

6.0.1.1 Release Notes

This is the list of all items for 6.0.1.1, released on Wednesday, October 31st, 2012. For more information, you can visit Mitel Online to download our Detailed Release Notes for this release.

- Improvements to server-based alarms

Description : Contact Center Solutions Version 6.0.1.1 expands upon the centralized alarming system and is entirely configured in YourSite Explorer. The Maintenance Alarm Dispatcher service performs server maintenance activities as well as controlling all alarming within the network. Alarm notifications can be set up to deliver by email, RSS, SNMP, or within the YourSite Explorer Start Page. The number of alarms available has been increased and a "Validation" button has been added to YourSite Explorer to enable alarms to be cleared outside of the nightly maintenance synchronization schedule.

- Web callback support

Description : Web callbacks are now supported in a virtual environment.

Product areas improved in this release

- Contact Center Management - 75948 - Average wait time statistic inaccurate

Description : The Average wait time statistic in Attendant Group Traffic reports was being totaled instead of being averaged.

Workaround : None

Resolution Notes : Average wait time statistic now reports average rather than total.

- Contact Center Management - 86751 - Performance issues due to memory leaks

Description : Performance issues related to excessive logging and removing of abandoned calls and reloading of virtual queues was creating memory leaks which resulted in the Enterprise Server becoming unavailable, shutting down soft phone and necessitating a service restart.

Workaround : None

Resolution Notes : Optimizations made to abandoned call processing and code changes related to virtual queue functionality resolved this issue.

- Contact Center Management - 88741 - Forecasting of historical data not showing AM/PM marker

Description : The AM/PM time display marker for historical data loaded in Forecasting was not available.

Workaround : None

Resolution Notes : Code changes ensure that the time marker is available for historical data loaded in Forecasting.

- YourSite Explorer - 86916 - Telephone System Synchronization errors due to cache clearing

Description : Telephone System Synchronization in YourSite Explorer did not complete as expected as a result of a configuration-related cache clearing error.

Workaround : None

Resolution Notes : Code changes have resolved this issue.

- Contact Center Client - 80808 - OAISYS recording did not stop on command

Description : Intermittently, OAISYS recording did not stop when given the command to do so in Contact Center Client.

Workaround : None

Resolution Notes : A code change was implemented to resolve this issue.

- Interactive Visual Queue - 86752 - IVQ sometimes showed multiple instances of same call

Description : Intermittently, Interactive Visual Queue displayed multiple instances of the same call as a result of a snapshot handling issue.

Workaround : None

Resolution Notes : Changes made to the snapshot handler code have resolved the issue.

- Support for the Mitel 5000 and Axxess - 61866 - SMDR showing invalid numbers from OAI stream

Description : In an Intertel 5000 environment, the SMDR had invalid numbers as a result of conversion issues from the OAI stream.

Workaround : None

Resolution Notes : Changes to the code resolved this issue.

- Support for the Mitel 5000 and Axxess - 83776 - After upgrading to 6.0.0.3, an Intertel 5000 required collector restarts if the PBX was restarted.

Description : In an Intertel 5000 environment running MCD 5.0 SP1 PR1, after upgrading the Enterprise Server to 6.0.0.3, the Collector required a manual restart any time there was a physical restart of the Intertel 5000 telephone system.

Workaround : None

Resolution Notes : Changes to the Intertel connection resolved this issue.

- Third Party Workforce Management Connector - 82913 - Some integration clients generating data from subsequent intervals instead of current

Description : There were instances of the Third Party Workforce Management integration generating reports using data from the subsequent interval instead of the current interval.

Workaround : None

Resolution Notes : Changes were made to ensure reports used the specified interval.

- Third Party Workforce Management Connector - 83614 - Agent handling time calculations for Verint Impact 360 not including after call work

Description : The Agent Handling Time calculation used by Verint Impact 360 Workforce Management connector was not including After Call Work.

Workaround : None

Resolution Notes : Changes to the code have resolved this issue.

- Salesforce.com - 89175 - Intermittent issue with password encryption resulting in errors.

Description : In some instances, issues with password encryption resulted in an illegal character being communicated to the Salesforce.com site.

Workaround : None

Resolution Notes : Password encryption has been enhanced to resolved this issue.

- IVR Routing - 53589 - IVR Routing DNIS reports not showing all data

Description : IVR Routing DNIS reports were not displaying data for IVR Offered, IVR Terminated, and IVR Talk statistics.

Workaround : None

Resolution Notes : Code changes ensure these statistics display correctly.

- IVR Routing - 83932 - IQ to IVR migration tool sometimes only migrates one ANI plan

Description : There were issues with the IQ to IVR Routing Migration tool assigning the same names to both CSV and default action message plans, resulting in cases where if two ANI conditions shared a message plan, only the first ANI with the plan is migrated.

Workaround : None

Resolution Notes : Changes to the code ensure ANI conditions migrate correctly.

- IVR Routing - 84605 - When sending an email to multiple recipients, the mail activity only sent to the final recipient in the list

Description : When sending an email to multiple recipients, the mail activity only sent to the final recipient in the list.

Workaround : None

Resolution Notes : Changes to the code ensure emails are sent to all recipients in the list.

- IVR Routing - 84863 - IVR Inbound service constantly restarting

Description : In some remote IVR Routing instances where the Remote Server was installed to a non-default location, the prairieFyre Updater Service repeatedly attempted to update itself and the IVR Inbound Service and failed. As a result, the IVR Inbound Service was continuously restarted.

Workaround : None

Resolution Notes : Code changes ensure the prairieFyre Updater Service functions normally with remote IVR Routing instances.

- IVR Routing - 85357 - .NET Enterprise Service becomes unavailable and needs to be restarted

Description : In certain cases, as a result of excessive IVR Routing prompt change events, the .NET Enterprise Services became unavailable, necessitating a restart.

Workaround : None

Resolution Notes : Changes have been made to relieve the Enterprise Server from configuration updates when changes are made to prompts and prompt members.

- IVR Routing - 85394 - Rare cases of IVR Outbound stopping callback delivery

Description : In rare occasions, the IVR Outbound Service stopped assigning callbacks to ports, preventing contact center queues from receiving callbacks, requiring a restart of the IVR Outbound Service to restore callback assignment.

Workaround : None

Resolution Notes : Code changes ensure the IVR Outbound Service assigns callbacks to ports as normal.

- IVR Routing - 86845 - Excel data providers in call flows will reset their variables after 6.0.1.0 install

Description : After upgrading to 6.0.1, if using an Excel data provider in a call flow, the variables

specified in the Query activity definition reset to the first variable in the drop-down list.

Workaround : None

Resolution Notes : Changes were made to enhance backwards compatibility with older queries.

- IVR Routing - 86850 - Callback customer recordings not submitted on hangup

Description : Callback customer recordings were not submitted on hang up, only when customers pressed a key to accept their message recording.

Workaround : None

Resolution Notes : A new configuration setting was added with the submittal of callback recordings following hang up, even when callers have not pressed a key to accept the message recording, set as the default. This configuration setting is set in the IVR App.config file.

- IVR Routing - 86848 - Specific routing scenario: Calls being routed through third party IVR which did not wait before answer did not display correct ANI

Description : In a particular call routing scenario where calls were being routed to a queue via a third-party IVR system, if a call was sent through to an agent without waiting, the correct ANI was not displaying in either Contact Center Client or Screen Pop.

Workaround : None

Resolution Notes : Changes were made to the code to resolve this issue.

- IVR Routing - 86863 - As the result of a deadlock, IVR Routing ports failed to respond to calls and required the IVR Inbound Service be restarted

Description : As the result of a deadlock, IVR Routing ports failed to respond to calls and required the IVR Inbound Service be restarted.

Workaround : None

Resolution Notes : Changes to the code resolved this issue.

- IVR Routing - 86922 - Intermittently, the IVR Inbound Service restarted, resulting in call flow execution issues for inbound calls

Description : Intermittently, the IVR Inbound Service restarted, resulting in call flow execution issues for inbound calls.

Workaround : None

Resolution Notes : Code changes have resolved this issue.

- IVR Routing - 86924 - In some cases Queue conditions evaluations were taking longer than expected

Description : In some instances, Queue Condition evaluations were taking longer than expected, resulting in delays in the call flow and callers hearing silence while the evaluations ran.

Workaround : None

Resolution Notes : Code changes ensure Queue Condition evaluations take the expected amount of time to run.

- IVR Routing - 88012 - Callback 5020 IVR ports were unavailable with the Advanced Starter license

Description : Callback 5020 IVR ports were unavailable with the Advanced Starter Pack license.

Workaround : None

Resolution Notes : Changes were made so that Callback 5020 IVR ports are available with the Advanced and Premium Starter Pack licenses.

- IVR Routing - 88901 - Specific case of DTMF not being registered

Description : As the result of an edge case, DTMF was not being registered and customers heard nothing but silence and remained on the line, resulting in the use of all ports.

Workaround : None

Resolution Notes : Changes to the code ensure that DTMF is registered.

- IVR Routing - 88979 - ALM0018 triggered incorrectly when call abandoned during callflow

Description : Intermittently, when a caller abandoned a call in the middle of callflow execution, ALM0018 would be triggered incorrectly, causing an enterprise level alarm condition.

Workaround : None

Resolution Notes : Changes were made to the alarm code to identify if the caller hung up or if the call was never answered. ALM0018 is only triggered if there was a call to answer that did not get picked up at all.

- 66454 - Improved pegging of calls during conferences.

Description : In the following conferencing scenario, Agent B was being incorrectly pegged as Non-ACD

1. Agent A answers an ACD call
2. Agent A conferences in Agent B (from the same media server)
3. Agent B hangs up
4. Agent A hangs up

Resolution : Crediting logic was adjusted to repair this issue.

Impact : Logic was added to the code to improve conference scenario ACD pegging.

- 85163 - Discrepancies between Agent Performance and LifeCycle reports

Description : There were discrepancies in the number of Outbound calls reported for agents between Agent and Agent Group Performance by Agent reports and the Lifecycle report. This was a result of OutCount not being pegged for Outbound calls with route optimization ('r' for pre-optimization trunks and 'R' for post-optimization trunks). Two special cases were setting the pegging flag to false for both the 'r' and 'R' SMDR records. Durations were being pegged correctly, however.

Resolution : Crediting logic was adjusted to repair this issue.

Impact : The pegging logic for OutBound filtering was changed to allow the 'r' (pre-optimized) call for Outbound to be pegged.

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