

HotFix KB471979 - Agent Performance by MakeBusy missing some pegs

PROBLEM

The Agent Performance by Make Busy report was missing some pegs when compared to other reports.

RESOLUTION

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

1. Ensure that KB447353 is installed.
2. Ensure that KB466294 is installed.
3. Ensure that KB470763 is installed.
4. Ensure that KB470782 is installed.
5. Go to <https://www.mitel.com/>
6. Click the **Login** button.
7. Click the **Sign in** button under **MiAccess**.
8. On the left, select the **Software Download Center**.
9. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.0.1.0** and **HotFixes**.
10. Download the **KB471979** HotFix to the MiContact Center server.
11. Double-click the **KB471979** and follow the on-screen prompts.
12. Wait for the repackager and auto-updates to complete.

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

APPLIES TO

MiCC 9.0.1.0

Keywords: 471979 KB471979 MKB MakeBusy Make Busy Agent Performance report reports peg count

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