

## Release notes for 6.0.1

This is the list of all items for 6.0.1, released on Friday, September 14th, 2012. For more information, you can visit Mitel Online to download our Detailed Release Notes for this release.

- New SQL View available

**Description :** The Agent Outbound Call Detail View has been added to our growing collection of SQL Views. SQL Views provide access to raw telephone system data before it is used to perform calculations and displayed in Contact Center Management or Flexible Reporting reports. The raw data allows you to create custom reports that define metrics based on your contact center needs.

- Work Timer Changes

**Description :** Work timer provides agents with a period of time after they finish a call to set classification codes, handle paperwork, or deal with other administrative tasks before returning to handling calls. When configured, after call completion, work timer places the agent into the work timer real-time state and calls no longer route to them.

New with 6.0.1.0, work timer settings are configurable via the Class of Service options on the PBX or by queue within YourSite Explorer. The maximum time span for which the Work Timer is active depends on the MCD version in your environment. MCD Version 4.x or earlier provides a maximum Work Timer duration of 10 minutes, whereas MCD Version 5.0 provides a maximum duration of four hours. These modifications to Work Timer functionality provide increased flexibility, as timer settings can be set by PBX and by queue, and decreased dependence on setting Make Busy as an alternative for extending the amount of time needed following a call.

- Salesforce.com Connector support updates

**Description :** Version 6.0.1.0 includes support for the Salesforce.com Winter 2012 release and was built using the Salesforce.com CTI Toolkit Release 4.01. We support Salesforce.com Professional Edition as well as Enterprise Edition. Please note that if you use Internet Explorer, you must use a 64-bit version of Internet Explorer.

**NOTE:** The Contact Center Salesforce.com Connector that is shipped with Contact Center Solutions Version 6.0.1.0, is supported for Salesforce Call Center Version 4.0. You must upgrade to Salesforce.com Version 4.0 to be able to use the Contact Center Salesforce.com Connector.

The following reference lineup was used in our verification testing for Version 6.0.1.0:

Google Chrome 19.0.1084.56

Mozilla Firefox 13.0

Windows IE 8.0 and 9.0 (64-bit version)

Windows IE 7.0 (64-bit version)

Please see here:

[http://wiki.developerforce.com/page/CTI\\_Toolkit#Browser\\_and\\_Operating\\_Systems\\_Compatibility](http://wiki.developerforce.com/page/CTI_Toolkit#Browser_and_Operating_Systems_Compatibility) for more information regarding browser and operating system compatibility.

- VMWare View Direct Media support

**Description :** With VMware View Direct Media support, agents are now able to use Contact Center

Softphone on virtualized VMware View client desktops.

This is available as a Controlled Introduction product and can be ordered through Mitel Promotional Part Number: 51301878 Contact Center Softphone for VMview – 1 pk.

- Ability to make outbound calls with IVR routing

**Description :** Version 6.0.1.0 introduces support for outbound call flows in IVR Routing. You can set up call flows to make outgoing calls to external and internal numbers. Once connected, an outbound call flow can play the connected party a greeting or ask them to enter information into IVR Routing. Outbound call flows can also transfer a connected party to a queue, agent, or extension automatically based on responses to an option menu. Please note that outbound call flows and extension options in YourSite Explorer are only available with IVR Routing Premium licensing.

- IVR Routing - Call flow samples

**Description :** Five call flow samples are now available for import. These call flows are based on common business scenarios and demonstrate how IVR Routing can be used to direct calls to appropriate queues. The following call flow samples are included with Version 6.0.1.0: ANI and DNIS condition with unique Menus and a Callback option, Management Plan call flow, Outbound call flow with Excel, Schedule condition followed by DNIS and Language with Menus, and Schedule with Mode of Operation and Menu.

- IVR Routing - Screen Pop enhancements

**Description :** When creating variables in IVR Routing you can now configure the variables you created to display in the agent's screen pop when a call is delivered.

- IVR Routing - Dynamic prompts

**Description :** Dynamic prompts enable you to leverage the queue activity to create more flexible and specific prompts for your contact center. Dynamic prompting uses the Query activity to return a file path to an audio file which is held in a variable. The audio file can then be played to callers as required.

- IVR Routing - Email activity enhancements

**Description :** The Email activity enables IVR Routing to send emails, with or without attachments, to recipients via the SMTP provider configured in Contact Center Management. You can populate email fields with variables and populate email attachments with variables or files.

The Email activity allows electronic information to be sent from within a call flow efficiently and accurately to the different departments in an organization. The Email activity is available in Voice, RAD, Outbound, and Management call flows.

- IVR Routing - Execute activity

**Description :** The Execute activity enables IVR Routing to interact with external systems by running Executable/Script, PowerShell, Web Service, and CRM Service processes. For example, you can use the Execute activity to retrieve customer information from a Web Service database and store this information in a custom variable for use within the call flow or to pass on to agents in a screen pop for enhanced customer service. The Execute activity is available in Voice, RAD, Outbound, and Management call flows.

- IVR Routing - Delay activity

**Description :** The Delay activity enables IVR Routing to suspend a call flow for a predetermined time. For example, a customer calling the IVR will hear a welcome menu that lasts a certain number of seconds. To test your call flow and simulate the customer's experience, you can insert a Delay activity suspending the call flow for a duration that matches the length of the prompt. The Delay activity also enables third-party applications to process a command before continuing to a step that requires the processing be complete. The Delay activity is available in Voice, RAD, Outbound, and Management call flows.

- IVR Routing - Compare variables activity

**Description :** The Compare Variables activity branches calls by comparing customer information, stored in either custom or system variables, against specified conditions. For example, you can use Compare Variables to create a priority branch for customers with a Gold membership. The Compare Variables activity is available in Voice, Outbound, and Management call flows.

- IVR Routing - Set variable activity

**Description :** The Set Variables activity enables IVR Routing to take values generated within a call flow or static, predefined values and use them to populate variables for use later in the call flow. For example, you can use the Set Variables activity to populate a variable with a caller's choice of service language. The Set Variables activity is available in Voice, RAD, Outbound, and Management call flows.

- IVR Routing - UPIQ configuration enhancements

**Description :** You can now configure UPIQ so that the customer only hears the highest position they have attained in queue, even if their position subsequently slips to a lower position in queue. In addition, you can choose to only report the minute portion of the expected wait time.

- IVR Routing - Improved data provider support for queries

**Description :** Lightweight Directory Access Protocol (LDAP) is now supported as a data provider in conjunction with the query activity. In addition, LDAP syntax is supported when constructing advanced queries.

- IVR Routing - Custom variables for queries

**Description :** You can now fill in custom variables for results of queries.

- IVR Routing - Expression grouping capability

**Description :** IVR Routing now enables users to group expressions, facilitating construction of detailed and specific conditions. While grouping is associated with a number of different activities, configurations, and dialogs, the grouping clauses are consistent throughout IVR Routing.

- IVR Routing - Hunt Group resiliency

**Description :** You can now configure resilient hunt groups in YourSite Explorer by selecting a failover media server when setting up hunt groups.

- Contact Center Management - 57595 - Duplicate agents imported during telephone system synchronization

**Description :** In an environment using MCD 5.0 with agent and extension resiliency, during telephone system synchronization the agents were being imported twice (once for the primary media server and once for the secondary media server).

**Workaround** : None

**Resolution Notes** : Changes to the PBX config cache functionality repaired this issue.

- Contact Center Management - 59912 - License files not updating as expected

**Description** : License files were not updating as expected.

**Workaround** : None

**Resolution Notes** : Changes were made to the licensing application to correct this issue.

- Contact Center Management - 59984 - CCM Web now identifies access for current user

**Description** : There was some confusion when logging in as a non-administrator. The user was able to log into CCM Web but had very limited access to functionality.

**Workaround** : None

**Resolution Notes** : When logging in with a role that is less than Premium Supervisor, an error message has been added that includes details explaining why the user has limited access.

- Contact Center Management - 60233 - EMail alerts being sent outside business hours

**Description** : Email alerts were being sent outside of business hours for non- critical alarms that were set up to send email alerts only during business hours.

**Workaround** : None

**Resolution Notes** : Changes were made to ensure email alerts are only sent outside of business hours if configured to do so or if an alarm changes severity level to critical.

- Contact Center Management - 60600 - Salesforce.com API call control time outs

**Description** : MiTAI congestion issues were causing the Salesforce.com API call control to time out.

**Workaround** : None

**Resolution Notes** : Additional logging and the ability to exclude some nodes while loading repaired this congestion issue.

- Contact Center Management - 65096 - Intermittently work timer would not expire

**Description** : Intermittently, after call completion, work timer would start and not expire. In addition, agents could not cancel work timer.

**Workaround** : None

**Resolution Notes** : Changes to work timer in 6.0.1.0 resolved this issue.

- Contact Center Management - 65098 - Summarization missing days

**Description** : After running Summarization, data for some of the days in the interval selected was not produced.

**Workaround** : None

**Resolution Notes** : Code changes resolved this issue and summarization now works as expected for all days within the selected interval period.

- Contact Center Management - 65384 - Inbound Trace report dropping digits when transferred through IP trunks

**Description** : In Inbound Trace Reports, digits for the numbers dialed were being dropped when transferred through the IP trunk.

**Workaround** : None

**Resolution Notes** : Changes were made to ensure trace reports show accurate information for the numbers dialed.

- Contact Center Management - 66083 - Active Directory nit retrieving correct domain for CCC and YSE login

**Description** : Users were not able to log in via Contact Center Client or YourSite Explorer because Active Directory synchronization was not retrieving the correct domain name for the user login.

**Workaround** : None

**Resolution Notes** : The domain format was changed to resolve this issue.

- Contact Center Management - 67367 - Summarization errors

**Description** : Summarization was inadvertently generating a number of erroneous error logs.

**Workaround** : None

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

- Contact Center Management - 68558 - Some French reports still have English column names

**Description** : Some reports were being produced with English column names when configured for a French language environment.

**Workaround** : None

**Resolution Notes** : Changes were made to ensure report column headers match the language settings in CCM Web.

- Contact Center Management - 69266 - LifeCycle reports attributing a town to internal calls

**Description** : Lifecycle reports were showing internal calls as a location (town/city) instead of "Internal".

**Workaround** : None

**Resolution Notes** : As a result of code changes, calls that are internal to the organization now display as "Internal", as expected.

- Contact Center Management - 70303 - Abandoned ACD call data different between some reports

**Description** : Abandoned ACD Call data differed between the Agent Internal/External Call Counts by Period report and the Agent Shift by Period report.

This reporting discrepancy occurs because the SMDR and ACD streams handle data in different ways.

**Workaround** : None

**Resolution Notes** : ACD calls on the queue that are interflowed and then abandoned in the SMDR stream are now pegged as non- ACD.

- Contact Center Management - 70306 - Priority settings for queues not displaying accurately

**Description** : The priority settings for queues were not displaying accurately, even though they were behaving as expected in regard to their priority.

**Workaround** : None

**Resolution Notes** : Code changes to Interactive Visual Queue resolved this issue.

- Contact Center Management - 76226 - Some CCC profiles not loading properly after upgrade from 5.8 or 5.7

**Description** : Contact Center Client profiles, specifically those with marquee configured, were not loading following an upgrade from Contact Center Solutions Version 5.7 to Version 5.8.

**Workaround** : None

**Resolution Notes** : Code changes were made to the font format in the marquee across all languages.

- Contact Center Management - 77351 - Upgrade failed due to missing .MSI file

**Description :** An upgrade from Contact Center Solutions 5.6 to 5.8 failed because the installer could not find the old .msi install files, which had been deleted.

**Workaround :** None

**Resolution Notes :** The *Contact Center Management Installation Guide* and *Call Accounting Installation Guide* were updated to indicate that deleting hidden .msi install files will result in the failure of upgrades to later versions of Contact Center Solutions and Call Accounting.

- Contact Center Management - 78663 - SQL Purge tool does not function on 64-bit server

**Description :** The SQL purge tool was not working in a 64-bit server environment.

**Workaround :** None

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

- Contact Center Management - 78972 - Third-party IVR system settings being lost during upgrade

**Description :** Following an upgrade, third-party IVR system settings were being lost because they were being written over by the default configuration files, resulting in intermittently inadequate call handling.

**Workaround :** None

**Resolution Notes :** The IVRInbound config file now supports Global Application Settings, enabling original settings to be retained following upgrades.

- Contact Center Management - 79072 - Attendant consoles set to historical during telephone system synchronization

**Description :** During telephone system synchronization, attendant consoles were being set to "historical", meaning they were disabled for real time and reporting.

**Workaround :** None

**Resolution Notes :** Attendant consoles are no longer part of telephone system synchronization.

- Contact Center Management - 79135 - Custom report failing when time span greater than six months

**Description :** A custom report was failing to generate data when set for a time parameter of greater than six months.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure this report generates data successfully, regardless of the time parameter chosen.

- Contact Center Management - 81118 - Trunk data not being received correctly

**Description :** Trunk data was being improperly retrieved as a result of a reporting number issue.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure reporting numbers are located correctly.

- Contact Center Management - 82833 - External hot desking users calling from mobile phone not being properly credited for calls

**Description :** Calls made on mobile devices by external hotdesking users were not being properly pegged and were not displaying in reports.

**Workaround :** None

**Resolution Notes :** Changes were made to the code to ensure calls from external hotdesking users

are pegged correctly.

- Contact Center Management - 83410 - CCC not closing correctly after upgrade to FP4

**Description :** After an upgrade to 6.0.0.4, there were instances of Contact Center Client not closing correctly when a user was logged in as an administrator as a result of the Auditor not acknowledging Contact Center Client had been closed.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure Contact Center Client closes as expected.

- Contact Center Management - 83776 - After upgrade from 5.1, and Intertel 5000 requires collector restart after PBX restart

**Description :** After upgrading from 5.1 SP1 PR1 to 6.0.0.3 with an Intertel 5000 telephone system, the collector required a manual restart any time there was a physical restart of the Intertel 5000 telephone system.

**Workaround :** None

**Resolution Notes :** Code changes have been made to resolve this issue.

- Call Accounting - 58491 - Call Accounting import of .CSV file failing if too large

**Description :** The import feature was malfunctioning when attempting to import large .csv files into Call Accounting.

**Workaround :** None

**Resolution Notes :** Updates were made to enable YourSite Explorer to handle large .csv files when importing.

- Call Accounting - 65978 - Extension Accounting by Interval reports missing one day's data

**Description :** Extension Accounting by Interval reports were returning zeros when run for a single day and only one days' worth of data when run for a two day interval.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure the data returned for the Extension Accounting by Interval report matches the reporting interval selected.

- Call Accounting - 75948 - Average Wait statistic in Attendant Group Traffic report being totaled instead of averaged

**Description :** The Average wait time statistic in Attendant Group Traffic reports was being totaled instead of being averaged.

**Workaround :** None

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

- Contact Center Client - 61001 - Softphone extension selection box in saved CCC profile not showing all extensions

**Description :** In Contact Center Client, when saving a profile with soft phone enabled, selecting the "Display all extensions" check box was not causing all extensions to be displayed. However, other extensions could be selected in the Soft phone configuration window.

**Workaround :** None

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

- Contact Center Client - 63562 - Version number displaying differently on two screens within CCC

**Description :** The version number of Contact Center Client that was displaying in the Contact Center launch page was not the same as the version number that was displaying in the “Help=>About” page.

**Workaround :** None

**Resolution Notes :** Changes were made to the Contact Center Client “Help=>About” window to ensure the correct version number displays.

- Contact Center Client - 64993 - Supervisor names not displaying in chat window

**Description :** Supervisor names were not displaying in the Chat window.

**Workaround :** None

**Resolution Notes :** Code changes repaired this licensing issue.

- Contact Center Client - 68015 - Filter variables in Queue Now monitor malfunctioning

**Description :** Filter variables for Queue Now monitors in Contact Center Client were malfunctioning.

**Workaround :** None

**Resolution Notes :** Code changes enabled queue filtering to function as expected.

- Contact Center Client - 73536 - Incorrect icon being displayed for agents in Make Busy

**Description :** The Contact Center Client was not displaying the correct icon for agents in Make Busy versus System Make Busy.

Smart algorithms were placing agents into “No Make Busy” instead of “System Make Busy”. As a result, supervisors were unable to determine if agents set themselves to Make Busy or they were placed in System Make Busy because of smart algorithms.

**Workaround :** None

**Resolution Notes :** Changes were made to Contact Center Client to ensure the correct icons display according to the current agent state.

- Contact Center Client - 79515 - Alarms based on time thresholds triggering immediately

**Description :** Alarms based on time thresholds were not honoring the thresholds and were instead alarming immediately.

**Workaround :** None

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

- Contact Center Client - 80816 - Some menus in FP4 CCC ribbon still in English when language had been switched to French

**Description :** With the French language preference selected in CCM Web, after applying 6.0.0.4, the Contact Center Client ribbon displayed some English text.

**Workaround :** None

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

- Contact Center Client - 80925 - Compatibility issue identified between CCC Windows 7 taskbar thumbnail preview in Citrix environment

**Description :** A compatibility issue between Contact Center Client Windows 7 taskbar thumbnail preview in a Citrix environment prevented Contact Center Client from opening and functioning correctly.

**Workaround :** None

**Resolution Notes :** Contact Center Client thumbnail preview icons are disabled.

- Contact Center PhoneSet Manager and Softphone - 55671 - Classification codes not functioning properly in resilient environment

**Description :** Classification codes were not functioning correctly in a resilient environment as a result of presence being checked on the secondary media server when the classification codes were being sent.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure classification codes are sent to the primary media server even in failover.

- YourSite Explorer - 70799 - If a secondary overflow agent group is removed from a queue in YSE, writeback will also remove first overflow group on PBX

**Description :** If a queue was configured in YourSite Explorer with three agent group assignments and the third agent group was removed from the queue in YourSite Explorer, after saving this change, the first overflow group was removed from the PBX.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure when overflow groups are deleted for queues, the remaining groups are retained.

- Flexible Reporting - 73723 - Day of Week option was showing data outside time interval

**Description :** When using the Day of Week option, data was being shown for a time period outside of the selected time interval.

**Workaround :** None

**Resolution Notes :** Changes were made to the stored procedures that gather information to support the filtering of start and end times for queue and queue group spectrum data.

- Flexible Reporting - 79079 - Flexible Reporting not showing in reporter in Business Edition

**Description :** As the result of a license query error, Flexible Reporting was not appearing as an option in the Reporter in Business Edition Contact Center Management.

**Workaround :** None

**Resolution Notes :** Changes were made to license querying to resolve this issue.

- Salesforce.com Integration - 60660 - External calls transferred between agents were being treated as internal

**Description :** External calls that were transferred between agents were being handled as "Internal".

**Workaround :** None

**Resolution Notes :** Changes to code resolved this issue. External ACD calls that are transferred to other agents are now pegged as "Inbound" instead of "Internal", as is appropriate.

- IVR Routing - 59618 - The UPIQ Prompts configuration fields in YourSite Explorer was not visible when viewed at 1024 x 768 screen resolution

**Description :** The UPIQ Prompts configuration field in YourSite Explorer was not visible when viewed at 1024 x 768 screen resolution.

**Workaround :** None

**Resolution Notes :** Code was changed to expose all controls in the UI regardless of the customer's screen resolution.

- IVR Routing - 60553 - Unable to save extensions to a remote server if they had previously been saved to main

**Description :** In YourSite Explorer=>Extensions the user was not able to save extensions that had previously been assigned to the main server and were subsequently assigned to a remote server.

**Workaround :** None

**Resolution Notes :** Code was changed to repair this issue.

- IVR Routing - 62594 - The Goto activity was only functioning correctly from some menus

**Description :** The Goto activity was functioning correctly for one of the menus in which it displays but not for the other menu in which it displays.

**Workaround :** None

**Resolution Notes :** Changes were made to the code to prevent this from happening in the future.

- IVR Routing - 62760 - RSS alarm notifications were incorrectly reporting that ports were over-licensed

**Description :** RSS alarm notifications were incorrectly reporting that ports were over-licensed. All ports continued to function as normal.

**Workaround :** None

**Resolution Notes :** Code changes were made to correct this issue that was caused when ports that were assigned to multiple hunt groups were being double-pegged.

- IVR Routing - 63056 - When installing FP1 an error was received when running SQL change scripts

**Description :** When installing 6.0.0.1, an error was received when running SQL change scripts.

**Workaround :** None

**Resolution Notes :** Changes were made to built-in prompt naming to resolve this issue.

- IVR Routing - 70299 - IQ to IVR migration wizard returning error on Schedule Conditions

**Description :** When migrating from Intelligent Queue to IVR Routing the migration wizard was producing an error on Schedule Conditions.

**Workaround :** None

**Resolution Notes :** Changes were made to the code syntax to correct this problem.

- IVR Routing - 70308 - Callbacks with invalid client destinations were being removed from the callback list

**Description :** Callbacks with invalid client destinations were being removed from the callback list.

**Workaround :** None

**Resolution Notes :** Changes were made to the filter that determines which callbacks display in the monitor, correcting this issue.

- IVR Routing - 70500 - Collect Digit activity was not behaving correctly on fail condition

**Description :** On a Collect Digit activity, after failing on collecting digits three times, the maximum attempts threshold was reached but the system was waiting for a DTMF tone before continuing and evaluating conditions.

**Workaround :** None

**Resolution Notes :** Code changes corrected this behavior. After the maximum number of tries is reached, the call flow executes without waiting or the need to press a DTMF digit.

- IVR Routing - 70986 - When IQ model is migrated with a wildcard (\*) it was not being converted to IVR wildcard (X) correctly

**Description :** When an Intelligent Queue model that included a wild character (\*) was migrated to IVR Routing, the Intelligent Queue wild character (\*) was not being converted to a wild character in IVR Routing (X). It had to be provisioned manually.

**Workaround :** None

**Resolution Notes :** Changes were made to the syntax in the migration wizard to resolve this problem.

- IVR Routing - 72075 - Collected Digit activity would not allow Currency or DateTime variables

**Description :** Collected Digit activity would not allow Currency or DateTime to be selected as variables.

**Workaround :** None

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

- IVR Routing - 73823 - Callbacks failing due to invalid client destination do not play message to agents

**Description :** When callbacks failed due to an invalid client destination, the agent would not hear a message that the call had not been established.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue and agents now hear accurate messaging if callbacks fail due to an invalid client destination.

- IVR Routing - 77046 - Using queue conditions to select which message to play to callers in IVR Routing was not available.

**Description :** Using queue conditions to select which message to play to callers in IVR Routing was not available.

**Workaround :** None

**Resolution Notes :** The ability to select which message to play to callers, using queue conditions, is now available when configuring RAD call flows.

- IVR Routing - 77053 - Prompts configured to play back a queue statistic were inaccurate

**Description :** Prompts that were configured to play back a queue statistic were inaccurate as queue statistics were not being retrieved correctly and were defaulting to three seconds messaging. For example, the Estimated Wait Time was always stating three seconds.

**Workaround :** None

**Resolution Notes :** Code changes resolved an issue with queue monitoring that was causing this problem.

- IVR Routing - 77056 - When transferring calls to a Hunt Group, the call was being sent only when it was picked up or if it was the first call to ring the group.

**Description :** When transferring calls to a Hunt Group, the call was being sent only when it was picked up or if it was the first call to ring the group.

**Workaround :** None

**Resolution Notes :** Code changes were made to mark a transfer as successful if the port becomes Idle after making a blind transfer to any extension, including Hunt Groups.

- IVR Routing - 77644/78786 - Incoming calls were hitting a deadlock and thereafter no other calls could be processed.

**Description :** Incoming calls were hitting a deadlock and thereafter no other calls could be processed.

**Workaround :** None

**Resolution Notes** : Changes to code resolved this issue. In addition, preventive work was done so that if a deadlock is detected, the Server Alarm Monitoring Service automatically restarts the IVR Routing Service.

- IVR Routing - 78923 - Users were not able to edit a Redirect activity if the "SystemName" property did not contain the word "redirect".

**Description** : Users were not able to edit a Redirect activity if the "SystemName" property did not contain the word "redirect".

**Workaround** : None

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

- IVR Routing - 79060 - Intermittently, in a configuration using MCD 5.0 SP2, calls reaching a Transfer activity were hung up instead of transferring to the end point.

**Description** : Intermittently, in a configuration using MCD 5.0 SP2, calls reaching a Transfer activity were hung up instead of transferring to the end point.

**Workaround** : None

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

- IVR Routing - 80929 - Call flows were not executing as expected as the result of execution issues with subroutines in the call flow.

**Description** : Call flows were not executing as expected as the result of execution issues with subroutines in the call flow.

**Workaround** : None

**Resolution Notes** : Changes were made to subroutine execution to resolve this issue.

- IVR Routing - 81197 - Callbacks were not honoring the queue business- hour schedule

**Description** : Callbacks were not honoring the queue business-hour schedule, as set in YourSite Explorer. As a result, callbacks were being offered to the queue outside of business hours.

**Workaround** : None

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

- IVR Routing - 82996 - When a caller hung up during a supervised transfer, the destination rang and a timeout prompt was played to the agent answering the call.

**Description** : When a caller hung up during a supervised transfer, the destination rang and a timeout prompt was played to the agent answering the call.

**Workaround** : None

**Resolution Notes** : Configuration changes were made to enable the failure branch to be skipped and to hang up the call if a customer hangs up a call during a supervised transfer.

- IVR Routing - 83389 - The timeout failed in a Menu activity nested inside another Menu activity and executed the option corresponding to the last digit pressed.

**Description** : The timeout failed in a Menu activity nested inside another Menu activity and executed the option corresponding to the last digit pressed.

**Workaround** : None

**Resolution Notes** : Changes were made to ensure the Menu activity timed out correctly.

- IVR Routing - 83611 - Recordings made on a remote IVR port were not being copied to the corresponding folder on the Enterprise Server and were unavailable to be used.

**Description :** Recordings made on a remote IVR port were not being copied to the corresponding folder on the Enterprise Server and were unavailable to be used.

**Workaround :** None

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

- IVR Routing - 84740 - The SOAP Web Service was not properly mapping output values to variables.

**Description :** The SOAP Web Service was not properly mapping output values to variables.

**Workaround :** None

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

- Contact Center Management - 83697

**Description :** In an environment with a very large number of abandoned calls, some inconsistent data was displaying in the Interactive Visual Queue monitor and the Enterprise Server was intermittently restarting.

**Workaround :** None

**Resolution Notes :** This hot fix will be included in 6.0.1.1.

- 63028 - ACD calls that were conferenced internally were pegging the third party as non-ACD.

**Description :** ACD calls that were conferenced internally were pegging the third party as non-ACD.

**Resolution :** Crediting logic was adjusted to repair this issue.

**Impact :** When the "CreditTransferredACDCallsAsACDForAllTransferredSegments" is enabled, ACD calls conferenced internally will have the third party pegged as ACD in Agent Performance by Period reports.

- 63218 - Employee and Extension call counts were being double pegged in Call Accounting Trace reports.

**Description :** Employee and Extension call counts were being double pegged in Call Accounting Trace reports.

**Resolution :** The peg count field was set to false for all Account Code rows in the Call Accounting Trace table and the Account Code reports were changed to search for counts of pkeys instead of sum of peg counts.

**Impact :** Call Accounting Trace report call count statistics are more accurate.

- 65136 - Call Recording records were not linking properly to the Lifecycle reports.

**Description :** Call Recording records were not linking properly to the Lifecycle reports and did not include duration. This most commonly occurred with hot desking and general business users as they handled non-ACD calls.

**Resolution :** The matching of SMDR records to corresponding Call Recording records was improved. SMDR record processing now includes actively hunting for Call Recording records. If the Call Recording record is not linked with a CallEnd event then the call events are merged, resulting in a record with valid duration data.

**Impact :** Lifecycle reports now display Call Recording events with valid duration times.

- 65384 - The ANI was being truncated in Inbound Trace reports when calls were being transferred through an IP trunk.

**Description :** The ANI was being truncated in Inbound Trace reports when calls were being transferred

through an IP trunk.

**Resolution** : The ANI digit length is checked to determine whether the System Identifier digits should be removed. If there are ten digits, the system ID is not removed.

**Impact** : Following summarization, the ANIs will no longer be truncated in the Inbound Trace reports.

- 66454 - In the following specific call scenario, where Agent A and Agent B are on the same PBX, Agent B was being double pegged for the ACD count statistic.

**Description** : In the following specific call scenario, where Agent A and Agent B are on the same PBX, Agent B was being double pegged for the ACD count statistic.

**Resolution** : Improvements were made to the linking of internal SMDR conference records to resolve this issue.

**Impact** : There are slight changes to the ACD count statistics in the following reports (when the call scenario as described is involved):

Agent

Extension

Trunk

Queue

Account Code

1. Using a web browser browse to <http://www.mitel.com>.
2. Click **Login**.
3. Type your MOL **User ID** and **Password** and click **Log in**.
4. Under **Support** click **Software Downloads**.
5. To download
  - A Contact Center Enterprise Edition hotfix, click **Contact Center Enterprise Edition=>Contact Center Enterprise Edition Software Download** and after **Download the Mitel Networks Contact Center Enterprise Edition**, click **CCEE\_FullRelease**.
  - 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**.
  - Click on **Installing Contact Center Solutions and Call Accounting hotfixes**
7. In the list of available hotfixes, identify the hotfix you require using the number of this Knowledge Base article, and click the associated **Web Download** or **FTP Download** link.

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