

HotFix KB505703 - real time statistic Percent Handled not working for all queues.

PROBLEM

Real time statistic Percent Handled not working for all queues.

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.2.3.0**.

1. Go to <https://www.mitel.com/>
2. Click the **Login** button.
3. Click the **Sign in** button under **MiAccess**.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.2.3.0** and **HotFixes**.
6. Download the **KB505703** HotFix to the MiContact Center server.
7. Double-click the **KB505703** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

Note: Installing this Hotfix will restart the MiContact Center services. To avoid service interruption please install this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.2.3.0

Keywords: Hotfix 505703 KB505703 real time realtime real-time percent handled

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