

HotFix KB405219 - DNIS and ANI values not being sent to Agent Greeting workflows

PROBLEM

Intermittently the DNIS and ANI variables are not passed to the Agent Greeting workflows due to a race condition.

RESOLUTION

This HotFix is to be installed onto **MiContact Center Business version 8.1.2.0**.

1. Ensure that KB392414 is installed. Wait for the repackager process to complete before continuing.
2. Ensure that KB401762 is installed. Wait for the repackager process to complete before continuing.
3. Ensure that KB393576 is installed. Wait for the repackager process to complete before continuing.
4. Go to <https://www.mitel.com/>
5. Click the Log in button.
6. Click the Sign in button under Connect.
7. On the left, select the Software Download Center.
8. Expand the tree to MiContact Center Business and then down to MiContact Center Business 8.1.2.0 and HotFixes.
9. Download the **MiCC HotFix KB405219.exe** HotFix to the MiContact Center server.
10. Double-click the **MiCC HotFix KB405219.exe** and follow the on-screen prompts.
11. Wait for the repackager and auto-updates to complete.

NOTE: Installing this HotFix will restart the Mitel services. To avoid service interruption we recommend applying this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiContact Center 8.1.2.0.

Keywords: 405219 KB405219 DNIS ANI Agent Greeting variable

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