

Agent Group Presence changes not displaying in Contact Center Client

PROBLEM

After a supervisor changes an agent's Group Presence settings using the right-click menu in an Agent State monitor, they open the Join/Leave Group screen again and the changes are not reflected.

SYMPTOMS

No error message is thrown, but the change is not reflected if you re-open the Join/Leave Group window.

RESOLUTION

There is a manual configuration to automatically query group presence after a command is issued. To implement this:

1. On the MiCC server go to **[InstallDir]\CCM\Services\ConfigService**.
2. Open the **GlobalAppSettingsEditor.exe**.
3. Fill in the following information:
 - Application: (leave this blank)
 - SectionGroup: **appSettings**
 - Name: **QueryPresenceAfterCommand**
 - Value: **True**
 - Description: (you may enter anything you like here)

NOTE: You must enter something in the Description cell in order to save.

4. Click **Save**. It may take 30 to 60 seconds to complete the save. Please wait for the confirmation window.
5. Go to the **Services** control panel.
6. Restart the **prairieFyre Collector Service (v5)**.

APPLIES TO

MiCC 7.1.2.0 and newer

Keywords: AGP group presence change contact center client CCC failing

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