

KB39119: Agent join/leave group commands don't appear to work in non-resilient environment

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PROBLEM

Agent join/leave group commands issued through Softphone/PhoneSetManager don't appear to work in a non-resilient environment.

SYMPTOMS

In a non-resilient environment (or for non-resilient agents in an otherwise resilient environment), agent join/leave group commands issued through Softphone/PhoneSet Manager don't appear to have any visible effect on the agent's AGP state. Eventually (up to an hour later), the agent's AGP state will be updated automatically to reflect the changes the agent made earlier.

AGP commands issued through Interactive Contact Center are unaffected.

CAUSE

Mitel's MiTAI Client software is failing to file AGP events for non-resilient agents, causing commands to appear to do nothing when they have actually succeeded.

WORKAROUND

Issue AGP join/leave commands through ICC, or after changing an agent's presence, have them log out and then back in. Alternatively, simply wait for an automated AGP status sweep to update the agent's presence.

RESOLUTION

This hotfix has been included in all subsequent software versions. For our latest software and updates, please go to 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

CCM version 5.7 SP1

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<http://micc.mitel.com/kb/KnowledgebaseArticle50990.aspx>

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