

### 6.0.2.3 Release Notes

This is the list of all items for 6.0.2.3, released on Monday, November 4th, 2013. For more information, you can visit Mitel Online to download our Detailed Release Notes for this release.

- Support for Microsoft Lync Server 2013

**Description :** Contact Center Solutions 6.0.2.3 supports Microsoft Lync Server 2013 with Enterprise Presence/Chat integration to provide enhanced presence on real-time monitors and serve as the default instant messaging client between employees

- Support for Mitel MCD 6.0 Sp2

**Description :** Mitel MCD 6.0 SP2 is now supported.

- Technology Changes

**Description :** Please note the following regarding Manufacture Discontinuance for Intelligent Queue

Intelligent Queue Version 5.8 base software product purchases will be Manufacture Discontinued on May 15, 2013 and Intelligent Queue add-on license purchases will be Manufacture Discontinued on May 15, 2014.

Intelligent Queue 5.8 will continue to be compatible with Contact Center releases up to and including 7.0. All future releases post 7.0 will no longer support Intelligent Queue. Mitel will provide a best effort attempt to assist in-warranty Intelligent Queue release 5.8 customers with reported problems. No software fixes or features will be provided beyond version 5.8 for the discontinued product. See product bulletin PA20110363 for the introduction of the Intelligent Queue replacement product, known as IVR Routing and the free migration offering.

See Mitel Technical Service Bulletin 12-5127-00105 for information on the IQ to IVR Routing migration options available.

- Contact Center Management - 114240 - Agent state displaying as Idle when call transferred to them while on Worktimer

**Description :** Agent state was erroneously displaying as Idle when an agent was on an ACD call that had been transferred to them while they were in Work Timer mode.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center Management - 118120 - In non-English environments, an error for the backup restore process was being thrown, and upgrades were failing.

**Description :** In non-English environments, an error for the backup restore process was being thrown, and upgrades were failing.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center Management - 119968 - The Enterprise Service was frequently being restarted by the Server Monitoring Agent due to issues with completed callbacks not being cleared from the system.

**Description :** The Enterprise Service was frequently being restarted by the Server Monitoring Agent due to issues with completed callbacks not being cleared from the system.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center Management - 121913 - The Collector Service was becoming stuck in a restart loop.

**Description :** The Collector Service was becoming stuck in a restart loop.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Call Accounting - 99433 - Subscriber plans were taking an inordinate amount of time to load.

**Description :** Subscriber plans were taking an inordinate amount of time to load.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Call Accounting - 100796 - Call Accounting reports were not displaying leading zeros for incoming numbers, even when present in the raw data and in SMDR.

**Description :** Call Accounting reports were not displaying leading zeros for incoming numbers, even when present in the raw data and in SMDR.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Call Accounting - 108760 - Call Accounting trace reports included duplicate information for ACD and non-ACD calls that had Account Codes assigned to them.

**Description :** Call Accounting trace reports included duplicate information for ACD and non-ACD calls that had Account Codes assigned to them.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center Client - 97664 - Multiple screen pops were occurring for single calls. This issue was resolved with code changes related to the Silent Monitor function.

**Description :** Multiple screen pops were occurring for single calls. This issue was resolved with code changes related to the Silent Monitor function.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center Client - 102578 - When the option to hide the ribbon was selected and the agent opened their profile, the Contact Center Client window was being resized to full screen, regardless of saved settings.

**Description :** When the option to hide the ribbon was selected and the agent opened their profile, the Contact Center Client window was being resized to full screen, regardless of saved settings.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center Client - 118738 - After creating and saving a card design, each time the card design was modified, it increasingly expanded and could not be resized.

**Description :** After creating and saving a card design, each time the card design was modified, it increasingly expanded and could not be resized.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center Client - 123391 - The screen pop toaster was displaying an incorrect DNIS and did not include the DNIS Name.

**Description :** The screen pop toaster was displaying an incorrect DNIS and did not include the DNIS Name.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center Client - 156126 - When agents put customers on hold the agent's state was displaying as Work Timer instead of ACD Hold in real-time monitors.

**Description :** When agents put customers on hold the agent's state was displaying as Work Timer instead of ACD Hold in real-time monitors.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center PhoneSet Manager and Softphone - 97650 - Issues with the audio device selected for ringing playback were causing Contact Center Client to fail.

**Description :** Issues with the audio device selected for ringing playback were causing Contact Center Client to fail.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center PhoneSet Manager and Softphone - 111859 - Disabling all audio events for the secondary line was not preventing the 'normalring.wav' file from being played for incoming calls on the secondary line.

**Description :** Disabling all audio events for the secondary line was not preventing the 'normalring.wav' file from being played for incoming calls on the secondary line.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center PhoneSet Manager and Softphone - 120611 - Users were unable to turn off the sound files for a subset of call types on their secondary line.

**Description :** Users were unable to turn off the sound files for a subset of call types on their secondary line.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center PhoneSet Manager and Softphone - 120619 - After setting the sound file to 'None' for a phone event, the sound icon continued to display in the tree view until the user clicked away and back onto the phone event.

**Description :** After setting the sound file to 'None' for a phone event, the sound icon continued to display in the tree view until the user clicked away and back onto the phone event.

**Workaround :** None

**Resolution Notes** : Code changes resolved this issue.

- Contact Center PhoneSet Manager and Softphone - 120650 - A new contact page was not displaying, as it should, when no matching records were found for a contact.

**Description** : A new contact page was not displaying, as it should, when no matching records were found for a contact.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Contact Center PhoneSet Manager and Softphone - 120743 - When an agent and a phone were on different PBXs, the pop up was missing some customer information, including DNIS, collected digits, and campaign name.

**Description** : When an agent and a phone were on different PBXs, the pop up was missing some customer information, including DNIS, collected digits, and campaign name.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Contact Center PhoneSet Manager and Softphone - 121981 - When an agent placed a call on mute and attempted to return to the call, the soft phone toolbar displayed as a red 'x' and the call was lost.

**Description** : When an agent placed a call on mute and attempted to return to the call, the soft phone toolbar displayed as a red 'x' and the call was lost.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- YourSite Explorer - 121558 - Successive modifications to the same device in YourSite Explorer could not be saved unless the application was refreshed after each time 'Save' was clicked.

**Description** : Successive modifications to the same device in YourSite Explorer could not be saved unless the application was refreshed after each time 'Save' was clicked.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Reporting - 98971 - Abandon event statistics were erroneously displaying in Lifecycle reports.

**Description** : Abandon event statistics were erroneously displaying in Lifecycle reports.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Reporting - 102245 - Work Timer duration was not being included in the SQL View AgentByDevice for transferred ACD calls.

**Description** : Work Timer duration was not being included in the SQL View AgentByDevice for transferred ACD calls.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Reporting - 103226 - Extension Accounting Summary reports were not accurately reporting international call counts in the statistic for total calls.

**Description** : Extension Accounting Summary reports were not accurately reporting international call

counts in the statistic for total calls.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Reporting - 107344 - When an agent on an ACD call from a path on the same PBX entered an Account Code, real-time summary would over peg the queue by one for each Account Code entered.

**Description** : When an agent on an ACD call from a path on the same PBX entered an Account Code, real-time summary would over peg the queue by one for each Account Code entered.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Reporting - 110006 - Calls answered data was not displaying in the Queue Abandon vs. Answer Comparison report.

**Description** : Calls answered data was not displaying in the Queue Abandon vs. Answer Comparison report.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Reporting - 112431 - Queue Performance by Account Code report Classification Code statistics for agents handing ACD calls on queues with the 'force entry of a classification code' option enabled, were not accurate.

**Description** : Queue Performance by Account Code report Classification Code statistics for agents handing ACD calls on queues with the 'force entry of a classification code' option enabled, were not accurate.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Reporting - 114682 - Classification code records were not being generated if an agent was on hold when they entered the code.

**Description** : Classification code records were not being generated if an agent was on hold when they entered the code.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Reporting - 114910 - Employee Group Adherence by Employee by Day of Week and Day of Month reports were not including statistics for all applicable employees.

**Description** : Employee Group Adherence by Employee by Day of Week and Day of Month reports were not including statistics for all applicable employees.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Reporting - 122248 - There were discrepancies in Make Busy code statistics between the Employee Make Busy/DND report and the Agent Make Busy/DND report for the same employee and the same time period.

**Description** : There were discrepancies in Make Busy code statistics between the Employee Make Busy/DND report and the Agent Make Busy/DND report for the same employee and the same time period.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- Flexible Reporting - 121234 - A Queue Group Performance by Queue report created using Flexible Reporting differed from the same report created in Contact Center Management.

**Description** : A Queue Group Performance by Queue report created using Flexible Reporting differed from the same report created in Contact Center Management.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 99671 - Callback reports contained duplicate rows of information.

**Description** : Callback reports contained duplicate rows of information.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 100747 - No alarm was given when ports were unable to load during the IVR Routing startup process.

**Description** : No alarm was given when ports were unable to load during the IVR Routing startup process.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 100748 - No alarm was given when a data provider was corrupted or could not be found, for example, if a report was unavailable due to a corrupt or missing Excel file.

**Description** : No alarm was given when a data provider was corrupted or could not be found, for example, if a report was unavailable due to a corrupt or missing Excel file.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 105776 - Messages left by callers as part of callback plans were not being attached to the callback entry in SQL and so were unavailable to agents.

**Description** : Messages left by callers as part of callback plans were not being attached to the callback entry in SQL and so were unavailable to agents.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 118090 - Messages left by callers as part of callback plans were not being attached to the callback entry in SQL and so were unavailable to agents.

**Description** : Messages left by callers as part of callback plans were not being attached to the callback entry in SQL and so were unavailable to agents.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 119031 - UPIQ prompts were not playing numbers back in the correct format for Dutch and German languages.

**Description** : UPIQ prompts were not playing numbers back in the correct format for Dutch and German languages.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 119037 - Calls were being dropped by IVR Routing ports.

**Description** : Calls were being dropped by IVR Routing ports.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 120481 - Masked variables were not being respected when passed through execute to a PowerShell script.

**Description** : Masked variables were not being respected when passed through execute to a PowerShell script.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 121225 - Customer-recorded messages were not available to agents processing callbacks. Recordings left by callers were not linking to the callback monitor so agents were unable to hear the messages left by callers.

**Description** : Customer-recorded messages were not available to agents processing callbacks. Recordings left by callers were not linking to the callback monitor so agents were unable to hear the messages left by callers.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 121782 - Customer-recorded messages were not available to agents processing callbacks. Recordings left by callers were not linking to the callback monitor so agents were unable to hear the messages left by callers.

**Description** : Customer-recorded messages were not available to agents processing callbacks. Recordings left by callers were not linking to the callback monitor so agents were unable to hear the messages left by callers.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 121853/121854 - Some callbacks were being rejected and an error message of 'Callback request is not valid' was displaying.

**Description** : Some callbacks were being rejected and an error message of 'Callback request is not valid' was displaying.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 125440 - After making changes to workflows in YourSite Explorer, the Remote IVR Sync Status displayed as 'Failed' when it had, in fact, been successful.

**Description** : After making changes to workflows in YourSite Explorer, the Remote IVR Sync Status displayed as 'Failed' when it had, in fact, been successful.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue.

- IVR Routing - 127341 - The first callback request in a sequence was working correctly but the second callback request was not being processed even though it was displaying in the callback monitor. This issue was occurring when the outbound port was located on a remote

server.

**Description :** The first callback request in a sequence was working correctly but the second callback request was not being processed even though it was displaying in the callback monitor. This issue was occurring when the outbound port was located on a remote server.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- IVR Routing - 157068 - Due to inaccurate call records received, calls were not routing properly when initiated by a NuPoint call handling system.

**Description :** Due to inaccurate call records received, calls were not routing properly when initiated by a NuPoint call handling system.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Intelligent Queue - 98827 - Intelligent Queue reports could not be generated due to Intelligent Queue media server licensing issues that arose after upgrading to Contact Center Solutions Business Edition Version 6.0.

**Description :** Intelligent Queue reports could not be generated due to Intelligent Queue media server licensing issues that arose after upgrading to Contact Center Solutions Business Edition Version 6.0.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Salesforce.com Integration - 114819 - The Salesforce Connector was intermittently failing and there was a significant delay when attempting to click to dial out of Salesforce.

**Description :** The Salesforce Connector was intermittently failing and there was a significant delay when attempting to click to dial out of Salesforce.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Salesforce.com Integration - 118509 - The Salesforce connector was searching for data based on a 12 digit string of 9 1 area code number, which did not align with how numbers were stored. This meant that when performing click to dial functions, the connector was not populating any data from Salesforce.com.

**Description :** The Salesforce connector was searching for data based on a 12 digit string of 9 1 area code number, which did not align with how numbers were stored. This meant that when performing click to dial functions, the connector was not populating any data from Salesforce.com.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Salesforce.com Integration - 121217 - The same set of Account Codes could not be used by multiple employees in Salesforce.

**Description :** The same set of Account Codes could not be used by multiple employees in Salesforce.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Salesforce.com Integration - 125387 - Customer information was being based on DNIS (the digits the caller dialed) instead of ANI (the number of the caller).



**Description :** Customer information was being based on DNIS (the digits the caller dialed) instead of ANI (the number of the caller).

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Workforce Scheduling - 156857 - Customers were unable to log in to Employee Portal if using Windows Authentication.

**Description :** Customers were unable to log in to Employee Portal if using Windows Authentication.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- SQL Views - 107367

**Description :** Inbound agent call details will be added to SQL Views in Version 7.0.

- Multimedia Contact Center - 125054

**Description :** Modifications to the Exchange router repaired an issue where, when emails were moved to another queue, there was a significant delay before they were successfully routed. This fix will be included in Version 6.0.3.

- IVR Routing - 155493

**Description :** Code fixes repaired an issue with callback requests where, after selecting a preferred date and time for a callback, the customer was not allowed to reselect and change the information. This fix will be included in Version 6.0.3 and Version 7.0.

- Salesforce.com Integration - 156465

**Description :** Code fixes repaired an issue where the Salesforce.com connector was intermittently failing. This fix will be included in Version 6.0.3 and Version 7.0.

- 157324

**Issue:** For Call Accounting customers, the '0' prefix was intermittently being removed from the ANI, which caused them to be considered as external rather than local phone numbers.

**Resolution:** In some situations, the SysId was being extracted from the records. This was resolved by code changes which repaired this issue.

**Impact:** The requeue count and ACD count increased slightly in affected reports.

This change affects the QueueByANI stats in relevant Call Accounting Trace reports and the tblData\_DeviceByQueue table.

- 157325

**Issue:** For Call Accounting customers, the '0' prefix was intermittently being removed from the ANI.

**Resolution:** A defect that was extracting the SysId from the records in some circumstances was resolved, repairing this issue.

**Impact:** In Call Accounting Trace and Lifecycle reports, some ANI numbers will have changed.

Affected tables include:

- tblData\_CA\_Trace
- tblData\_InboundTrace

• tblData\_LC\_Trace

- 157327

**Issue:** 'Busy' records were being pegged as abandons. 'Busy' records are produced when an agent becomes unavailable after a call is routed to them. The call is subsequently rerouted and should not be considered an abandoned call.

**Resolution:** SMDR records with a 'B' in the CallCompletionFlag field will no longer peg as an abandon.

**Impact:** Abandon counts and Time to Abandon statistics are reduced in queue, agent, and trunk reports. Some Lifecycle events have changed from type 25 (abandoned) to 24 (completed).

Queue, Agent, Trunk, Extension, and Lifecycle reports are affected by this change.

Tables that are affected by this change:

- tblData\_QueueAbandonByAni
- tblData\_ExtensionPerformanceByPeriod
- tblData\_AgentPerformanceByPeriod
- tblData\_TrunkPerformanceByPeriod
- tblData\_LC\_Trace

- 157328

**Issue:** Call Accounting Trace reports included duplicate information for ACD and non-ACD calls that had Account Codes assigned to them. When an agent entered a Classification Code during a non-ACD call, the Classification Code was being double pegged.

**Resolution:** If a previous duplicate record without an Account Code exists, the flag CalledPegCount is turned off to prevent double pegging.

**Impact:** Classification Code pegs may slightly decrease and Account Code pegs may increase.

Call Accounting Trace reports and the tblData\_CA\_Trace table were affected by this change.

- 157805

**Issue:** Instead of ACD or non-ACD, agent state was erroneously displaying as Idle when an agent was on an ACD call that had been transferred to them while they were in Work Timer mode.

**Resolution:** Code changes to the way Work Timer is set resolved this issue.

**Impact:** AnsACDByAgent, WTByAgent, and HoldACDByAgent counts and durations are now more accurate in Queue reports. The tblData\_QueueByPerformanceByPeriod is also affected.

- 157806

**Issue:** Call Accounting trace reports included duplicate information for ACD and non-ACD calls that had Account Codes assigned to them.

**Resolution:** Only ACD calls are pegged with Classification Codes as they are the only calls expected to have Work Timer enabled.

**Impact:** There is a decrease in Classification Code counts in Call Accounting Trace reports and the tblData\_CA\_Trace table

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  - A Contact Center Business Edition hotfix, click **Contact Center Business Edition=>Contact Center Business Edition Software Download** and after **Download the Mitel Networks Contact Center Business Edition**, click **CCBE\_FullRelease**.
  - A Call Accounting hotfix, click **Call Accounting=>Call Accounting Software Download** and after **Download the Mitel Networks Call Accounting**, click **CA\_FullRelease**.
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Last Modified By: andrew\_montpetit, Tuesday, November 05, 2013  
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Monday, May 16, 2022