

## HotFix KB470782 - When a consultative party hangs up, the agent is automatically reconnected to the caller

### PROBLEM

When a consultative party hangs up, the agent is automatically reconnected to the caller.

### RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.0.1.0**.

1. Ensure that KB447353 is installed.
2. Ensure that KB466294 is installed.
3. Ensure that KB470763 is installed.
4. Go to <https://www.mitel.com/>
5. Click the **Login** button.
6. Click the **Sign in** button under **MiAccess**.
7. On the left, select the **Software Download Center**.
8. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.0.1.0** and **HotFixes**.
9. Download the **MiCC HotFix KB470782.exe** HotFix to the MiContact Center server.
10. Double-click the **MiCC HotFix KB470782.exe** and follow the on-screen prompts.
11. Wait for the repackager and auto-updates to complete.

**NOTE:** Installing this Hotfix will restart the MiContact Center services. To avoid service interruption install this patch after hours or during a scheduled maintenance window.

### APPLIES TO

MiCC 9.0.1.0

**Keywords:** Hotfix KB470782 470782 consultation

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