

## HotFix KB447353 - QueueNow monitor showing agents Idle when they are not

### PROBLEM

When comparing the QueueNow monitor with an Agent State by Time, supervisors noticed in some cases a discrepancy with the number of Idle agents reported.

### RESOLUTION

This HotFix is to be applied onto **MiContact Center Business version 9.0.1.0**.

1. Go to <https://www.mitel.com/>
2. Click the Login button.
3. Click the Sign in button under MiAccess.
4. On the left, select the Software Download Center.
5. Expand the tree to MiContact Center Business and then down to MiContact Center Business 9.0.1.0 and HotFixes.
6. Download the **MiCC HotFix KB447353.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB447353.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. To avoid service interruption we recommend applying the patch outside business hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 9.0.1.0

**Keywords:** HotFix KB447353 447353 CCC queuenow idle

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<http://micc.mitel.com/kb/KnowledgebaseArticle52592.aspx>

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