

HotFix KB427694 - DNIS Group Performance by Queue was showing double the ACD calls offered and handled for Ring Groups.

PROBLEM

DNIS Group Performance by Queue was showing double the ACD calls offered and handled for Ring Groups.

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.4.0**.

1. Ensure that [KB428628](#) is installed.
2. Ensure that KB427310 is installed.
3. Ensure that KB435696 is installed.
4. Ensure that KB427400 is installed.
5. Go to <https://www.mitel.com/>
6. Click the Log in button.
7. Click the Sign in button under Connect.
8. On the left, select the Software Download Center.
9. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.4.0 and HotFixes.
10. Download the **MiCC HotFix KB427694.exe** HotFix to the MiContact Center server.
11. Double-click the **MiCC HotFix KB427694.exe** and follow the on-screen prompts.
12. Wait for the repackager and auto-updates to complete.

NOTE: Applying this HotFix will restart the MiContact Center services. To avoid service interruption we recommend applying this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.1.4.0

Keywords: 427694 KB427694 DNIS Group Performance Ring Group

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<http://micc.mitel.com/kb/KnowledgebaseArticle52580.aspx>

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