

RTR0013 - Queue has manually been set into DND

DESCRIPTION

When a queue is manually set into DND it will remain in DND until it is manually removed from DND. The queue will no longer follow the business hours if Interactive Contact Center queue control is enabled.

SEVERITY

Minor

IMPACT

The queue will no longer follow the business hours if Interactive Contact Center queue control is enabled.

TROUBLESHOOTING STEPS

There is no trouble shooting required

APPLIES TO

5.10.1

Keywords:

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<http://micc.mitel.com/kb/KnowledgebaseArticle51889.aspx>

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