

HotFix KB522095 - Multiple fixes for SIP

PROBLEM

This Hotfix addresses multiple issues:

- REST API updated to fully support Agent Group Membership and basic Employee management.
- Open SIP Agent Transfer not completed after BLIND Transfer
- Agent answers a Consultation call which then gets cancelled. Agent incorrectly show as on an ACD call
- Web Ignite 'Call Control' greyed-out for ~ 10 seconds after a Blind Transfer
- No possibility to make more than one help request
- Calls not correctly managed in IGNITE if the "remove hold" button was clicked on transitory state during monitored transfer
- Calls were lost when attempting to transfer to helper

RESOLUTION

This Hotfix is to be installed onto MiContact Center Business version 9.3.3.0 for SIP.

1. Go to <https://www.mitel.com/>
2. Click the **Login** button.
3. Click the **Sign in** button under **MiAccess**.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.3.3.0** and **HotFixes**.
6. Download the **KB522095** HotFix to the MiContact Center server.
7. Double-click the **KB522095** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

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

APPLIES TO

MiCC 9.3.3.0

Keywords: SIP Hotfix 522095 KB522095 transfer helper rest api consult

Last Modified By: montpetit.a, Tuesday, November 02, 2021

<http://micc.mitel.com/kb/KnowledgebaseArticle52689.aspx>

Thursday, May 26, 2022