

MCC Agent is unexpectedly put on MakeBusy

PROBLEM

An agent is being placed unexpectedly in MakeBusy state.

SYMPTOMS

The agent is picking emails or chats from the queue, rather than waiting for them to be delivered. These items are not being handled immediately.

CAUSE

Items that are picked, rather than delivered are subject to a sperate requeue timer.

RESOLUTION

You can control the requeue timer for multimedia items picked using the Global Application Settings Editor.

1. Go to **[InstallDir]\Services\ConfigService**.

2. Launch the **GlobalAppSettingsEditor.exe**.

3. Fill in the following:

Application: RoutineMediaService.exe

SectionGroup: Mitel.Routing.Acd.AcdRouterSettings

Name: (enter **DefaultPickEmailRequeueTime** for email, or **DefaultPickChatRequeueTime** for chat)

Value: (enter the desired time in **HH:MM:SS** format)

Description: (enter who or why the setting is being changed here)

4. Click **Save**.

NOTE: It can take up to two minutes for the save to take effect. Wait for the confirmation prompt before closing the Global Application Settings Editor.

APPLIES TO

MiCC 8.0 and newer

Keywords: agent MKB make busy makebusy pick

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