

HotFix KB523231 - Chat Multimedia reports over-pegging handled chats

PROBLEM

Chat multimedia performance reports were over-pegging the number of handled chats.

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.3.4.0**.

1. Go to <https://www.mitel.com/>
2. Click the **Login** button.
3. Click the **Sign in** button under **MiAccess**.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.3.4.0** and **HotFixes**.
6. Download the **KB523231** HotFix to the MiContact Center server.
7. Double-click the **KB523231** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Installing this Hotfix will restart the MiContact Center services. To avoid service interruption, please install this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.3.4.0

Keywords: Hotfix 523231 KB523231 chat multimedia performance handled

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<http://micc.mitel.com/kb/KnowledgebaseArticle52693.aspx>

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