

HotFix KB341094 - Agents available not being evaluated correctly when agent belongs to multiple queues

PROBLEM

QueueNow real-time monitors and ICC Queue Control conditions based on Agents Available for an individual queue were not evaluating the count correctly.

An agent that belonged to one queue but was not present, which answered a call in a second queue would show as available in both.

RESOLUTION

This HotFix must be installed onto MiContact Center Version 8.0.0.1.

1. Go to <https://www.mitel.com/>
2. Click the Log in button.
3. Click the Sign in button under Connect.
4. On the left, select the Software Download Center.
5. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.0.0.1 and HotFixes.
6. Download the **MiCC HotFix KB341094.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB341094.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

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

APPLIES TO

MiCC 8.0.0.1

Keywords: 341094 KB341094 queuenow icc queue control available present

Last Modified By: montpetit.a, Monday, March 26, 2018
<http://micc.mitel.com/kb/KnowledgebaseArticle52438.aspx>

Thursday, August 18, 2022