

HotFix KB162606 - Writeback of Agent Skills to PBX failing

PROBLEM

When changing Agent Skill levels in YourSite Explorer, the changes will save locally, but fail to write back to the PBX.

NOTE: If you have previously installed either Hotfix 161237 or 161732, you must install this hotfix (KB162606) in order to correct an user interface error when creating new queues in YourSite Explorer.

RESOLUTION

This Hotfix is to be installed into 6.0.2.3.

1. Download the attached **KB162606.EXE** file to the Enterprise Server.
2. Double click the **KB162606.EXE** file and follow the on-screen prompts.

NOTE: Installing this update will stop and restart all the prairieFyre services. In order to avoid service interruption, we recommend installing this Hotfix outside business hours, or during a scheduled maintenance window.

APPLIES TO

6.0.2.3

Keywords: agent skill level levels writeback write back synchronization sync

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