

HotFix KB271951 - QueueNow monitor shows Ring Groups with ghost calls

PROBLEM

When two calls come in near simultaneously, one of them may continue to display in the QueueNow monitor after it has been picked up. This results in inflated Calls Waiting, and Longest Waiting statistics.

RESOLUTION

The following HotFix must be installed onto MiContact Center Version **7.1.2.1**.

1. Download the attached **KB271951.EXE** file to the MiContact Center server.
2. Double-click the **KB271951.EXE** and follow the on-screen prompts.

NOTE: Installing this hotfix will restart the prairiFyre services. In order to avoid service interruption we recommend applying the update after hours, or during a scheduled maintenance window.

APPLIES TO

7.1.2.1

Keywords: 271951 KB271951 queue now queuenow monitor ringgroup ring group ghost call stuck calls waiting longest

Last Modified By: AndrewM, Tuesday, September 15, 2015
<http://micc.mitel.com/kb/KnowledgebaseArticle52325.aspx>

Friday, August 12, 2022