

## HotFix KB496043 - Some calls double-pegging on intra-day Queue (Group) Performance by Period

### PROBLEM

Some calls double-pegging on intra-day Queue (Group) Performance by Period.

### RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.1.1.0**.

1. Ensure that KB479209 is installed.
2. Ensure that KB479702 is installed.
3. Go to <https://www.mitel.com/>
4. Click the **Login** button.
5. Click the **Sign in** button under **MiAccess**.
6. On the left, select the **Software Download Center**.
7. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.1.1.0** and **HotFixes**.
8. Download the **KB496043** HotFix to the MiContact Center server.
9. Double-click the **KB496043** and follow the on-screen prompts.
10. Wait for the repackager and auto-updates to complete.

**NOTE:** Installing this Hotfix will restart the MiContact Center services. To avoid service interruption install this patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 9.1.1.0

**Keywords:** Hotfix queue performance report intra-day KB496043 496043

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<http://micc.mitel.com/kb/KnowledgebaseArticle52652.aspx>

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