

Mitel 5000 - Realtime behavior when transferring ACD calls

INFORMATION

The realtime data provided by a Mitel 5000 is occasionally not the same as a 3300. Transferring of ACD calls is one of these cases.

In the following scenario, an External number calls a Queue (Hunt Group) and is delivered to an Agent. That agent then presses the CONF button and dials a 2nd extension. The agent then presses CONF twice to bring the ACD caller into a 3-way conversation, and then drops off the call. This leaves the 2nd extension and the External caller talking.

In a Mitel 5000 environment, this will show the 2nd extension on a **Non ACD** call.

APPLIES TO

6.0, Mitel 5000

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