

7.0 - When upgrading from 6.x to 7.0.0.0 or installing fresh 7.0.0.0, Callback Inbound subroutine is missing an activity

PROBLEM

When upgrading from 6.x to 7.0.0.0 or installing fresh 7.0.0.0, the default callback inbound subroutine is missing a set variables activity named (Clear Caller's Phone Number) which sets the <<CallbackClientNumber>> = 0 if the number matches the exclusion list (i.e. a 1800 number...)

RESOLUTION

You can import a complete version of the default callback inbound subroutine from:
<InstallDir>\CCM\Services\ConfigService\Resources\DefaultWorkflows\en\Default Inbound Voice Callback Subroutine.en.xaml

APPLIES TO

7.0.0.0 and newer.

Keywords: default callback subroutine activity missing

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<http://micc.mitel.com/kb/KnowledgebaseArticle52153.aspx>

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