

## KB40874: Cannot see Agent Name in Repository, move items between Queues, and MCC reports not calculating shift time

### PROBLEM

The hotfix in this article covers three issues:

1. You cannot see the Agent Name in the Multimedia Repository.
2. You cannot move items between Queues via Outlook.
3. Multimedia reports are not calculating shift time correctly until after a manual summarize.

### SYMPTOMS

1. We do not show the name of the agent that handled the Multimedia item in the Repository.
2. Users cannot move Multimedia items between queues in Outlook, they have to wait for the Longest Idle Routing to take place.
3. When you run a Multimedia report (Ex. Email - Agent Event by Period), the Shift Time will not calculate any data. After a manual summarization is performed, then the Shift Time is calculated.

### CAUSE

1. This is how it was originally designed.
2. We do not subscribe to delete events in MCC. The Exchange routers do not see the queue information changing.
3. This is happening because we are not calculating the total shift time.

### WORKAROUND

None.

### RESOLUTION

This hotfix, along with all other CCM version 5.7 sp1 hotfixes created before January 2010, have been rolled up into one single hotfix.

The 5.7 sp1 Rollup of Hotfixes is available at the following link: [KB41351](#)

The original hotfix for this specific issue is no longer available and you must install the rollup.

### APPLIES TO

CCM version 5.7 SP1

**Keywords:** 40874 mcc

<http://micc.mitel.com/kb/KnowledgebaseArticle51040.aspx>

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