

## 6.0.2.1 Release Notes

This is the list of all items for 6.0.2.1, released on Wednesday, March 13th, 2013. For more information, you can visit Mitel Online to download our Detailed Release Notes for this release.

- IVR Routing Remote Server Synchronization

**Description :** Synchronization status for servers, workflows, prompts, and subroutines display in YourSite Explorer in the device specific page and grid. The synchronization status messages inform users when devices have been modified and whether remote servers running IVR Routing are synchronized following such modifications.

- YSE configuration enhancements

**Description :** After running synchronization, if the 3300 ICP System options, SMDR options, Class of Service options, or Class of Restriction assignment forms are incorrectly configured, alerts display describing modifications that need to be made to achieve accurate telephone system settings.

As of Version 6.0.2, you can automatically repair certain configuration errors by clicking the Fix it button in the information bar. Clicking the Fix it button automatically fixes the warning or error that is currently displayed as well as fixing other existing warnings or errors that are enabled to be automatically repaired.

In addition to the above enhancement, the method of saving device changes in YourSite Explorer has been updated. Only one set of pending configuration changes can be saved at any time. If another user saves changes to the same device in YourSite Explorer that you are updating, you receive an error message when attempting to save your changes. In these instances you must refresh YourSite Explorer after the other user's changes have been saved. You may then re-enter and save your changes.

- Support for Microsoft Office 2013

**Description :** Microsoft Office 2013 is now supported for report distribution.

- Support for Microsoft SQL Server 2012 SP1

**Description :** We now support SQL Server 2012 SP1.

- New download packaging options

**Description :** New with Version 6.0.2.1, when you upgrade you have the option of either downloading the full installation, which includes the latest fix or service pack, or, for customers who are up to date with our current release, downloading the most recent fix or service pack as a standalone, to be installed on top of previously installed versions.

- Contact Center Management - 60233 - Email alerts being sent outside of business hours.

**Description :** Email alerts were being sent outside of business hours for non- critical alarms that were set up to send email alerts only during business hours.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure email alerts are only sent outside of business hours if configured to do so or if an alarm changes severity level to critical.

- Contact Center Management - 83290 - Shift percentage data in reports was inaccurate for the last element in a report.

**Description :** Shift percentage data in reports was inaccurate for the last element in a report.

**Workaround :** None

**Resolution Notes :** The subtotal row was being set before the preceding rows were completely written. Code changes resolved this issue.

- Contact Center Management - 88358 - Duplicate agents on multiple nodes were causing double pegging of abandoned calls.

**Description :** Abandoned call counts were elevated inaccurately as a result of double pegging for abandoned calls when using multiple nodes and duplicate agents.

**Workaround :** None

**Resolution Notes :** Code changes to how we integrate with third-party routing software resolved this issue.

- Contact Center Management - 88738 - Callback statistics were reporting the same call multiple times.

**Description :** Callback statistics were inaccurately reporting multiple instances of the same call and same agent.

**Workaround :** None

**Resolution Notes :** Code changes corrected data pegging and agent grouping issues.

- Contact Center Management - 93472 - Agents showing incorrect state in Queue Now monitor.

**Description :** Agents in Make Busy who were making outbound calls were displaying as Available in the Queue Now monitor.

**Workaround :** None

**Resolution Notes :** Code changes were made to ensure if an agent's state is Outbound and their previous state was Make Busy the agent will not display as Available.

- Contact Center Management - 93976 - Excel 2010 not always printing to the local printer.

**Description :** When using Excel 2010, some scheduled reports were not printing to the Local Printer.

**Workaround :** None

**Resolution Notes :** Code changes were made to better handle reports that are set as read only.

- Contact Center Management - 94198 - ICC and AGP not working until Collector service restarted.

**Description :** Interactive Contact Center and Agent Group Presence were not functioning and Collector Service had to be restarted to rectify this situation.

**Workaround :** None

**Resolution Notes :** Collector Service's attempts to connect are monitored and after 5 attempts the Collector Service is automatically restarted. This alleviated the issue.

- Contact Center Management - 94355 - Agent Group Event by Day of Week and Day of Month reports failed to generate in a French language environment.

**Description :** Agent Group Event by Day of Week and Day of Month reports failed to generate in a French language environment.

**Workaround :** None

**Resolution Notes** : Changes to code resolved this issue.

- Contact Center Management - 94721 - ACD Handling time statistics in the Queue Group Performance by Queue report were inaccurate.

**Description** : ACD Handling time statistics in the Queue Group Performance by Queue report were inaccurate.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Contact Center Management - 94892 -

**Description** : Account Code counts for internal calls with no call ID were inaccurate.

**Workaround** : None

**Resolution Notes** : Configuring the telephone system to use super extended (with seconds) time stamps will solve this issue.

- Contact Center Management - 95067 - Agent System Performance report data was missing for some intervals.

**Description** : Agent System Performance report data was missing for some intervals.

**Workaround** : None

**Resolution Notes** : Code changes to Stored Procedures resolved this issue.

- Contact Center Management - 95205 - When queues were modified in YSE, it overwrote ICC queue controls set up via CCM

**Description** : When queues were modified in YourSite Explorer these changes were overwriting Interactive Contact Center queue control that had been set up via the Contact Center Management website.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Contact Center Management - 95594 - Visual Workflow Manager Branch Condition report values were being altered following summarization.

**Description** : Visual Workflow Manager Branch Condition report values were being altered following summarization.

**Workaround** : None

**Resolution Notes** : Code changes repaired this double pegging issue. However, after upgrading to 6.0.2.1, if you run and summarize Visual Workflow Manager Branch Condition reports for data that was collected prior to the upgrade, the report will be inaccurate.

- Contact Center Management - 95739 - The header of the Queue Group Performance by Queue Group (with Multi-select) report was listing each device twice in a scheduled report.

**Description** : The header of the Queue Group Performance by Queue Group (with Multi-select) report was listing each device twice in a scheduled report.

**Workaround** : None

**Resolution Notes** : Code changes to scheduled reporting resolved this issue.

- Contact Center Management - 96065 - When calls were transferred between or within queues, ANI information was lost for the Call ID.

**Description** : When calls were transferred between or within queues, ANI information was lost for the

Call ID.

**Workaround** : None

**Resolution Notes** : Code changes were made to ensure that following transfer, the Call ID information displayed includes the ANI of the caller.

- Contact Center Management - 96069 - The Agent Shift by Period report was not being produced even though it was included as a scheduled report.

**Description** : The Agent Shift by Period report was not being produced even though it was included as a scheduled report.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Contact Center Management - 97668 - An error was being generated when attempting to run the Agent Group Event by Period report and the report would not run.

**Description** : An error was being generated when attempting to run the Agent Group Event by Period report and the report would not run.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Call Accounting - 93928 - Following an upgrade to Version 6.0.1.0, there were discrepancies between current and historical reporting data.

**Description** : In Version 6.0.1.0, changes to how Work Timer functions affected the way Work Timer statistics were accounted for, resulting in discrepancies with historical (pre-Version 6.0.1.0) data.

**Workaround** : None

**Resolution Notes** : Code changes repaired this issue.

- Call Accounting - 97648 - There were some issues with the way call types and call rates were being applied to calls.

**Description** : There were some issues with the way call types and call rates were being applied to calls.

**Workaround** : None

**Resolution Notes** : Code changes to the way Subscriber costs were being calculated resolved this issue.

- Contact Center PhoneSet Manager and Contact Center Softphone - 94215 - Intermittently the softphone toolbar displays a red 'x' and requires a Contact Center Client restart to re-enable softphone function.

**Description** : Intermittently the softphone toolbar displays a red 'x' and requires a Contact Center Client restart to re-enable softphone function.

**Workaround** : None

**Resolution Notes** : Changes to softphone UI control resolved this issue.

- Contact Center PhoneSet Manager and Contact Center Softphone - 95735 - The Work Timer display in the soft phone toolbar in Contact Center Client was not showing the countdown information.

**Description** : The Work Timer display in the soft phone toolbar in Contact Center Client was not showing the countdown information.

**Workaround** : None

**Resolution Notes** : The addition of Ringing State to the list of states that signify the end of work timer resolved this issue. When an agent enters directly into Ringing State from Work Timer the new Work Timer expiry time is set automatically.

- Contact Center Client - 89430 - Intermittently, Interactive Visual Queue columns displayed in English when localization settings were configured for a language other than English.

**Description** : Intermittently, Interactive Visual Queue columns displayed in English when localization settings were configured for a language other than English.

**Workaround** : None

**Resolution Notes** : Modifications to localization settings ensure that the language that displays in Interactive Visual Queue matches the specified localization settings.

- Contact Center Client - 91923 - There were instances of Contact Center Client greying out and dropping connections as a result of issues with data being sent to real-time clients.

**Description** : There were instances of Contact Center Client greying out and dropping connections as a result of issues with data being sent to real-time clients.

**Workaround** : None

**Resolution Notes** : Enhancements have been made to resolve this issue.

- Contact Center Client - 93961 - Contact Center Client was failing intermittently and required a restart.

**Description** : Contact Center Client was failing intermittently and required a restart.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Contact Center Client - 94501 - Remote IVR showing 'Unknown' port status.

**Description** : As a result of a private queue in MSMQ having an 'Anonymous Logon' as a user, there were instances of remote IVR Routing port status displaying as 'Unknown' in the Contact Center Client Port monitor.

**Workaround** : None

**Resolution Notes** : Anonymous Logon accounts have been added to MSMQ security properties.

- Contact Center Client - 94723 - There were instances when ANI was not displaying in the Agent State by Time monitor.

**Description** : There were instances when ANI was not displaying in the Agent State by Time monitor.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Contact Center Client - 95438 - Following an upgrade, there were instances of Contact Center Client throwing an error when attempting to load a profile.

**Description** : Following an upgrade, there were instances of Contact Center Client throwing an error when attempting to load a profile.

**Workaround** : None

**Resolution Notes** : Changes to the profile upgrade tool resolved this issue.

- Contact Center Client - 97561 - At times, real-time clients became unresponsive as a result of issues with data buffer management.

**Description** : At times, real-time clients became unresponsive as a result of issues with data buffer

management.

**Workaround** : None

**Resolution Notes** : Optimizations to data buffer management have resolved this issue.

- Flexible Reporting - 92000 - Flexible Reporting reports sometimes displayed different data for the same intervals depending on the period of time selected.

**Description** : Flexible Reporting reports sometimes displayed different data for the same intervals depending on the period of time selected.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Support for the Mitel 5000 and Axxess - 74694 - As a result of a missing licensing for essential 5000 options, customers were unable to configure a 5000 switch as a media server and synchronize it.

**Description** : As a result of a missing licensing for essential 5000 options, customers were unable to configure a 5000 switch as a media server and synchronize it.

**Workaround** : None

**Resolution Notes** : Mandatory OAI Options for Mitel 5000/Axxess integrations have been clarified to ensure they are licensed.

- IVR Routing - 93120 - Alarms for Ports Out of Service and Workflow Failed to Execute were set as minor alarms.

**Description** : Alarms for Ports Out of Service and Workflow Failed to Execute were set as minor alarms.

**Workaround** : None

**Resolution Notes** : These alarms have been re-designated as major alarms to match their potential business impact.

- IVR Routing - 93121 - The user did not receive a notification when ports that had been out of service came back into service.

**Description** : The user did not receive a notification when ports that had been out of service came back into service.

**Workaround** : None

**Resolution Notes** : Cleared alarm messages are now sent to users to notify them when ports come back into service.

- IVR Routing - 93566 - In IVR Routing, calls could not be transferred to virtual queues.

**Description** : In IVR Routing, calls could not be transferred to virtual queues.

**Workaround** : None

**Resolution Notes** : Code changes ensure that calls in IVR Routing can be transferred successfully to virtual queues.

- IVR Routing - 94184 - Querying open LDAP providers for parameters was resulting in errors. Support was limited to Active Directory.

**Description** : Querying open LDAP providers for parameters was resulting in errors. Support was limited to Active Directory.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 94213 - Users were unable to add and save position '2-2' to a queue when configuring UPIQ settings.

**Description :** Users were unable to add and save position '2-2' to a queue when configuring UPIQ settings.

**Workaround :** None

**Resolution Notes :** Changes to code resolved this issue.

- IVR Routing - 94489 - Callers on a remote IVR Routing server were not hearing prompt messages that had been updated. Restarting the IVR Inbound Service would rectify the problem.

**Description :** Callers on a remote IVR Routing server were not hearing prompt messages that had been updated. Restarting the IVR Inbound Service would rectify the problem.

**Workaround :** None

**Resolution Notes :** Within the code, the timer that monitors Config Service activity was set to 60 seconds, ensuring prompt changes were relayed expediently to remote IVR Routing servers.

- IVR Routing - 95590 - Users were not able to configure the timeout value for a transfer activity to more than 60 seconds.

**Description :** Users were not able to configure the timeout value for a transfer activity to more than 60 seconds.

**Workaround :** None

**Resolution Notes :** Code changes extended the configurable transfer timeout value to 170 seconds maximum.

- IVR Routing - 95947 - The rate at which callbacks were processed and made ready for handling was fluctuating and, at times, lagging.

**Description :** The rate at which callbacks were processed and made ready for handling was fluctuating and, at times, lagging.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- IVR Routing - 98831 - Callbacks were not being offered to queues if the callback request originated from a queue.

**Description :** Callbacks were not being offered to queues if the callback request originated from a queue.

**Workaround :** None

**Resolution Notes :** Code was added to handle callback requests from queues.

- IVR Routing - 101701 - The Intelligent Queue to IVR Routing migration wizard was not able to complete the migration process.

**Description :** The Intelligent Queue to IVR Routing migration wizard was not able to complete the migration process.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- IVR Routing - 102457 - After upgrading to 6.0.2, hunt group conditions were unable to route when transferring from an external extension or third party routing system.

**Description :** After upgrading to Version 6.0.2.0, when using a hunt group as the conditional routing point, IVR Routing was unable to route hunt group conditions when transferring from an external extension or third-party routing system . This issue was the result of problems with storing hunt group values from the switch.

**Workaround :** None

**Resolution Notes :** Changes to the code ensure that hunt group conditions route as expected.

- YourSite Explorer - 92947 - Attempting to save multiple queue changes with write back functionality enabled produced a server error message and the items were not saved.

**Description :** Attempting to save multiple queue changes with write back functionality enabled produced a server error message and the items were not saved.

**Workaround :** None

**Resolution Notes :** Changes were made to how devices are saved in YourSite Explorer. Changes are saved individually, rather than all at once. If at some point during the process the save fails, all of the device changes that saved up to that point are retained.

- YourSite Explorer - 93007 - Duplicate Answer by Position values for agent group members belonging to the same queue resulted in an error which prevented the affected queue from loading.

**Description :** Duplicate Answer by Position values for agent group members belonging to the same queue resulted in an error which prevented the affected queue from loading.

**Workaround :** None

**Resolution Notes :** The Answer by Position values are now corrected during the load process. You must click Save to enable the corrections to be written back to the database.

- Salesforce.com Integration - 62211 - When an agent entered classification codes during a call from within Salesforce.com, the class codes appeared incorrectly in the ACD file in --y records rather than as --k records.

**Description :** When an agent entered classification codes during a call from within Salesforce.com, the class codes appeared incorrectly in the ACD file in --y records rather than as --k records.

Classification codes entered after the call were being recorded correctly, as were classification codes entered within Contact Center Client.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Salesforce.com Integration - 93907 - An error displayed after logging into Salesforce.com, preventing the agent from connecting to their soft phone.

**Description :** An error displayed after logging into Salesforce.com, preventing the agent from connecting to their soft phone.

**Workaround :** None

**Resolution Notes :** Changes to the password encryption characters corrected this issue.

- Salesforce.com Integration - 99065 - There were issues with the click to dial functionality when using the Salesforce.com connector.

**Description :** There were issues with the click to dial functionality when using the Salesforce.com connector.



**Workaround :** None

**Resolution Notes :** Code changes regarding minimum and maximum digits to dial corrected this issue.

- Wallboarder - 93045 - Newly added sites were displaying in YourSite Enterprise in the Contact Center Management website but not displaying in Wallboarder.

**Description :** Newly added sites were displaying in YourSite Enterprise in the Contact Center Management website but not displaying in Wallboarder.

**Workaround :** None

**Resolution Notes :** Within the code, the site table was altered to ensure when you add a new site in either the Contact Center Management website or YourSite Explorer, a wall sign service entry is added.

- Multimedia Contact Center - 95457 - There were instances of the Outlook plugin throwing an error with Outlook 2007 if users started typing before the form finished loading.

**Description :** There were instances of the Outlook plugin throwing an error with Outlook 2007 if users started typing before the form finished loading.

**Workaround :** None

**Resolution Notes :** Changes to the form's timeout value has resolved this issue.

- Contact Center Management - 96533

**Description :** In a 5000/Axxess environment, abandon rates in queue performance reports are falsely elevated. Hot fix 96533 will resolve this issue by modifying the way calls are pegged in specific situations.

- Contact Center Management - 99612

**Description :** When multiple queues with the same reporting number reside on different PBXs, the Queue by Agent reports sometimes include data for the incorrect queue.

- Contact Center Management - 100758

**Description :** There are discrepancies in statistical data related to Work Timer when running historical Version 5.8 data using a Version 6.0 installation, that are primarily caused by changes to the way Work Timer functions.

- Contact Center Management - 100832

**Description :** IVR Routing Callback reports contain inaccurate data. Changes will be made in this hot fix to resolve these inaccuracies, such as: a new column called 'Callbacks Answered' will be added, which includes data for calls answered but not necessarily handled by agents (rejected, requeued, or handled) and 'Handling Time' will be renamed as 'Talk Time' in order to accurately reflect the time the agent spends attempting to handle calls. In callback reports, a callback is considered 'handled' when the agent has successfully connected to a customer or their voice mail.

- Contact Center Management - 102331

**Description :** In a 5000/Axxess environment, there are statistical inaccuracies in Account Code related reports.

- Contact Center Management - 104963

**Description :** Call counts are being overpegged in the Queue Performance by Period report.

- Contact Center Management - 104996

**Description :** Active Directory synchronization was failing and throwing an error.

- Salesforce.com Integration - 99195

**Description :** This hot fix will support the E.164 dialing format for international customers who want to leverage screen pop and outbound dial capabilities using the Salesforce.com integration.

- Workforce Management Connector - 102768

**Description :** When using Impact 360 as a third-party workforce management connector , the agent score card data file is not lining up with specifications.

- 103411 - Some statistics in Queue Performance by Period reports were inaccurate.

**Description :** Some statistics in Queue Performance by Period reports were inaccurate.

**Impact :** The following reports and statistics are more accurate:

- Queue Performance by Period report: Answered, Answered By, Offered, Service Count, and External ACD Count
- Queue Spectrum by Period report: Total Calls

**Resolution Notes :** Changes were made to the code to resolve this issue, which occurred when a 'Called Party' flag in the SMDR caused queue statistics to be incorrectly pegged.

- 103468 - Call Accounting Trace accuracy improvements

**Description :** Subscriber Cost statistics were inaccurate in Call Accounting Trace reports under the following conditions: the call was outbound, the calling extension had no agent logged in, and the call traversed an IP Trunk.

**Impact :** Call Accounting Trace reports now display Subscriber Cost statistics as expected.

**Resolution Notes :** The software now refers to the calling extension from the previous SMDR record in order to produce a Subscriber Cost.

- 103931 - Changes in record linking related to Work Timer functionality updates in Version 6.0.0.4 altered some statistics.

**Description :** Changes in record linking related to Work Timer functionality updates in Version 6.0.0.4 altered some statistics.

**Impact :** Changes to record linking resulted in more accurate results in reports that use the following tables. These changes will primarily be seen in Lifecycle reports:

**AgentByDevice**

- Increased ACD Duration
- Decreased MKB Count
- Decreased MKB Duration
- Increased WT Duration

**AgentByMakeBusyCode**

- Decreased records

**AgentEvents**

- Decreased MKB Count
- Decreased MKB Duration
- Increased Wrap Up Duration

**AgentTraceEvents**

- Decreased records

**AgentByAccountCode**

- Increased ACD Count
- Increased ACD Duration

#### **AccountCodePerformanceByPeriod**

- Increased ACD Count
- ACD Duration
- Non ACD Count
- Outbound Count
- Outbound Duration

- Duration

#### **CA\_Trace**

- Decreased duration for Account Code -1 records

#### **DeviceByDevice**

- Increased ACD Duration

#### **QueuePerformanceByPeriod**

- Decreased MKB Count
- Decreased MKB Duration
- Increased WTCount
- Increased WT Duration

**Resolution Notes :** Changes to code more accurately peg time spent in Work Timer and Wrap Up.

Due to export regulations, direct links to the hotfix associated with this Knowledge Base article is no longer provided through prairieFyre Software's Knowledge Base and FTP server. Instead, you will have to login to [www.mitel.com](http://www.mitel.com) using your Mitel OnLine credentials to gain access to downloads.

1. Using a web browser browse to <http://www.mitel.com>.
2. Click **Login**.
3. Type your MOL **User ID** and **Password** and click **Log in**.
4. Under **Support** click **Software Downloads**.
5. To download
  - A Contact Center Enterprise Edition hotfix, click **Contact Center Enterprise Edition=>Contact Center Enterprise Edition Software Download** and after **Download the Mitel Networks Contact Center Enterprise Edition**, click **CCEE\_FullRelease**.
  - A Contact Center Business Edition hotfix, click **Contact Center Business Edition=>Contact Center Business Edition Software Download** and after **Download the Mitel Networks Contact Center Business Edition**, click **CCBE\_FullRelease**.
  - A Call Accounting hotfix, click **Call Accounting=>Call Accounting Software Download** and after **Download the Mitel Networks Call Accounting**, click **CA\_FullRelease**.
6. Click **Installing Contact Center Solutions and Call Accounting hotfixes**.
7. In the list of available hotfixes, identify the hotfix you require using the number of this Knowledge Base article, and click the associated **Web Download** or **FTP Download** link.

**WARNING:** Installing the hotfix will Stop and Start ALL prairieFyre services. It is recommended to install the hotfix outside of regular business hours to avoid any potential service affecting issues.

#### **APPLIES TO**

CCM version 6.0.2.1

**Keywords:** 103931 103468 103411 102768 99195 104996 104963 102331 100832 100758 99612 96533 95457 93045 99065 93907 62211 93007 92947 102457 101701 98831 95947 95590 94501 94489 94213 94184 93566 93121 93120 74694 92000 97561 95438 94723 93961

91923 89430 95735 94215 97648 93928 97668 96069 96065 95739 95594 95205 95067 94892  
94721 94355 94198 93976 93472 88738 88358 83290 60233 6.0.2.1 6.0 SP2 FP1

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