

7.1.1.X - Default management subroutine is blank in non-english environment

PROBLEM

After upgrading to 7.1.1.0 or 7.1.1.1 the default management subroutine is blank.

CAUSE

During the upgrade to 7.1.1.0 the system was missing a needed .XAML file to populate this subroutine. In Cumulative Patch releases (such as 7.1.1.1) we do not overwrite default subroutines in case they have been modified by the user. However, in 7.1.1.1 the missing subroutines were included in the sample callflows folder.

RESOLUTION

First, you must ensure that you have upgraded to MiCC Version **7.1.1.1** in order to have the files necessary to import.

1. Open **YourSite Explorer**.
2. Go to the **IVR Routing** section on the left.
3. Open **Subroutines**.
4. Click the **Import** button at the top.
5. Browse to **[InstallDir]\CCM\ivr\Sample Callflows**. Select the folder for the language you wish to import.
6. Select the **Defaul Management Subroutine** file.
7. Press **CTRL A** to select all, then **CTRL C** to copy.
8. Go back to the blank Default Management Subroutine. Press **CTRL V** to paste.
9. Save the default subroutine.

APPLIES TO

IVR 7.1.X.X

Keywords: default management call flow callflow work workflow subroutine missing blank

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