

HotFix KB375543 - IVQ not displaying all calls In Queue

PROBLEM

Some calls waiting in queue are not visible in the IVQ monitor, even though they display in QueueNow.

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.0.0**.

1. Go to <https://www.mitel.com/>
2. Click the Log in button.
3. Click the Sign in button under Connect.
4. On the left, select the Software Download Center.
5. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.0.0 and HotFixes.
6. Download the **MiCC HotFix KB375543.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB375543.exe** 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. In order to avoid service interruption we recommend applying the update after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 8.1.0.0

Keywords: IVQ missing call

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<http://micc.mitel.com/kb/KnowledgebaseArticle52497.aspx>

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