

Hotfix KB102331 - Account code improvements in InterTel 5000 environments

PROBLEM

- This hotfix addresses several issues with Account Codes in InterTel 5000 environments.
- Account Code Group by Account Code, Number of Codes Entered column not adding up properly.
- Discrepancies in AccountCode related reports.
- Realtime Summary Overpegs Queues when Account Codes are Entered.
- Account Codes entered are doubling the ACD call count for Queue intraday reporting and CCC realtime.

RESOLUTION

This hotfix must be installed onto version 6.0.2

1. Download the attached **KB102331.EXE** file to the Enterprise Server.
2. Double-click the **KB102331.EXE** file and follow the on-screen prompts.

NOTE: Applying this hotfix will stop and restart prairieFyre services. In order to avoid service interruption, we recommend applying this hotfix after hours or during a scheduled maintenance window.

APPLIES TO

6.0.2

Keywords: InterTel 5000 account code codes kb102331 102331

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