

HotFix KB273338 - Multiple ACD calls offered to a single agent

PROBLEM

Intermittently a single ACD agent is offered multiple ACD calls at once.

RESOLUTION

This Hotfix is to be installed onto **MiContact Center for Microsoft Lync Version 5.10.8.0**.

1. Download the attached **KB273338.EXE** file to the Enterprise Server.
2. Double-click the **KB273338.EXE** file and follow the on-screen prompts.

NOTE: Installing this hotfix will restart the prairieFyre services. In order to avoid service interruption we recommend applying this update after hours or during a scheduled maintenance window.

APPLIES TO

MiCC for Lync V 5.10.8.0

Keywords: multiple acd calls agent hotfix lync

Last Modified By: AndrewM, Friday, October 30, 2015
<http://micc.mitel.com/kb/KnowledgebaseArticle52368.aspx>

Friday, August 12, 2022