

HotFix KB425587 - Workforce Scheduling employee not being assigned enough shifts

PROBLEM

Intermittently employees were not being assigned enough shifts by Workforce Scheduling.

RESOLUTION

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

1. Go to <https://www.mitel.com/>
2. Click the Log in button.
3. Click the Sign in button under Connect.
4. On the left, select the Software Download Center.
5. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.3.0 and HotFixes.
6. Download the MiCC HotFix KB425587.exe HotFix to the MiContact Center server.
7. Double-click the MiCC HotFix KB425587.exe and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Installing this HotFix will restart the MiCC services. To avoid service interruptions we recommend applying the patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.1.4.0

Keywords: 425587 KB425587 WFS workforce scheduling enough shifts

Last Modified By: montpetit.a, Monday, May 14, 2018
<http://micc.mitel.com/kb/KnowledgebaseArticle52571.aspx>

Tuesday, August 09, 2022