

5.8.0.9 Smart Algorithms - When incoming MCC causes Voice to go MakeBusy, Voice must remove Make Busy manually

PROBLEM

When using Smart Algorithms, if an e-mail or chat comes in and sets voice to make busy, the voice status will not clear once the MCC item is completed. Voice must have make busy removed manually.

RESOLUTION

We aim to have this issue resolve in our upcoming Atlantic release.

Internal reference number (TFS) 97662

APPLIES TO

MCC 5.8.0.9

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