

## HotFix KB443688 - Agent Performance by Make Busy/DND is reporting Zero calls in a MKB code but a duration applied

### PROBLEM

The Agent Performance by Make Busy/DND report was sometimes failing to peg Make Busy counts, but still pegging duration.

### CAUSE

A race condition resulted in an ACD Ringing event arriving out of order conflicting with the Make Busy punch.

### RESOLUTION

This HotFix is to be applied onto **MiContact Center Business version 8.1.4.0**.

1. Ensure that KB428628 is installed.
2. Ensure that KB427310 is installed.
3. Ensure that KB435696 is installed.
4. Ensure that KB427400 is installed.
5. Go to <https://www.mitel.com/>
6. Click the Log in button.
7. Click the Sign in button under Connect.
8. On the left, select the Software Download Center.
9. **Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.4.0 and HotFixes.**
10. Download the **MiCC HotFix KB443688.exe** HotFix to the MiContact Center server.
11. Double-click the **MiCC HotFix KB443688.exe** and follow the on-screen prompts.
12. Wait for the repackager and auto-updates to complete.

**NOTE:** Installing this HotFix will restart the MiCC services. To avoid service interruption we recommend applying the update after hours or during a scheduled maintenance window.

### APPLIES TO

8.1.4.0

**Keywords:** 443688 KB443688 make busy makebusy mkb report agent performance

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<http://micc.mitel.com/kb/KnowledgebaseArticle52589.aspx>

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