

7.0 - If an agent has a workload restricting voice calls while on chat or email, they will not be set Make Busy after requeueing a chat or email

PROBLEM

An employee who is restricted such that they do not receive voice calls while on chat or email, who then requeues a chat or email, will not be set to Make Busy after the requeue and thus may have the item re-routed back to them.

RESOLUTION

If you remove the 'do not offer voice when on chat or email' restriction the employee will be set Make Busy correctly on requeue.

This issue is being addressed in our Version 7.0.1.0 release.

APPLIES TO

7.0

Keywords: Ignite workload requeue make busy

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