

## KB68865 - VWM Redundancy Enhancements

### INFORMATION

**\*\* NOTE: This hotfix is included in our latest release, 6.0 [Fix Pack 4](#). Click here to view the article and instructions on where to download it. If you require this hotfix without upgrading to the current fix pack/service pack, please contact Customer Support for assistance \*\***

Hot Fix 68865 includes a number of defect fixes related to IVR Routing redundancy as well as addressing general customer reported issues.

**NOTE:** All IVR routing customers must install KB68865. KB68865 must be installed on top of Version 6.0 Fix Pack 3.

- Timeout branch not being evaluated properly.

**Description :** The Timeout branch was not being evaluated properly on a menu activity. It would time out and then evaluate all the branches, decide there was nothing to branch on, and, subsequently, skip to the next item.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure the Timeout branch is evaluated appropriately on a menu activity.

- Barge activity enabled for prompt, message continued to play.

**Description :** When a Barge activity was enabled for a prompt, the message continued to play but the logs showed progression to the next activity.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure the Barge activity behaves as expected.

- UPIQ failing to connect to real-time stream.

**Description :** UPIQ was failing to connect to the real-time stream. At times the connection would not occur until after restarting the UPIQ service.

**Workaround :** None

**Resolution Notes :** Modifications were made to ensure UPIQ connects as expected to the real-time stream.

- Call Waiting statistics not being played for queue groups.

**Description :** Prompts were not playing the Call Waiting statistic for queue groups.

**Workaround :** None

**Resolution Notes :** Changes were made so prompts for single queues and queue groups play the Call Waiting statistic if configured to do so.

- IVR stops routing calls after Out Of Memory exception

**Description :** IVR Routing ceased to route calls after an Out of Memory exception was thrown.

**Workaround :** None

**Resolution Notes :** Refer to **Best practices for configuring IVR Routing call flows** on page 20. You

can use the information found there to efficiently and effectively configure your system to route calls as needed.

- Agent in ringing state not accounted for in Agents Available statistic.

**Description :** When an agent was in the Ringing state they were not accounted for in the Agents Available statistic.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure that when agents are in a Ringing state they are still considered Available and included in statistic counts as expected.

- Unable to save menu activity copied from another call flow.

**Description :** When saving a menu activity that was copied from a different call flow, a fatal error was being thrown.

**Workaround :** None

**Resolution Notes :** Single and multiple activities can now be copied and saved from one call flow to another. **NOTE :** You cannot copy an entire call flow into another call flow.

- Language options not available for RAD call flows.

**Description :** Language options were not available for RAD call flows.

**Workaround :** None

**Resolution Notes :** Language options have been added for RAD call flows.

- IVR Routing callbacks were using the wrong area code locations, appending 1 for local calls.

**Description :** IVR Routing callbacks were using the wrong area code location and appending 1 to the National Dialing Prefix for local callbacks.

**Workaround :** None

**Resolution Notes :** The digit 1 is no longer being appended to the National Dialing Prefix for local callbacks. In addition, area code issues have been resolved.

## INSTALLATION

### NOTE:

All IVR Routing configurations require access to a dedicated "X Service" Enterprise server to gather correct center statistics in real time that are used for providing position in queue announcements to callers and for queue based routing decisions (i.e., queue conditions). Within the currently supported configurations, we are unable to offer support for fully redundant Enterprise server configurations.

## APPLIES TO

IVR 6.0 FP3

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