

## HotFix KB508123 - Queue Group Performance by Agent not pegging Answered by ACD Agent Group 1 corrently

### PROBLEM

Queue Group Performance by Agent not pegging Answered by ACD Agent Group 1 corrently

### RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.1.3.0**.

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 9.1.3.0** and **HotFixes**.
6. Download the **KB508123** HotFix to the MiContact Center server.
7. Double-click the **KB508123** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

**NOTE: Installing this update will restart the MiContact Center services. To avoid service interruption install this hotfix outside business hours or during a scheduled maintenance window.**

### APPLIES TO

MiCC 9.1.3.0.

**Keywords:** Hotfix 508123 KB508123 queue group performance by agent

Last Modified By: montpetit.a, Monday, August 31, 2020  
<http://micc.mitel.com/kb/KnowledgebaseArticle52663.aspx>

Thursday, August 18, 2022