

## KB40213: IVQ queued calls in real time monitor appear in wrong order

### PROBLEM

Calls displayed in the "Queued Calls" window of the IVQ real time monitor may appear in the wrong order (position in queue) when abandoned calls have occurred.

### SYMPTOMS

The order of queued calls in the Interactive Visual Queue monitor is incorrect.

#### **Example:**

- Start the Contact Center Client and login.
- Open an Interactive Visual Queue real time monitor on queue.
- Ensure that queue has no agents available for ACD calls, so the calls remain in the queue.
- Place calls from 3 extensions ("Ext1", "Ext2", and "Ext3"), in that order, into a queue.
- Wait 30 seconds, then hang up "Ext2" (abandon call).
- The calls from "Ext1" and "Ext3" should now appear in positions 1 and 2 respectively.
- Place a call from extension "Ext4" into queue.
- The call from "Ext4" now shows between the calls from "Ext1" and "Ext3" (in position 2), but it should appear at the end of the list (in position 3).

### CAUSE

This is caused by an error in the client side code, resulting from the Abandoned Calls window in the IVQ monitor.

### WORKAROUND

None.

### RESOLUTION

This hotfix has been included in all subsequent software versions. For our latest software and updates, please go to [www.mitel.com](http://www.mitel.com).

If you have a business need for this hotfix and are unable to update to a supported software version, please contact Customer Support for assistance.

### APPLIES TO

CCM version 5.7 SP1

**Keywords:** 40213

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<http://micc.mitel.com/kb/KnowledgebaseArticle51016.aspx>

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