

HotFix KB259840 - 5.10.7.0: Agent showing as Non-ACD after a warm transfer.

PROBLEM

After an ACD call is answered, transferred to a second agent, then warm transferred back to the first the second agent shows as Non-ACD or Outbound even after disconnecting from the call.

RESOLUTION

This HotFix must be installed onto 5.10.7.0.

1. Download the attached **KB259840.EXE** file to the Enterprise Server.
2. Double-click the **KB259840.EXE** file and follow the on-screen prompts.

NOTE: Installing this hotfix will restart the prairieFyre services. In order to avoid service interruption, we recommend applying this update after hours or during a scheduled maintenance window.

APPLIES TO

5.10.7.0

Keywords: warm transfer non-acd outbound presence stuck

Last Modified By: AndrewM, Monday, July 06, 2015
<http://micc.mitel.com/kb/KnowledgebaseArticle52305.aspx>

Friday, August 12, 2022