Wizard**, click **Finish**.
 - A .zip file is created that contains an XML file with the entire configuration. The file size will vary depending on the amount of data that needs to be backed up. This .zip file name contains the date on which the file was created. For example, a backup file created on June 24, 2015 will contain '20150624'.

Please note the following:

- The Enterprise Server and clients must use the same version of MiContact Center. After updating the Enterprise Server with the current release, all clients in your contact center must also be updated. Client updates in Version 9.2.0.0 are approximately 700 MB. For information on the estimated bandwidth costs for updating clients, see the *MiContact Center and Business Reporter System Engineering Guide*. If the MiContact Center Updater Service has been disabled on

clients, the clients must be updated manually. For information on manually updating MiContact Center applications on client computers, see <http://micc.mitel.com/kb/KnowledgebaseArticle51439.aspx>.

- Before upgrading third-party software applications, confirm the application is supported for integration with your version of MiContact Center and Business Reporter. For information concerning support for third-party software applications, see the *MiContact Center and Business Reporter System Engineering Guide*.
- As a best practice, we recommend you stay up to date with the most current releases of the Mitel telephone systems you use in your business. The following table details support for Mitel telephone systems by version. For complete details on the features and functionality supported by each telephone system, see the *MiContact Center and Business Reporter System Engineering Guide* which can be found at <http://edocs.mitel.com>.

NOTE: Multiple VLAN configurations, available as of MiCD 1.2, are not supported.

Mitel Telephone System	Supported Versions
MiVoice Business	8.0 SP3, 9.0 SP3
MiVoice Border Gateway	9.3, 10.1, 11.0

- A note on MiVoice Business patch releases (PR). Unless specifically called out (like below) a PR1 on top of a supported SP is supported by MiContact Center Business.
- NOTE: MCD 7.1 PR1 is not compatible with MiCC CCM (see <http://micc.mitel.com/kb/KnowledgebaseArticle52315.aspx>).

To download MiContact Center software

1. Log on to the MiContact Center Business Server with a Windows administrator account. The account must have full administrative privileges.
2. Ensure all of the Windows programs are closed.
3. Using a web browser browse to <http://www.mitel.com>.
4. Click **Login**.
5. Select **MiAccess** and **Sign In**.
6. Enter your username and password, then click **Login**.
7. Click **Software Download Center**.
8. Expand the tree for **MiContact Center Business > MiContact Center Business 9 >** and continue to drill down until the version you are looking for.
9. Click the download link for the file(s) you want to download. Save these files to a location on the MiContact Center Business server.

Solution Level Compatibility

The following table outlines the solution level compatibility that V9.2.0.0 has been validated against.

Compatible	No Longer Compatible
MiVoice Business 9.0 SP3, 8.0 SP3	
MiVoice 5000 6.5 SP1, 7.0	
MiVoice Office 400 6.0 SP1, 6.1	
MBG 11.0, 10.1, 9.3	
MiCollab 8.1 SP2, 9.0	
MiV CR 9.2 SP2, 9.1 SP4	
OIG 4.1 (with Salesforce Winter 2019)	
Windows 10, 8.1, 8, 7	
Microsoft SQL Server 2017, 2016, 2014	
Windows Server 2019, 2016, 2012R2, 2012	
VMware ESX 6.0 , 6.5, 6.7	
VMware Horizon 7.9.0	
Citrix XenApp/XenDesktop 7.18	
Nuance 6	
Microsoft CRM 2013	
Neverfail 8.5	

NOTE: The Desktop Ignite application is no longer supported on the MiVoice Office 400 and MiVoice 5000 platforms. Agents must use Web Ignite for all agent functionality.

Internal Components

Component	Version
MiAudio	2.0.2.3
MiTAL Driver	8.0.1.19
MiXML Server	3.1.2.16

Product enhancements and functional changes

This following table describes product enhancements and functional changes for MiContact Center Version 9.2.0.0:

Product or Feature	Description
Contact Center Messenger	<p>Contact Center Messenger is Mitel's next-generation Web Chat and social messaging application for MiContact Center Business, built as a public cloud solution on Mitel's CloudLink platform.</p> <p>CloudLink is Mitel's next generation application development platform that enables Web-based applications built and delivered from the public cloud (Amazon Web Services) to securely and seamlessly integrate into existing Mitel on-site/cloud deployed solutions, allowing all Mitel customers to take advantage of next generation application development regardless of where and how they are deployed. Contact Center Messenger is built using the same APIs on CloudLink that were used for the CloudLink Chat capability delivered in MiCollab, delivering many of the same features (chat, file sharing, etc.) as MiCollab, while extending the core chat experience from internal to external users on a corporate Web page.</p>
Google Contact Center AI	<p>Last year, Mitel and Google Cloud announced partnership on Google Cloud's Contact Center AI initiative. Google Cloud is widely acknowledged as the leader in Artificial Intelligence (AI) technologies designed to improve the quality of people's lives, leveraging a full suite of AI, Machine Learning, and Natural Language Understanding capabilities. Mitel brings with it 20+ years of contact center market leadership and a focus on delivering the best customer experiences, from omnichannel capabilities, to workflow and routing expertise, to advanced customer experience reporting.</p> <p>Together, Mitel and Google Cloud have designed an intelligent customer experience that leverages Google Cloud's Natural Language Understanding and sentiment detection, confidence scoring, and the</p>

Product or Feature	Description
	<p>ability to search customer-specific knowledge bases to easily integrate AI into Mitel's Contact Center Messenger platform.</p> <p>The Contact Center AI solution is powered by Google Cloud's Dialogflow, Pub/Sub, and Topic Modeler components.</p>
Amazon Corretto	<p>Due to recent go to market changes by Oracle, who owns JAVA after the acquisition of Sun Microsystems,</p> <p>MiContact Center Business no longer requires JAVA on the server to operate its applications. In Release 9.2, MiContact Center Business introduces support for Amazon Corretto SE8. This change in underlying technology will be completely transparent for customers from an architectural and licensing perspective.</p> <p>Amazon Corretto is a no-cost, multiplatform, production-ready distribution of the Open Java Development Kit (OpenJDK). Corretto comes with long-term support that will include performance enhancements and security fixes. Amazon runs Corretto internally on thousands of production services and Corretto is certified as compatible with the Java SE standard. With Corretto, organizations like Mitel can develop and run Java applications on popular operating systems, including Linux, Windows, and macOS.</p>

Where to find the latest information

You can access the most up-to-date versions of the following documents from our website at <http://edocs.mitel.com>

MiContact Center, Business Reporter, and Call Accounting documentation:

- *MiContact Center User Guide*
- *Business Reporter User Guide*
- *MiContact Center Installation and Administration Guide*
- *Business Reporter Installation Guide*
- *MiContact Center Site-Based Security (Multi-tenant) Administration Guide*
- *MiContact Center Deployment Guide*
- *Contact Center Blueprint*
- *Multimedia Contact Center Installation and Deployment Guide*
- *MiContact Center and Business Reporter System Engineering Guide*
- *MiContact Center Contact Center Reports Guide*
- *MiContact Center Workgroup Reports Guide*
- *Business Reporter and Call Accounting Reports Guide*
- *MiContact Center Business – High Availability Order Information Guide*
- *MiContact Center and Business Reporter High Availability Guide*

For answers to the latest frequently asked questions, troubleshooting information, and post-release hot fixes, see the Mitel Knowledge Base at www.mitel.com under Connect > Knowledge Management System.

Product areas improved in this release

The following customer-reported issues were resolved in MiContact Center Version 9.2.0.0:

NOTE: For a listing of areas of improvement from previous 9.X.X.X versions, please see Appendix A.

Contact Center Management

Tracking Number	Description
472668	<p>The IVRDirectory file share has been removed to improve security on the server. File synchronization is now handled by the MiCCSDK web service. Reply templates will need to be shared manually.</p> <p>If you are using Nuance and grammar files then you will need to create a shared folder with domain level access. The shared folder will need to be called IVRDirectory which maps to [InstallDir]\IVR\.</p>

Ignite

Tracking Number	Description
474891	Dutch language translations for web ignite have been updated.
479690	Users were unable to edit the subject line of an email when responding.

IVR Routing

Tracking Number	Description
479532	When testing a PowerShell Execute activity in YourSite Explorer the Execute button was always returning a failure.

Reporting

Tracking Number	Description
471616	The Agent Performance Chart report has been updated to add clarity as to the meaning of each sub-section.

Known issues

The following section describes known issues in MiContact Center Version 9.2.0.0.

Tracking Number	Description
405527	<p>In Web Ignite, when looking at the History section for held items, a call in a hold state is not visible. This is working for multimedia conversations.</p> <p>Expected Resolution: 9.3.0.0.</p>
411023	<p>In the Contact Center Client, there is a potential for incorrect <Caller Name> and <Caller Phone number> information to be shown when a conference call is initiated and the originating party hangs up.</p>
411223	<p>In Web Ignite, when an agent requests help from a supervisor, the supervisor can hear the call, but not talk to the agent. This must be done through the Contact Center Client.</p> <p>Expected Resolution: 10.0.0.0.</p>
411666	<p>Within the Contact Center Client or Web Ignite, you cannot dial a queue group directly. You need to dial a specific queue within that group.</p>
418269	<p>When an abandoned callback request to a callback queue is submitted outside of business hours, the request time does not follow the "CallbackNextRequestInMinutes" variable.</p> <p>Expected Resolution: 10.0.0.0.</p>
421670	<p>In Web Ignite, taskbar notifications no longer work in Chrome if your Chrome browser is version 62 or higher if you do not have SSL configured on your Enterprise server. This is because of security changes within the Chrome browser itself.</p>

Tracking Number	Description
423774	<p>In Web Ignite, if, during a conference call, the original caller hangs up first, the participants list is not updated to reflect the caller has left.</p> <p>Expected Resolution: 10.0.0.0.</p>
424259	<p>It is possible in certain situations that an agent could be credited with an outbound call if the agent receives an ACD call and performs multiple swaps and holds.</p> <p>Expected Resolution: 10.0.0.0.</p>
425645	<p>Web Ignite - After the first swap, agent state stays ACD instead of ACD Hold.</p> <p>Expected Resolution: 10.0.0.0.</p>
425980	<p>An employee can still log in to Ignite (Desktop or Web), if the security role option "May access Contact Center Client and Ignite" option is unchecked.</p>
426269	<p>Contact Center Client stops responding for a long period of time when large amount of emails are being deleted from IVQ at once.</p> <p>Expected Resolution: 9.3.0.0.</p>
426637	<p>In certain scenarios, the Contact Center Client auditor is not reliably showing the interactions waiting and longest waiting statistics for queue groups.</p> <p>Expected Resolution: 9.3.0.0.</p>
458551	<p>E.164 formatted numbers are not supported in Desktop Ignite.</p>
479630	<p>The Performance by Period reports will double-peg conference counts when all parties involved exist on a single MiVB as the raw data currently lacks Call IDs for linking.</p> <p>Expected Resolution: 9.3.0.0.</p>

Fixes not included in MiContact Center Version 9.2.0.0

The following section lists the hotfixes that were not included in Version 9.2.0.0. If you have any of these hotfixes installed on your server, upgrading to 9.2.0.0 is not recommended.

Tracking Number	Description
470728	Multiple fixes for a specific customer. Code exists in its own branch.
482456	Agent Contact Queue Data not being populated for Teleopti
482488	A saved profile with a real-time alarm that triggered a WAV file was failing to load after upgrading the MiContact Center Business server version.

Release over release statistical changes

There were not statistical changes from MiContact Center Business 9.1.2.0 to 9.2.0.0.

Appendix A: Areas of Improvement from previous releases

MiContact Center Business version 9.0.0.0

Tracking Number	Description
345239	Emailed Alarms giving bad URL for more information
355979	In the real time agent state by time monitor, if you move mouse over an agent card on work timer it generates an exception error
360236	Screenpop returning 404 error when the agent has Web Ignite open.
362275	Misleading warning on Employee page (claims to be a control, but does nothing)
362720	Adding an extension to a group which is already a member causes YSE to lock up
362762	Upgrade to 8.0.1.0 from 7.1.3.1 found that web callbacks are not resolving the right final number to call when the number is in UK and is a mobile number.
363056	If agent has more than one ID you can't set skill levels for the different ID's
365668	MiCC Services have un-quoted paths.
367218	Copying of queues results in the original queue losing agent group and RAD information.
369665	Area code 470 (Atlanta Georgia) not present in YSE phone number list. Triggers callback failures.
369679	Mass recurrence of events tool crashed when trying to copy master template
370942	A new field, the External IP Address, has been added to the Enterprise tab in YSE in 8.1 however this is not documented.
371396	Web Chat from URL is not escaping SQL keywords
371399	MiCC enabled with AD sync creates duplicate employees, causing management difficulties.

Tracking Number	Description
375852	Unable to delete a subroutine which contains other subroutines
375855	Secondary Null Reference errors as part of summarization errors.
375914	Sync committing to only one of two controllers.
377548	No longer able to sort agent group members by skill level
381897	The recurrence wizard in WFS will not populate data in the schedule if it is older than three weeks from the current date.
392698	Calls placed on hold then retrieved and placed on hold a 2nd time failing in CTI toolkit
392723	Unable to switch security (Multi-Tenant vs Single-Tenant) without having to reinstall and reconfigure system from scratch.
392986	Temporary .wav files locked (cannot be deleted) after recording a 0 kb .wav file in IVR workflow.
393045	Work timer in Web Ignite displays the wrong number.
393077	Rejected email addresses not shown in Web Ignite, causing customers to think emails to be sent without "To" addresses
393179	When the customer records a prompt using the management subroutine, it says - press any key when you have finished. However, the only key that responds is key 1. If you press any other key, it does not respond.
393200	Agent Whisper not registering correct DNIS value after a transfer of call.
393224	After upgrading from V6 to V8, highlighting 2 rows in a column do not give the expected results at the bottom of the report. The average and total times of the highlighted columns are missing.
393510	Web Ignite does not perform well in Internet Explorer - in-line images do not appear, and highlighting text is problematic
399591	Alarm feed intermittently not formatted correctly and difficult to read

Tracking Number	Description
399651	Error in Routing Inbound service when starting subroutine - Invalid cast from 'System.Int32' to 'System.Guid'
399655	With Windows Authentication, when user clicks logout button in CCMWeb, they are immediately logged back in again; the page just appears to refresh
399806	Unable to restrict YSE views down to devices only.
399954	When Agent fails back from Resilient Controller to Primary Controller they get logged out of Ignite and Phone
400045	Spelling mistake in Lifecycle report headers
400144	Unable to clear ALM0051.
400301	IVR incoming call to subroutine does not always continue back to the main flow
400309	MICC Issue when PBX's go into failover. PSM controls no longer functioning
401697	Employee is showing as " -- " instead of name on employee group reports
401698	Chat Queue performance by period report not pegging handled chats.
401699	Inbound Callbacks repeating prompts 3 times for every prompt in inbound callback workflow
401767	Ring Group reports missing counts when compared to the members
401793	Collected Digits Date inverting MM/YY when day is less than 13 and month is 2 digit.
401858	Manual configuration setting (SmsServiceWrapper_SmsServiceURL) not working in the global application settings editor.
401936	Swap prompt in the default Management subroutine does not appear to work when you pick 'record a new greeting or swap prompt'.
401938	Nightly Maintenance terminating on Purge IVR Data task (proc_PurgeIVRDataMtceTask)

Tracking Number	Description
401944	Workflow condition reporting incorrectly reports calls as 'Terminated in branch by user' when a hang-up activity exists in the subroutines.
401982	IVR Prompts test play button does not work in some scenarios
402215	Workflow condition reporting incorrectly reports calls as 'Terminated in branch by user' where a hang up activity exists in the subroutines.
402216	Swap prompt in the default Management subroutine does not appear to work when you pick 'record a new greeting or swap prompt'.
402367	Service level not calculating correctly according to SL documentation. It shows less than if manually calculated.
402502	IVQ Drag and Drop within the same monitored queues window transfers randomly
402520	ALM0095 (Missing Device Alarm) raised incorrectly when calls hit ring group
402682	Enterprise service was stuck processing the days telephone records and never completes.
402685	Summarization will not complete
405208	The maintenance alarm dispatcher service appears to be using a large amount of memory.
405209	When new agents are added to the customers AD and a sync is ran on the MiCollab and the MiCC, the agents log in username does not contain the Domain prefix.
405322	Desktop Ignite randomly forces itself into focus while agent is working on their computer.
405825	From and To destination are the same for Transferred calls in Ignite
409962	Having trouble giving users permission to view callbacks in Contact Center Client
410449	Changing to Office 365 may cause site to be unable to get a successful SMTP or IMAP test from the YSE because they use a proxy
410576	Whisper announce will not play if site uses UK English

Tracking Number	Description
410699	YSE goes 'Not Responding' when searching for employees
410739	The remote IVR was loading some workflows twice resulting in IVR prompts being played twice to the caller.
411282	CCC terminates if you open the Add/Remove Devices screen for any realtime monitor on Chinese Windows.
411283	ALM0038 for high memory usage by routing media service every 4 hours, aligning with audit that occurs at same interval
411286	Numerous configuration changes via sync with MCD throughout the eventually caused SMA to kill the enterprise service.
411287	MiVB Sync is failing with AD
411598	When Agent's phone goes back to a ringing state, life of call timer resets
411773	After upgrading from 7.1 to 8.1.3.0, agents are unable to log into client applications with error 'Configuration Manager Service Unavailable. Please verify your server address.'
411859	Queue Now has column "Dial out of queue" that should not be there
411861	First RAD (in multiple Queues) gets cut off at the last second
412494	Microsoft Lync Integration for the CCC Chat gumballs no longer working
412582	Date/Time variable not played correctly for French time and military type
412583	Queue does not close correctly when using the Agents_Idle parameter in a queue control template.
412751	Intermittent issues with IVR variable/value assignments
412839	Agent Performance by Make Busy/DND is reporting Zero calls in make busy with a duration of 35+ minutes.
412972	In CCMWeb, you are unable to schedule a Forecasting report. Seems to be related to License.

Tracking Number	Description
412998	Emails were routed to wrong agent
413006	Emails to one queue continuously alarm as FailedRoute - transfer/interflow doesn't work all the time
416172	WFM Real-Time Password Blanks Out
418549	When setting alarms for CCC queues, a double email occurs
418550	Port performance by period report shows negative numbers for calls completed
418770	Agent Group Performance Chart report for an agent group (TOD) showing more agents than actually having.
418771	Queue Performance by DOW report showing extra ACD peg that Lifecycle does not.
419533	Using web ignite , if you open a queue now dashboard and monitor the Longest waiting stat, it jumps around and goes down to a lower figure.
420574	When creating Report - Account Code Accounting by Trace, selecting pages with different account codes takes several minutes to populate
420606	Agents were unable to make status changes via web Ignite after PBX failover until enterprise server service was restarted
420875	New Email queues set up in YSE are not showing in the devices list in CCC when opening IVQ and Real time queue monitors
420899	With 'May access Conversation Detail reports' selected and 'May access Lifecycle reports' de-selected, you can't see the Conversation Detail option in the CCMWeb
420900	Sync new devices from MCD to YSE will always create the employee with English (United States) as default language.
421030	Concerns over the SMS settings and how this can potentially effect when SMS contacts are handled.
421033	Subscriber Billing by Extension report is using CARRIER PLAN costing instead of SUBSCRIBER PLAN costing

Tracking Number	Description
421034	Real time monitoring not showing if extensions are busy or not
421132	When call volume increases, callbacks that are left in queue overnight do not get actioned the next business day.
421189	WFM_Collection in the 15 min interval seems to timeout sometimes. When Reporting service is turned off things are working a lot faster even though reporting service isn't running any reports.
421521	Instructions for legacy Salesforce connector should be removed from documentation.
421805	CCMWeb allowing any password under AD authorization
421848	You can save the selection but when you re-open the security role the change has not been saved.
424041	The <<Message>> variable for SMS is not populating
424267	After changes within the queue configuration, the queue now stats are not updating vs IVQ
425087	Unable to write configuration changes back to the PBX unless you are a member of the Enterprise Administrators security role.
425124	Newly added agent not showing real-time status in CCC
425274	Softphone agents can't answer call.
425740	System Engineering estimated resource usage needs updating
426098	The long wait timer in CCC seems to count up and down randomly.
426177	With a workload that prevents simultaneous voice and chat (or any other multimedia) offered together, SYS MKB state clears automatically after the multimedia conversation requeues (e.g. decline, ringing timeout)

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Contact Center Client

Tracking Number	Description
421846	Extensions in the Extension State By Position monitor changed to an unknown state at midnight. They returned to normal monitoring once the first call event of the new day occurred.
425199	The QueueNow monitor would show an incorrect Handled % value for Ring Groups.
425507	The ACD Inspector no longer showed the username that triggered an agent group presence change.
425576	Intermittently the QueueNow monitor did not peg some abandoned calls. These calls did show in the Interactive Visual Queue monitor.
425924	A Contact Center Client real-time alarm configured with multiple email addresses would only send to the last email in the list.
427335	In a Multi-Tenancing configuration (Site-Based Security), not all agents, and agent groups were visible in Contact Center Client.
436732	Intermittently calls which had completed would remain in Interactive Visual Queue until cleared by an audit.

Contact Center Management

Tracking Number	Description
426021	ALM0037 – Queue Control was being triggered in error, indicating that queues were in DND state outside of scheduled times.
426252	When overnight maintenance was purging reporting data to maintain SQLEXPRESS under the maximum size, it was incorrectly identifying the dates to delete.
426619	Additional log lines were causing the A file in raw data for the IVR node to grow excessively.

Tracking Number	Description
436100	In an environment using Active Directory authentication, where the NetBIOS name differs from the Domain name, users were unable to authenticate with the CCMWeb website.
438795	In some cases if all media servers are summarized at once, the process would fail with an error. If media servers were summarized individually, it would complete.

Ignite

Tracking Number	Description
425062	A security role configured to prevent all actions but Transfer and No Reply was not restricting agents correctly. (Transfer, Pick, Pick & Reply, No Reply, and Junk were all available)
425104	The callback widget in web-ignite did not remove callbacks once completed. A manual refresh of the screen (F5) was required.
426069	Web Ignite allowed access to account codes and classification codes even though the security role was configured to prevent it.
439183	If an agent performed a Pick & Reply of a queued email while an ACD email was still ringing, then real-time would not peg it as handled.
441592	External numbers dialed in E164 format, with a leading + followed by country code were not correctly dialed from Web Ignite.

Installation and Upgrades

Tracking Number	Description
427773	Rebooting the MiContact Center Business server while the Redist Packager was still running could result in corrupted hash values for updater components.

IVR Routing

Tracking Number	Description
425602	After changing a data provider location in IVR, the service would continue to reference the old location for live calls.
425686	When a SQL query returned multiple records, which are being iterated in the IVR workflow, there were long delays resulting in dead-air for the caller.
425739	Callbacks with a specified callback time were executing at UTC time, and not according to the local time zone.
425815	In a Multi-Tenant configuration, prompts from other sites could be selected when configuring IVR.
426072	Outbound dialer configuration in IVR would trigger “ALM0042 – IVR Ports Over-Licensed” in error.
426276	In a Multi-Tenant configuration callbacks were saved to SQL correctly, but not presented to available agents.
426516	Administrators were unable to query a non-primary worksheet in an Excel data provider.
426620	A race condition could result in some callbacks not being processed until the Routing Outbound service was restarted.
428381	External transfers from IVR were adding the international prefix (00) if any invalid characters appeared in the destination number.
428630	When an invalid character is present in the Record activity recording name variable, it resulted in a failed recording and callback.
441601	If a callback was requeued due to an automatic process or error, such as a delay in copying the recording file, then the configured requeue timer was not applied and the system used the default 30 minutes instead.

Multimedia

Tracking Number	Description
425374	<p>Workloads were not setting medias to overloaded until the first item was answered, which resulted in a media that should be overloaded being sent a contact while the first media was still ringing.</p> <p>NOTE: When multiple media types are queued, the MiVoice Business voice media always takes priority due to the added communication time.</p>
426914	<p>Some Emails would not route until the RoutingMedia service was restarted under very specific circumstances:</p> <ul style="list-style-type: none"> • Multiple emails already queued • Environment manually configured to allow TO and FROM to use the same queue email address • Messages contain a subject line which contains an existing TicketID already
426936	<p>When trying to edit the members of an Email contact group in CCMWeb, an error was displayed.</p>

Reporting

Tracking Number	Description
425574	<p>If a multimedia agent was in MakeBusy state, and performed a Pick & Reply they would become ACD and then return to the previous MakeBusy state once completed. Reporting would peg each return as a new MakeBusy punch instead of a continuation.</p>
426068	<p>Some emails were not being pegged as completed due to a syntax error in the employee name.</p>
426070	<p>In a ring-all ring group the Transferred To statistic would peg against all ring group members instead of just the answering member.</p>
426256	<p>A race condition caused some calls to not be associated to the correct queue in LifeCycle reports.</p>
426623	<p>If a call abandoned while ringing on an agent, and the MiVoice Business immediately routed another ACD call to that same agent, the LifeCycle report would link the abandoned call to the handled one.</p>

Tracking Number	Description
426888	Hunt Group port durations were being incorrectly reported in some cases.
427354	DNIS Group Performance by Queue reports were double-pegging some calls.
441463	In an environment where Queue reporting numbers are being duplicated, Queue Performance reports were not accurately identifying which queue to peg based on media server.

WorkForce Scheduling

Tracking Number	Description
426514	The forecasting tool did not display properly if Windows desktop sizing was set to 125% or higher.

YourSite Explorer

Tracking Number	Description
425083	Users received the "Remote Server assignment exceeds the licensed amount" error when assigning the last remote server due to a miscommunication between the AMC and Desaware servers.
425988	Users were unable to save queue changes if an embedded RAD was associated with the queue because YourSite Explorer could not validate that the RAD port existed on the correct media server. This is now a Warning message to check the assignment but will no longer prevent changes being saved.
426446	Email servers would return a failure when using the Test Incoming Connection button when configured to use TLS 1.0.
438433	When a site was enabled for SSL, users were unable to access the Security Role section of YourSite Explorer.
438796	Users were unable to save account codes with a value higher than 2147483647.

Tracking Number	Description
442051	The Default Voice Presence setting under Agent Groups was not applied to agents on next login if the agent skill group number and reporting number were not the same on the MiVoice Business.
442841	When changing the Default Voice Presence to Last Known, that member would be set to Absent regardless of last state, or if already logged in.
442949	Security lists would not persist Employee Groups as members. Assignment would save, but the Employee Group would no longer be selected if you reloaded the list.

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Contact Center Client

Tracking Number	Description
427872	After removing a contact from a contact group, Contact Center Client alarms configured to use that group were continuing to send emails to the original list of contacts.
438806 445754	When redirecting or interflowing calls via the Interactive Visual Queue control, logging did not note who was initiating the commands, crediting them only to Local System.
441437	Anonymous external callers were not appearing in the Interactive Visual Queue monitor.
442181	If an existing Contact Center Client profile contained a chart with zero margins or padding, the client would throw a fatal error when trying to load that profile.
442654	When an agent put an ACD call on hold, and did not retrieve that call until more than 60 seconds of ring-back had elapsed, their real-time state would show Idle instead of ACD.
442748	When an employee security role allowed them to save personal profiles, but not edit shared profiles they were also unable to perform a Save As on a shared profile to save a personal copy.
442826	Intermittently the QueueNow monitor would display a call still waiting in queue after it had been answered.
443360	Intermittently the QueueNow monitor would show more agents Idle than the Agent State by Time.
443361	The QueueNow monitor was miscalculating the queue SLA if the email was Interflowed from one queue to this one.
445102	If a Traditional Agent placed an ACD caller on Hold, issued a Log Out command to the MiVoice Business, and then the caller disconnected while still on hold, the Agent State monitors would continue to show the agent in Hold state even after the log out completed.
445826	Intermittently the QueueNow statistics for Offered and Handled in last 14 minutes would jump by several hundred calls and become stuck.

Contact Center Management

Tracking Number	Description
425922	When an Active Directory has multiple domain layers YourSite Explorer would only bring down the first domain layer as the login. Eg: ad.mitel.com would result in usernames of ad\username when the Domain Controller is looking for mitel\username still.
427338	Intermittently a duplicate variable would be introduced to the configuration, resulting in an error when restoring a backup: <i>“Cannot insert duplicate key in object dbo.tblConfig_VWM_Variables. The duplicate key value is (<<Name>> <NULL>)”</i>
436877	If a server is installed with the Installation directory and the Distribution Source directory configured to be the same location, then new client installations would fail.
443400	When querying the MiCCSDK for queue state, a DND state would always return a False value, regardless of actual queue state.
443703	An inefficiency in the MiCCSDK Auth Token process resulted in a potentially severe increase in CPU usage.
445879	After the RefreshToken became corrupted, users were unable to log into any client application or website until it was manually deleted and recreated.
446990	MSMQ errors were not being cleared regularly enough, resulting in issues with MSMQ backing up.

Ignite

Tracking Number	Description
438401	In some SSL environments the client applications would display an EO.Webbrowser error when clicking on File. Desktop Ignite would display the error on the first interaction of the day.
439172 442680	When selecting queues in Web-Ignite, if the list required paging clicking on the More button did not display the next page.

Tracking Number	Description
441473	In Desktop Ignite clicking on Pick and Reply acted as if the user was only clicking on Pick.
442674	When selecting an item from a queue with Pick and Reply, Desktop Ignite was no longer automatically taking you to the Inbox with that item. A configuration option AutoSelectionEnabled was added to the Global Application Settings Editor to choose whether you wish this behavior enabled or disabled.
443096	When an employee had a security list in place to restrict access, but was allowed Agent Group Presence control, the presence control pane was still blank in Desktop Ignite.
443493	Right-Click Copy and Paste controls were not functioning in Web Ignite when using the Chrome browser.
443915	In Web Ignite when going to the History folder, if one selected the Only Show My Items option, only those items where you were the last employee to touch it would appear, not those you handled and then transferred.
458973	Worktimer was counting down from an incorrect value, then displaying a countdown from 23:59:59.

Installation and Upgrades

Tracking Number	Description
447031	The MiCC Setup Repair or Install actions would fail if specifying a FQDN for the server which included an underscore character.

IVR Routing

Tracking Number	Description
438462	IVR Logging would show mapped output values for Query activities, but not the input values.

Tracking Number	Description
442600	When MiTAI events were received out of order the UPiQ ports could become stuck and stop playing messages.
442747	IVR Transfer activities to a queue would fail if the Caller ID was blocked.
443408	When performing condition checks against phone numbers the asterisk (*) character was not being detected.
445248	Intermittently IVR ports would stop answering due to an out of date version of MiAudio being implemented within MiContact center Business.
445249	The value for the Victoria Day holiday was incorrect.
445876	The Queue activity was unable to set queues into a DND state.
445878	In some cases a workflow would repeat itself due to a race condition.
446932	When a customer disconnected at the same time that a call was being transferred to an agent, the tapped Agent Greeting port would remain off-hook indefinitely.
447911	Under subroutine properties the last modified date was showing incorrectly in YourSite Explorer.
455753	When a remote IVR is booted up while the MiContact Center Business server is still down the ports would remain out of service.
458135	When the Routing Outbound service is pulling it's callback destinations it was possible for multiple ports to pick up the same callback line and process them at once.
458688	Outbound Router would intermittently not receive Collected Digits from activity.
458853	UPiQ logging was returning an error if multiple calls shared a global call ID.
459028	IVR ports were being put out of service due to a certificate error (X509Certificates)

Multimedia

Tracking Number	Description
439495	The Chat landing page was displaying incorrect business hours on Sundays.
442822	SMS were incorrectly identifying regions when using E164 formatted numbers.
443614	If an Email was transferred directly to an agent who was in DND state, that message would be set to a Temp status and stop routing.
447402	When already participating in a chat, if an agent previewed a second chat they were presented with the Edit screen allowing them to participate even though the chat is still in queue and will be routed to an agent.
454114	The default values in the keyword scrubber were updated, as it was catching and scrubbing values too easily.
455756	If a customer web browser contains a cookie for a stale chat session, new chat sessions would sometimes display as a blank screen.

Reporting

Tracking Number	Description
439497	Employee Group Accounting by Extension was not pegging calls if we had both a current extension and one disabled for real-time and reporting with the same reporting number configured.
441438	Agent Group Event by Period reports were not pegging all transferred calls.
441992	Some segments of calls were missing in LifeCycle reports where conference actions were present.
442649	In some cases the LifeCycle report would show an incorrect direction for IVR Transfers.
442671	Some account code punches were not being pegged in Account Code Trace reports.
442816	Some calls were being merged together in LifeCycle reports.

Tracking Number	Description
444604	The CreditTransferredACDCallsAsACDForAllTransferredSegments manual configuration was not working.
444678	Employees with a security role limiting which devices they could report on were unable to run LifeCycle reports regardless of whether the device was on the security device list.
445074	Internal calls would not always show the correct call direction in relation to the device being reported on.
445828	When running Extension Group Accounting by Extension against a specific time range for a day, the whole days' data would be returned.
446842	Enterprise and Extension reports would return no data if they were run with any Call Type filters applied.
447669	Hunt Group Performance reports were not pegging all calls.
448977	Callback Queue Performance reports were not calculating the Total Handling Time correctly.
454104	The Condition by Condition reports were not pegging some Calls Entering.
457524	Intermittently answered Chats were being pegged as Abandoned in Chat reports and real-time monitors.
458124	SMDR based reports were showing a much lower ACD Duration compared to ACD based reports.
458736	When a Chat was transferred to a second queue the Time To Answer statistic was no longer calculated correctly.

WorkForce Management

Tracking Number	Description
427340	Due to an error during a backup restore, the WorkForce Management connector stopped sending data.

Tracking Number	Description
442134	After updating WorkForce Management Connector settings in YourSite Explorer, the settings were committed correctly, but still showed as blank in YourSite Explorer. If a user then re-saved that blank screen it would remove the configured settings.

WorkForce Scheduling

Tracking Number	Description
443615	Due to a stale record in pending changes, some employees could not be assigned new shifts in a schedule.

YourSite Explorer

Tracking Number	Description
426807	If the Windows option to resize the desktop was set higher than 100%, Condition configuration screens in YourSite Explorer became difficult to read.
435743	Employees synchronized down from Active Directory were not always assigned a license correctly when an Agent was associated.
447622	If an Active Directory synchronization was started and then cancelled prematurely, a Telephone System Settings Synchronization may not work until you stop the MiContact Center Data Synchronization service.
455522	After making a change to a workflow YourSite Explorer was intermittently reporting a sync error when the sync was successful.
458170	Users were unable to make changes to Queue Spectrums when queues were multi-selected.

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Contact Center Client

Tracking Number	Description
447408	Intermittently when using Auto-Answer on a softphone calls would be dropped.
451686	Using the UseCccChatOnly setting via the Global Application Settings Editor did not work if the CONFIG file had a different value.
458998	When using Ring Groups the real-time statistics for External Inbound, Outbound, and Handle times did not reset to zero for the new day when rolling over midnight.

Contact Center Management

Tracking Number	Description
441436	When the Collector Service was unable to make MiTAI Monitor connections due to a ClassOf Service error it would attempt to reconnect constantly, causing the CPU usage on the MiVoice Business to increase dramatically.
445114	The <i>Mitel.Routing.Workflow.Activities.Properties.Settings</i> SectionGroup was not present in Routing Inbound service CONFIG file, and as such Global Application Settings in that group would not work without the file being manually corrected.
446783	Some days were unable to summarize.
447336	When restoring a backup as a Lab Restore, remote IVR servers were not being pacified.
447441	After a MiVoice Business crash and restart, the MiContact Center Business would experience MiTAI OS errors as well until services were manually restarted.
459248	If the Routing Media service was disabled or uninstalled the MSMQ would fill up as one queue continued to file, but was not purged.
459249	If the StorageService was not installed, an audit that auto-resolved and auto-closed cases would fail.

Ignite

Tracking Number	Description
426245	Some users received 'Error Request Entity Too Large' when sending emails from Desktop Ignite
441657	Web ignite contacts were not showing the Call button when searching for an employee that had multiple extensions associated to it
442899	Norwegian spellcheck was not working properly due to missing characters. Norwegian characters (ø,æ,å) were not recognized.
447052	The Callback monitor in Web Ignite did not respect security roles.
447646	Searches in Web Ignite were finding both forward and reverse of the search string.
458070	When an ElasticSearch index was closed, both Web and Desktop Ignite was returning an error if the user attempted to open a New Mail.
459425	Web Ignite was unable to search for an Extension by Name (not number) if no other devices associated to the employee.
459427	Web Ignite agents were unable to view History when the Allow Agent Preview setting was disabled.
462977	Web Ignite Dutch language translations needed correcting.

IVR Routing

Tracking Number	Description
438472	The queue condition path unavailable check always returned as True (queue available)
438476	The Callback engine would intermittently fail if the auth token with MiCCSDK was not renewed in time.
443311	French phone numbers were not being formatted correctly for Callbacks.

Tracking Number	Description
446931	The Collected Digits activity was capturing the terminating digit in the variable.
447620	Protective code was added to the UPIQ engine to improve stability in cases where duplicate PathCallQueued MiTAI records were received.
454034	IVR workflows would not continue to process a call of a transfer performed a Ring Back to the port.
457680	Intermittently the estimated wait time would be reported as 0 seconds.
457703	The Routing Outbound service could become unstable when running in SSL with an X509 certificate.
464176	Realtime statistics for Callbacks were not reporting.

Multimedia

Tracking Number	Description
447084	After a repair or upgrade any alternate path for ElasticSearch indices would be moved back to the default path on C:\.
447338	Chat users experienced session retrieval errors when using Internet Explorer.
454136	Intermittently agents belonging to unified agent groups could not set themselves available.
455515	SMS sent to E164 format numbers were not being sent correctly.
459345	When using a German OS the variable compare activity in an email workflow, filtering on subject does not evaluate properly.

Reporting

Tracking Number	Description
402367	The Service Level was not being calculated correctly in Queue Performance reports.
434072	Agent Event reports were not pegging all requeues.
446049	Some internal records caused double pegging on Agent Performance Chart reports.
446123	Intermittently Lifecycle reports would not show the direction of calls.
457005	When a Ring Group call is redirected to another group who shares some members with the first, the call was being double pegged (one peg per ring group touched).
457526	Agent Internal/External Call Counts by Period was pegging some Internal ACD calls as External.
459052	Calls which were requeued by an agent, then Interflowed to another destination were only pegged with the waiting time after the requeue.

WorkForce Scheduling

Tracking Number	Description
435745	The WorkForce Scheduling client could not access SQL from a Windows 10 client.

YourSite Explorer

Tracking Number	Description
457291	Changes made to an employee in YourSite Explorer would only propagate to the agents on the first save. Subsequent changes would not.
459404	After synchronizing with the MiVoice Business, Trunk names were cleared from YourSite Explorer.

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Auditor

Tracking Number	Description
454093	When replaying data in Agent, Extension, or Employee State monitors, the state would initially show as the default state, rather than the actual state for the date and time being replayed.

Contact Center Client

Tracking Number	Description
454215	Performance improvements were added to reduce refresh rate in CCC on high volume sites.
464633 467251	Intermittently calls would become stuck in the Interactive Visual Queue (IVQ) monitor.
464980	The Interactive Visual Queue (IVQ) monitor was displaying more abandoned calls than a Queue Performance report against the same queue would later.
466885	Intermittently multiple screenpops would trigger from a single call.
467764	If Interactive Visual Queue (IVQ) is opened after a call is transferred from one queue to another, that call would not display. Only calls that were transferred after the IVQ monitor was opened would show.

Contact Center Management

Tracking Number	Description
466834	When using Windows Authentication, if a site attempted to implement Single Sign-On, security roles would no longer be respected.

Ignite

Tracking Number	Description
442903	Dialing a number that begins with 1300#####, 13#####, or 1800##### would prepend 00011 due to an out of date country code table.
463928	When an agent called an external number, entered case notes, then transferred that call to another employee the case notes would not remain available after the transfer, as that leg was being treated as a separate call.
464710	The MiTAI Driver was updated to version 2.0.1.4 The MiAudio component was updated to version 8.0.1.19
466123	Attempting to merge two emails would return an error: Failed to Perform Action on Merge.
466204	The multimedia worktimer would be cancelled by an incoming non-ACD voice call.
466666	Desktop Ignite would no longer display emails correctly on Windows 10 clients after applying Windows update 1809.
466706	The manual configuration switch 'CloseIgniteOnVoiceAgentLogout' for Desktop Ignite was not correctly closing Ignite as intended.
466732	If a security role restricted access to only certain Agent Groups in a device list, newly added members on the MiVoice Business which had been brought down via a Telephone System Settings synchronization would not be updated in the security list.
468845	After installing Hotfix KB466669 (9.1.0.0) or KB466672 (8.1.4.1) to correct compatibility with Windows 10 update 1809, Desktop Ignite would no longer open attachments.
471512	When receiving long distance or international calls in Web Ignite, the '00' prefix was being removed from the participant, which prevented dialing them back.

Installation and Upgrades

Tracking Number	Description
445073	When performing an upgrade (from 8.X or newer), migration, or repair if there are .MSG files in the root of the Search Storage folder (the 7.X location), then the process would fail with a migration error.
466545	On new installations, if SSL is left enabled, then the Windows IIS component would not be installed.
467758	During an install if a server hasn't had a successful ElasticSearch cluster snapshot recently it can take longer than default 100 seconds and cause installer to fail at this step during ElasticSearch upgrade.

IVR Routing

Tracking Number	Description
445067	The Hold State tool was not working for Traditional Agents in a PCI Compliant workflow.
463048	In an un-clustered environment where duplicate Agent IDs existed the Agent Greeting engine was intermittently halting.
464711	Intermittently remote IVR servers were not synchronizing with the main MiContact Center Business server.
464846	When using a Query activity to insert a time into SQL, the system was inserting AM times between 12:00 PM and 1:00 PM.
465413	When an IVR transfer failed, the call was dropped instead of being retrieved and process down the failure branch.
466127	Execute activities were not going down the time-out branch. Instead the workflow stalled while it waited for completion.
467227	When a caller with a blocked ANI/CLI called in the IVR ports would fail to answer the call.

Multimedia

Tracking Number	Description
459458	Android end-users were unable to properly clear out the ghost text on chat landing pages.
464298	The chat screen was not resizing correctly for end-users on iPhone.
464575	Chat end-users would intermittently be unable to load the landing page during high volume times.
464581	If an email queue without overflow had its receiving agent group changed while messages were enqueued, they would attempt to follow the overflow branch, resulting in a routing error.
464899	Creating a new agent group with the same dialable value as an existing one, whether voice-agents or not would cause errors in presence control.
466286	Attachments encoded in mime-type formats would result in emails not being routed.
467019	Cipher DLLs have been updated to ensure compatibility with cloud-based IMAP servers.

Open Media

Tracking Number	Description
465496	When the routing destination is set to a variable, some Open Media contacts with attachments would become stuck in a Failed Route state.

Reporting

Tracking Number	Description
459453	In flexible reporting the Submit button would become enabled before any device was selected.

Tracking Number	Description
459454	In flexible reporting on multi-device reports a 'select all' option was available within each device, but only one device of each type could be selected.
459789	When adding reports to a Schedule, the filter tab was missing.
462978	In some cases a Lifecycle report could indicate that a call was both answered and abandoned.
463137	In Schedule Adherence reports the ACD time was intermittently being double-pegged.
464421	In some cases the outbound handling time of Agent Performance reports was appearing inflated.
464952	Lifecycle reports were adding additional Set Account Code entries even when the code was just continuing from a previous segment.
466066	Agent Performance reports were pegging calls that were forwarded to voicemail as Outbound calls against the agent.
467097	Agents in a 24-hour contact center who left themselves in MakeBusy state over midnight would show 24 hours of MakeBusy time the following day.

WorkForce Scheduling

Tracking Number	Description
405641	WorkForce Scheduling employees who have had their license removed would continue to show in the Employee Portal until their currently scheduled shifts expired.
466987	If an employee was saved as an agent's supervisor, but was not configured as a WorkForce Scheduling supervisor, opening schedules containing the agent would fail.

YourSite Explorer

Tracking Number	Description
462904	Changing agent skill level in YourSite Explorer would only write to the MiVoice Business once. Administrators would need to close the agent group tab and re-open it before attempting to make another change to the same group.
462905	Skype for Business contacts brought down via an Active Directory sync were not having their Dialable normalized to a dialable format.
464866	When making multiple workflow changes in YourSite Explorer, the application would eventually run out of resources and close with an error.
465558	In a Site Based Security (multi-tenant) configuration administrators could not play recorded prompts from YourSite Explorer.
466891	Adding an Employee Group to a newly created device list would not save. Administrators needed to save the empty list, log out and back in before they could add the Employee Group.

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Contact Center Client

Tracking Number	Description
465376	The Marquee was giving an error if the font size was set too large. Experienced at 72pt and larger.
466940	In an environment where employees are configured with Lync/Skype email addresses, but the Lync/Skype client is not logged in, the Contact Center Client would run out of memory due to errors connecting in the background.
470675	If a security role restricting "May view real-time devices" limited an employee to viewing only a specific agent group, when configuring the monitors in Contact Center Client they could not select the agent group itself, but had to manually select the individual agents.
470679	When a call is transferred from one ACD Path to another, the IVQ would no longer show the Caller ID after the transfer.
472077	Intermittently the IVQ would not display Caller Name or ANI in the Callbacks listing.

Contact Center Management

Tracking Number	Description
470941 472084 473756	Intermittently the Data Summarization task would fail.
474086	Raw MiTAI call records were intermittently being filed into a future date.
471492	MassTransit service error handling was improved in relation to IIS and MSMQ errors.

Ignite

Tracking Number	Description
466469	When dialing an 800 number from Web-Ignite, the system was adding the international dialing digits instead of the expected national long distance.
466544	Web-Ignite was not creating contacts or cases for phone numbers of 6 digits or less, even when dialing digits in YourSite Explorer were set correctly.
466707	In a Desktop-Ignite environment where an employee has both voice and multimedia agents associated and the CloseIgniteOnVoiceAgentLogout setting is set to False, when the multimedia agent(s) is set to not present, but voice is present then the voice agent is logged out then real-time and Desktop-Ignite status would show the remaining multimedia agents as Idle instead of the correct Logged In Not Present.
466909 468894	Intermittently an ended voice call would remain in the Web-Ignite Inbox.
467069	If a Request Help is initiated from Web Ignite, and then the helper disconnects from the call, it is no longer possible to transfer the call to that helper destination. The caller becomes stuck in a Hold state with no way to retrieve the call.
467226	Security roles could not prevent agents in Web-Ignite from accessing the Callbacks monitor, which allowed them full control over the callbacks.
468788	In Desktop-Ignite the reply templates were not sorted in alphabetical order.
468789	In Web-Ignite, when selecting your font for a multimedia item the fonts would all be named [Object Object], written in the font in question.
468851	In Web-Ignite if more than 25 contacts were returned in a search then the results would not finish. Ignite would display "Loading" indefinitely.
470440	In Web-Ignite if an Agent conferenced in an external number to an existing ACD call, places the call on hold, and the external party disconnected then the agent would have no Retrieve Hold button.
470459	In Web-Ignite if you searched for an Employee who had only one Extension associated and no other destinations, you were unable to transfer or conference to them.
470673	In Web-Ignite users were unable to Pick and Reply an Open media item if they were set to Make Busy.

Tracking Number	Description
471528	Web-Ignite performance was very slow when replying to an email with large embedded images.
471529	When the default font type is specified in the Global Application Settings Editor, Web-Ignite did not display the chosen font as default, although it did use the configured font.
472017	Intermittently the MiCCSDK would not correctly identify the Agent's state as ACD Ringing, resulting in API queries showing a status of Unknown.
472895	Intermittently the URL Screenpop would not trigger.
478905	When an Agent's group presence was modified to via Contact Center Client, the agent's Web-Ignite would not display the change.
472915	The supplemental call details in Web-Ignite were not displaying the To Name associated to the DNIS of the call.
478980	In Web-Ignite when a user disabled the Show Only My Items by Default option, the setting was not being respected and the user was still seeing only their item.

Installation and Upgrades

Tracking Number	Description
466535	The Installation and Administration guide was improved to indicate that during an SSL installation .NET 3.5 would need to be manually installed.
466546	When performing an SSL installation the IIS Certificate check would not verify a private key.
472899	After renaming the server name and running a Repair of the MiContact Center Business software, real-time applications would fail to connect on port 5024.
479596	On servers running French operating systems upgrades into the 9.1 stream would fail due to the incorrect apostrophe being expected.

IVR Routing

Tracking Number	Description
466287	In a Nuance environment, when editing a Collected Digits action in YourSite Explorer, if you modify the greeting associated the Grammar Type and Speech Grammar are set back to default values.
466808	When an outbound IVR port calls an inbound IVR port on a different MiVoice Business the audio would intermittently stop due to an incorrect call record event.
466889	In some time zones, when a callback request was stored with a local time, it would be executed in GMT instead.
470696	When only one agent was present in an ACD path, and they went into an outbound or non-ACD call, Path Availability checks in IVR would return a Path Unavailable result.
470735	Schedule activities inside of Rules were executing using Moroccan Standard Time instead of the configured time zone.
471469	The outbound callback subroutine was not playing the Call Failure error when the destination was invalid.
472164	When Agent Greetings were enabled, the UPIQ service was creating Silent Monitor on all ACD calls in the system, regardless of whether that particular queue was using the agent greetings.
472603	Intermittently when an outbound port was waiting in queue to offer a callback and then recalls due to no answer, it would cause that callback to become stuck in the system.

Multimedia

Tracking Number	Description
470756	Messaging was improved within the chat engine for cases where a message needed to be scrubbed due to the inclusion of HTML code. Previous messaging was unclear to non-technical customers.
470760	IMAP compatibility to Lotus Notes or Domino servers was not functioning.

Tracking Number	Description
470964	When an IOS device connected to webchat there were noticeable delays in performance.

Reporting

Tracking Number	Description
463940	In some cases while configured for ProcessConferenceRecordsInLifeCycle; True, some calls would register an incomplete duration in Trace reports.
466645	In some cases the average speed of answer and service level statistics were inaccurate for Queue Performance reports.
466908	IVR Branch By Condition reports run against multiple days, and configured for one report each day were missing some branch counts.
468846	Agent Group reports were intermittently over-counting agent handling time.
472074	Queue Performance reports against callback queues when external trunking is in use were showing inaccurate handling times.
472896	When an agent in ACD Path 1 performed a supervised transfer to Path 2, only Path 1 was pegged with the call.

YourSite Explorer

Tracking Number	Description
467027	Creating an IVR port in YourSite Explorer and attempting to write-back to the MiVoice Business would fail.
467070	When an employee with a skill level associated to an existing agent has a new agent on a different media type added, that new media type defaults to skill level 0.

Tracking Number	Description
467767	In a multi-tenanting environment, when a telephone system synchronization failed due to a duplicated reporting number in cached data (a dialable was previously a queue but is now a ring group), the error message provided did not identify the offending device. Logging has been improved.
471467	If a security role is applied which limits access to some DNIS/CLIP choices, the system would instead block all DNIS/CLIP choices.
472021	In YourSite Explorer, clicking the Test button inside of a schedule rule activity would generate a fatal error.
473903	If a queue name exceeded 20 characters YourSite Explorer was not providing a validation warning, resulting in a truncated queue name on the MiVoice Business.

Appendix B: Release Over Release Changes from previous versions

MiContact Center Business version 9.0.0.0

Tracking Number	Description
401698	<p>Description:</p> <ul style="list-style-type: none"> • Previously the call was pegged only if it was finished within Business Hours, now it is pegged if it was started within Business Hours. <p>Affected Statistics:</p> <ul style="list-style-type: none"> • Increases will be seen in the following: <ul style="list-style-type: none"> ○ ACD Count ○ ACD Duration ○ Time to Answer ○ Answered Count ○ Total Talk Time ○ Total Time to Answer ○ Service Count ○ Offered ○ External ACD Counts ○ External ACD duration ○ Total Calls <p>Affected Reports:</p> <ul style="list-style-type: none"> • Device by Device • Queue Performance by Period • Queue Spectrum by Period
402367	<p>Description:</p> <ul style="list-style-type: none"> • Previously the call was pegged only if it was finished within Business Hours, now it is pegged if it was started within Business Hours. <p>Affected Statistics:</p> <ul style="list-style-type: none"> • The Total Calls and counters are decreased <p>Affected Reports:</p> <ul style="list-style-type: none"> • Queue Spectrum by Period

Tracking Number	Description
410582	<p>Description:</p> <ul style="list-style-type: none"> • Call name and Caller number are now set correctly for some scenarios related to the consultation call. <p>Affected Statistics:</p> <ul style="list-style-type: none"> • Increases will be seen in the following: <ul style="list-style-type: none"> ○ ACD Count ○ ACD Duration ○ Total Time to Answer ○ Offered <p>Affected Reports:</p> <ul style="list-style-type: none"> • ANI by Queue
410701	<p>Description:</p> <ul style="list-style-type: none"> • In some cases the reason was not get when DND was removing from a phone. <p>Affected Statistics:</p> <ul style="list-style-type: none"> • Make Busy code will become 1 <p>Affected Reports:</p> <ul style="list-style-type: none"> • Agent Trace Event
411741	<p>Description:</p> <ul style="list-style-type: none"> • The hold requeue timeout duration is now pegged to the queue total. <p>Affected Statistics:</p> <ul style="list-style-type: none"> • Completed duration is increased <p>Affected Reports:</p> <ul style="list-style-type: none"> • Queue Performance by Period

Tracking Number	Description
412839	<p>Description:</p> <ul style="list-style-type: none"> Previously if Agent Ringing ACD event was processed just before set MKB in case of simultaneous events, MKB was not pegged. <p>Affected Statistics:</p> <ul style="list-style-type: none"> Make Busy count is increased <p>Affected Reports:</p> <ul style="list-style-type: none"> Agent by Device Queue Performance by Period Agent Event reports

MiContact Center Business version 9.0.1.0

Tracking Number	Description
425574	<p>Description: When an agent was in a MakeBusy state, and performed a Pick & Reply, their state was turned to ACD until they completed that item, then returned to the previous MakeBusy state. We were pegging a new MakeBusy punch each time they returned.</p> <p>Affected Statistics: MakeBusy Count may decrease</p> <p>Affected Reports:</p> <ul style="list-style-type: none"> Agent Performance by MakeBusy code
425576	<p>Description: Calls were not pegged as Abandoned when the Called Party was reported as Busy.</p> <p>Affected Statistics:</p> <ul style="list-style-type: none"> Abandon Count may increase Time To Abandon may increase <p>Affected Reports:</p> <ul style="list-style-type: none"> Agent Performance by Period Extension Performance by Period Trunk Performance by Period

Tracking Number	Description
426070	<p>Description: Ring-All Ring Groups were pegging all members with a Calls transferred to extension, instead of only the answering device.</p> <p>Affected Statistics: Calls Transferred to Extension may decrease</p> <p>Affected Reports:</p> <ul style="list-style-type: none"> • Extension (Group) Performance by Account Code • Extension (Group) Performance by Day of Month • Extension (Group) Performance by Day of Week • Extension (Group) Performance by Month • Extension (Group) Performance by Period • Extension group Performance by Extension • Employee Performance by Extension
426623	<p>Description: A call that abandoned while ringing would be linked to the next ACD call in some cases.</p> <p>Affected Statistics:</p> <ul style="list-style-type: none"> • Duration may change • Time to answer may change <p>Affected Reports:</p> <ul style="list-style-type: none"> • LifeCycle reports
427354	<p>Description: DNIS Performance by Queue reports were double-pegging calls</p> <p>Affected Statistics:</p> <ul style="list-style-type: none"> • ACD Count may decrease • ACD Duration may decrease • Total Time To Answer may decrease • Abandon Count may decrease • Total Time To Abandon may decrease • Interflow Count may decrease <p>Affected Reports:</p> <p>DNIS Performance by Queue</p>
438395	<p>Description: Email Queue Performance reports were not pegging the Continuing Case statistic.</p> <p>Affected Statistics:</p> <ul style="list-style-type: none"> • Continuing Case may increase <p>Affected Reports:</p> <ul style="list-style-type: none"> • Email Queue (Group) Performance by Period • Fax Queue (Group) Performance by Period • SMS Queue (Group) Performance by Period

Tracking Number	Description
441463	<p>Description: On sites where the same Path reporting number is used on multiple MiVoice Business, the reporting engine did not correctly differentiate by media server, and would peg some calls to the incorrect queue.</p> <p>Affected Statistics:</p> <ul style="list-style-type: none"> • Handled • Answered by Group # • Total talk time • Total time to interflow • Total time to answer • Offered • Short handle • Service level % • All Spectrum report Columns <p>Affected Reports:</p> <ul style="list-style-type: none"> • Queue Performance by Period • Agent Group Performance by Agent • Agent Performance by Callback Queue • Agent Performance by Make Busy Code • Team Performance by Queue • Agent (Group) Performance by Queue • Queue Performance by Member • Employee (Group) Performance by Queue • Agent Performance Charts • Queue Spectrum reports

MiContact Center Business version 9.0.0.0

Tracking Number	Description
425574	<p>Description: When an agent was in a MakeBusy state, and performed a Pick & Reply, their state was turned to ACD until they completed that item, then returned to the previous MakeBusy state. We were pegging a new MakeBusy punch each time they returned.</p> <p>Affected Statistics: MakeBusy Count may decrease</p> <p>Affected Reports:</p> <ul style="list-style-type: none"> • Agent Performance by MakeBusy code

Tracking Number	Description
425576	<p>Description: Calls were not pegged as Abandoned when the Called Party was reported as Busy.</p> <p>Affected Statistics:</p> <ul style="list-style-type: none"> • Abandon Count may increase • Time To Abandon may increase <p>Affected Reports:</p> <ul style="list-style-type: none"> • Agent Performance by Period • Extension Performance by Period • Trunk Performance by Period
426070	<p>Description: Ring-All Ring Groups were pegging all members with a Calls transferred to extension, instead of only the answering device.</p> <p>Affected Statistics: Calls Transferred to Extension may decrease</p> <p>Affected Reports:</p> <ul style="list-style-type: none"> • Extension (Group) Performance by Account Code • Extension (Group) Performance by Day of Month • Extension (Group) Performance by Day of Week • Extension (Group) Performance by Month • Extension (Group) Performance by Period • Extension group Performance by Extension • Employee Performance by Extension
426623	<p>Description: A call that abandoned while ringing would be linked to the next ACD call in some cases.</p> <p>Affected Statistics:</p> <ul style="list-style-type: none"> • Duration may change • Time to answer may change <p>Affected Reports:</p> <ul style="list-style-type: none"> • LifeCycle reports

Tracking Number	Description
427354	<p>Description: DNIS Performance by Queue reports were double-pegging calls</p> <p>Affected Statistics:</p> <ul style="list-style-type: none"> • ACD Count may decrease • ACD Duration may decrease • Total Time To Answer may decrease • Abandon Count may decrease • Total Time To Abandon may decrease • Interflow Count may decrease <p>Affected Reports:</p> <p>DNIS Performance by Queue</p>
438395	<p>Description: Email Queue Performance reports were not pegging the Continuing Case statistic.</p> <p>Affected Statistics:</p> <ul style="list-style-type: none"> • Continuing Case may increase <p>Affected Reports:</p> <ul style="list-style-type: none"> • Email Queue (Group) Performance by Period • Fax Queue (Group) Performance by Period • SMS Queue (Group) Performance by Period

Tracking Number	Description
441463	<p>Description: On sites where the same Path reporting number is used on multiple MiVoice Business, the reporting engine did not correctly differentiate by media server, and would peg some calls to the incorrect queue.</p> <p>Affected Statistics:</p> <ul style="list-style-type: none"> • Handled • Answered by Group # • Total talk time • Total time to interflow • Total time to answer • Offered • Short handle • Service level % • All Spectrum report Columns <p>Affected Reports:</p> <ul style="list-style-type: none"> • Queue Performance by Period • Agent Group Performance by Agent • Agent Performance by Callback Queue • Agent Performance by Make Busy Code • Team Performance by Queue • Agent (Group) Performance by Queue • Queue Performance by Member • Employee (Group) Performance by Queue • Agent Performance Charts • Queue Spectrum reports

MiContact Center Business version 9.1.0.0

Tracking Number	Description
	<p>Fixed an issue where a call after supervised transfer to ACD path was interflowed to another queue. It was double pegged for 'offered' and 'handled by group'.</p>
	<p>Fixed an issue where blind transfer to an internal extension was incorrectly pegged.</p>

Tracking Number	Description
	Fixed an issue where Queue now - Agent Average Handle time didn't not reflect the time spent in Work Timer state when "Include Work Timer as part of Handling Time" option is set.
	Fixed an issue where the call after blind transfer to ACD path and requeue was not pegged in real time.
	Fixed an issue when supervised transfer was pegged with Outbound call and time.
	Fixed an issue where employee blind transferred outbound calls to an external number, outbound call was pegged twice.
	Fixed an issue where Offered and Handled counts were pegged twice when the call was transferred from 1st employee to 2nd employee.
	Fixed an issue where the duration of consultation part is added to ACD time for supervised transfer.
	Fixed an issue where short abandons when a call was ringing a queue showed in Queue Perf by Period, but not in Queue Abandon Spectrum.
	Fixed an issue where Agent Average Handle time in Queue now didn't not reflect the time spent in Work Timer state when "Include Work Timer as part of Handling Time" option was set on the queue.
	Fixed an issue where Abandons that happened when a call was ringing an agent's phone appeared in the Queue Performance by Period report but not in Agent or Employee Performance by Period.

Tracking Number	Description
	Fixed an issue where Queue Perf by Period report showed incorrect "Average speed of answer" when ACD call was overflowed/interflowed and requeued before being answered.
	Fixed an issue where account code/time did not appear in Queue Performance reports after blind transfers.
	Fixed an issue where Interflowed calls were incorrectly pegged. Fixed an issue where double pegging occurred for a ring group for ACD offered and handled when Call Forwarding Always was enabled and a call was forwarded to an extension on the same PBX.
	Fixed an issue where double pegging occurred for ACD call handled when the call was transferred to a non-clustered ring group on a different PBX.

MiContact Center Business version 9.1.1.0

Tracking Number	Description
462978	<p>Description: Some events indicating that a called party was busy and the caller was waiting in queue were being pegged as abandoned calls.</p> <p>Affected Reports:</p> <ul style="list-style-type: none"> • LifeCycle <ul style="list-style-type: none"> • Duration may decrease • Abandon events may decrease
464421	<p>Description: Double pegging occurred for outbound calls when two related SMDR records were received with the same calling party.</p> <p>Affected Reports:</p> <ul style="list-style-type: none"> • Agent Performance reports <ul style="list-style-type: none"> • Short Outbound count may decrease • Outbound count may decrease • Outbound duration may decrease

466047	<p>Description: If a logged out agent performs a login while the Collector and Enterprise services are stopped (such as during a resiliency switch over), the voice agent state was not yet being monitored. If the MiVoice Business delivered a call to the agent, its state remained Unavailable.</p> <p>Affected Reports:</p> <ul style="list-style-type: none"> • Agent Event <ul style="list-style-type: none"> • MakeBusy count may increase • MakeBusy duration may increase • Worktimer duration may increase • ACD count may increase • ACD duration may increase • Outbound count may increase • Outbound duration may increase • Hold ACD count may increase • Offered count may increase • Ringing duration may increase • Agent Performance <ul style="list-style-type: none"> • Total Time To Answer ACD may increase • Longest Time To Answer ACD may increase • Worktimer count may increase • Worktimer duration may increase • Extension Performance <ul style="list-style-type: none"> • ACD count may increase • ACD duration may increase • ACD Time To Answer may increase • Outbound count may increase • Outbound duration may increase • Transfer Outbound count may increase • External ACD count may increase • External ACD duration may increase • Internal Outbound count may increase • Internal Outbound duration may increase • External Outbound count may increase • External Outbound duration may increase • Queue Performance <ul style="list-style-type: none"> • Occupancy may increase • Answer ACD By Agent count may increase • Answer ACD By Agent duration may increase • Internal Outbound count may increase • Worktimer By Agent count may increase • Worktimer By Agent duration may increase • Queue Spectrum <ul style="list-style-type: none"> • All columns may change
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Tracking Number	Description
466066	<p>Description: Calls forwarded to voicemail were being pegged as Outbound calls from the forwarding agent.</p> <p>Affected Reports:</p> <ul style="list-style-type: none">• Agent Performance reports• All Outbound statistics may decrease

MiContact Center Business version 9.1.2.0

Tracking Number	Description
466645	<p>Description: Spectrum reports were intermittently pushing pegs one column too many.</p> <p>Affected Reports:</p> <ul style="list-style-type: none"> • Queue Answer Spectrum <ul style="list-style-type: none"> • Spectrums 2+ may decrease • Queue Abandon Spectrum <ul style="list-style-type: none"> • Spectrums 2+ may decrease
470679	<p>Description: When an ACD call was transferred to a second queue the ANI was updated incorrectly.</p> <p>Affected Reports:</p> <ul style="list-style-type: none"> • LifeCycle reports
470941	<p>Description: Intermittently some MakeBusy events did not peg in reports.</p> <p>Affected Reports:</p> <ul style="list-style-type: none"> • Agent Performance reports <ul style="list-style-type: none"> • Make Busy Count may increase • Make Busy Duration may increase • Queue Performance reports <ul style="list-style-type: none"> • Occupancy may change • Make Busy Count may increase • Make Busy Duration may increase • Agent Event reports <ul style="list-style-type: none"> • Make Busy Count may increase • Make Busy Duration may increase
472896	<p>Description: When an agent answered an internal consultation call the raw SMDR from another internal participant was used to peg counts and durations.</p> <p>Affected Reports:</p> <ul style="list-style-type: none"> • Agent Performance reports <ul style="list-style-type: none"> • ACD Count may change • ACD Duration may change • Non ACD Count may change • Non ACD Duration may change



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