

## 5.10.6.0 - HowTo: Hide the customer details in Extended ACD presence information

### PROBLEM

Currently in MiContact Center *for Microsoft Lync* we push extended ACD states to contact lists so agents can review the ACD presence of other agents. This includes some call details such as the SIP URI of the customer.

### RESOLUTION

We have added a configuration option that will allow you to prevent caller-specific information from being pushed to Lync. Instead the Lync state will display only the queue reporting number and name.

**NOTE:** With this value set to false, the Toaster will contain simply "ACD" instead of the user name, SIP address, DNIS, and ANI.

1. On the MiContact Center *for Microsoft Lync* Enterprise Server stop the **prairieFyre Enterprise Router Service**.
2. Go to **[InstallDir]\CCM\Services\RouterService\**.
3. Open the **OrandaRouterService.exe.config** file in notepad.
4. Find the **ShowCallerInfoInExtendedACDPresence** setting, and change the value to **false**.
5. Save the file.
6. Start the **prairieFyre Enterprise Router Service**.

### APPLIES TO

5.10.6.0 and newer

**Keywords:** hide extended acd presence state customer details sip uri

Last Modified By: cdoyle, Monday, July 27, 2015  
<http://micc.mitel.com/kb/KnowledgebaseArticle52238.aspx>

Tuesday, August 09, 2022