

## MCC Agent is unexpectedly put on MakeBusy

### PROBLEM

An agent is being placed unexpectedly in MakeBusy state.

### SYMPTOMS

The agent is picking emails or chats from the queue, rather than waiting for them to be delivered. These items are not being handled immediately.

### CAUSE

Items that are picked, rather than delivered are subject to a sperate requeue timer.

### RESOLUTION

You can control the requeue timer for multimedia items picked using the Global Application Settings Editor.

1. Go to **[InstallDir]\Services\ConfigService\**.

2. Launch the **GlobalAppSettingsEditor.exe**.

3. Fill in the following:

Application: RoutineMediaService.exe

SectionGroup: Mitel.Routing.Acd.AcdRouterSettings

Name: (enter **DefaultPickEmailRequeueTime** for email, or **DefaultPickChatRequeueTime** for chat)

Value: (enter the desired time in **HH:MM:SS** format)

Description: (enter who or why the setting is being changed here)

4. Click **Save**.

**NOTE:** It can take up to two minutes for the save to take effect. Wait for the confirmation prompt before closing the Global Application Settings Editor.

### APPLIES TO

MiCC 8.0 and newer

**Keywords:** agent MKB make busy makebusy pick

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