

Contact Center Client Chat - Statement of support (July 22nd, 2015)

INFORMATION

Please be advised that the internal instant messaging functionality provided by the Mitel Contact Center Client has moved to a "Return to Service" support model. This means that best effort support will be provided to those who report issues with the instant messaging provided through the Contact Center Client, however all development will be dedicated to the new instant messaging option which uses the MiCollaboration Client integration instead.

Please note that using the Contact Center Client Chat with Lync Integration is also in a "Return to Service" support mode. We are not testing the integration with newer versions of Lync/Skype.

Please see the attached bulletin for more information.

APPLIES TO

MiCC 7.1 and newer

Keywords: CCC chat contact center client support

Last Modified By: Andrew.Montpetit, Thursday, September 07, 2017
<http://micc.mitel.com/kb/KnowledgebaseArticle52309.aspx>

Friday, August 19, 2022