

When a callflow hangs up immediately after an ANI condition, Port monitor in CCC continues to show call details during Idle state on that port

PROBLEM

When a callflow hangs up immediately after an ANI condition, Port monitor in CCC continues to show call details during Idle state on that port.

The port is actually Idle and all functions are working properly. This is a cosmetic issue in the Ports Monitor in Contact Center Client.

RESOLUTION

This issue is planned to be resolved in our Atlantic release.

Internal Reference Number (TFS) 105289

APPLIES TO

6.0.2

Keywords: ANI condition hangup idle call details ports monitor CCC

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<http://micc.mitel.com/kb/KnowledgebaseArticle51910.aspx>

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