

HotFix KB466294 - Multimedia work timer cancelled when agent receives non-ACD call

PROBLEM

Multimedia worktimer states were being cancelled if the agent received a non-ACD call.

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.0.1.0**.

1. Go to <https://www.mitel.com/>
2. Click the **Login** button.
3. Click the **Sign in** button under **MiAccess**.
4. On the left, select the **Software Download Center**.
5. Expand the tree to **MiContact Center Business** and then down to **MiContact Center Business 9.0.1.0** and **HotFixes**.
6. Download the **MiCC HotFix KB466294.exe** HotFix to the MiContact Center server.
7. Double-click the **MiCC HotFix KB466294.exe** and follow the on-screen prompts.
8. Wait for the repackager and auto-updates to complete.

NOTE: Installing this Hotfix will restart the MiContact Center services. To avoid service interruption we recommend applying the update after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.0.1.0.

Keywords: Hotfix 466294 KB466294 multimedia worktimer work-timer

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<http://micc.mitel.com/kb/KnowledgebaseArticle52609.aspx>

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