

HotFix KB108528 - 5.10.2 Routing and Agent Presence corrections

INFORMATION

This HotFix is intended to address the following issues:

- TFS 108319 - 2 agents offered the same call and both join the call and can hear each other
- TFS 108524 - Agent on an outbound call is still being offered ACD calls
- TFS 108532 - Router log flooded with error 400
- TFS 108536 - Agent presence inaccurate, causing agent to continuously requeue a call
- TFS 108563 - Agent unable to answer ACD
- TFS 108567 - Agent in worktimer but in the Idle column in CCC
- TFS 108567 - ACD calls that get requeued before being answered cannot then be transferred to non-Lync numbers; also will not peg to realtime and reports
- TFS 110589 - Not all router files get updated when going straight from 5.10.0.0 GA to SP2
- TFS 111713 - Agent offered 2 ACD calls at the same time
- TFS 111726 - Calls in queue not offering to available agents
- TFS 111733 - Picked up ACD call and disappeared as the conference was being built
- TFS 112428 - Agent declining an ACD transferred call while they are already on another ACD call will result in their current call dropping
- TFS 112489 - Agent merging an ACD call to another user will result in a new ACD call disconnecting once the initial ACD call is terminated

RESOLUTION

This Hotfix has been included in our 5.10.3.0 release.

5.10.3.0 Release Notes

APPLIES TO

5.10.2

Keywords:

Last Modified By: andrew_montpetit, Monday, January 06, 2014

<http://micc.mitel.com/kb/KnowledgebaseArticle51983.aspx>

Wednesday, May 18, 2022