

## KB36659: IQ Agent recordings continue to record even if agent transfers call

### PROBLEM

Intelligent Queue Agent recordings continue to record even if the agent transfers the call.

### SYMPTOMS

Agent recordings continue to record until the recorded agent hangs up. This is resulting in large wave files created for the entire call, when we are only concerned about a small part of the call; mainly the pre-transfer portion.

### CAUSE

This is normally how call recording functions.

### WORKAROUND

None.

### RESOLUTION

Download the following hotfix to the IQ Server: KB36659

Extract the .zip and double-click the IQPatch.bat file.

Import the attached *EndRecordingOnTransfer.reg* key into the registry.

This key will allow you to modify the recording behaviour.

Location: **HKEY\_LOCAL\_MACHINE\SOFTWARE\Mitel Networks\6160\Features**

Name: **EndRecordingOnTransfer**

Type: **String Value**

Value: **true**: to enable; **false**: to disable

**NOTE:** 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

IQ version 5.6 GA

**Keywords:** 36659 IQ agent recordings

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<http://micc.mitel.com/kb/KnowledgebaseArticle50936.aspx>

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