

## HotFix KB464434 - Agent Inbound Trace showing call duration of 15 seconds on a 15 minute call

### PROBLEM

The duration of some calls in the Agent Inbound Trace report were inaccurate.

### RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.0.1.0**.

1. Ensure that KB447353 is installed.
2. Go to <https://www.mitel.com/>
3. Click the **Login** button.
4. Click the **Sign in** button under **MiAccess**.
5. On the left, select the **Software Download Center**.
6. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.0.1.0** and **HotFixes**.
7. Download the **MiCC HotFix KB464434.exe** HotFix to the MiContact Center server.
8. Double-click the **MiCC HotFix KB464434.exe** and follow the on-screen prompts.
9. Wait for the repackager and auto-updates to complete.
10. Go to **[InstallDir]\Services\ConfigService\**.
11. Launch the **GlobalAppSettingsEditor.exe**.
12. Fill in the following details:
  - Application: (Leave this blank)
  - SectionGroup: **prairieFyre.BAL.DataAnalysis.Properties.Settings**
  - Name: **ProcessConferenceRecordsInLifeCycle**
  - Value: **True**
  - Description: (You can enter anything you like here. We recommend a name and/or date)
13. Click **Save**.
  - **NOTE:** it can take a few minutes for the save to complete. Wait for the confirmation window before closing the GlobalAppSettingsEditor.

**NOTE:** Applying this Hotfix will restart the MiContact Center services. To avoid service interruption we recommend applying the update after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 9.0.1.0

**Keywords:** Hotfix 464434 KB464434 agent inbound trace

Saturday, June 25, 2022