

## Design Change Request - Increase the supervised transfer timeout from current 60 seconds to a max of 170 seconds

### PROBLEM

A customer has requested the ability to increase the supervised transfer timeout from the default 60 seconds to 170.

### WORKAROUND

It is possible to edit these values in the **.XOML** files for the call flows, as the 60 second limit is imposed by the User Interface and not the back end. However, this solution only works well once the call flow is finalized, as any changes saved to the call flow after will revert the timeout to the default 60 seconds again.

### RESOLUTION

This issue is being pegged for release 6.0.2.1.

Internal reference number (TFS) 95590

### APPLIES TO

IVR 6.0.1.1

**Keywords:** 95590 supervised transfer timeout extend max maximum DCR design change request

Last Modified By: amontpetit, Friday, December 07, 2012  
<http://micc.mitel.com/kb/KnowledgebaseArticle51755.aspx>

Monday, January 30, 2023