

Hot Fix KB100832 - Callback reporting inaccuracies

PROBLEM

This hot fix addresses a number of reporting issues primarily related to Callback reporting in IVR.

- TFS 101194 - 6.0.2.0 - ALM0114 - VWM Enterprise Server failed to save Callback Request; SQIDateTime Overflow exception
- TFS 101485 - 6.0.0.3 -IVR reports showing no data on condition by branch for one branch
- TFS 88738 - 6.0.1.0 - IVR Callback Reporting some calls twice, and some agents rejecting callbacks twice
- TFS 101872 - Agent Talk Time is incorrect for callbacks
- TFS 102788 - Agent Performance by Callback Queue report showing double counts and durations
- TFS 102794 - Callback Queue/Queue Group Performance By Agent reports showing data for irrelevant queue
- TFS 102827 - Callback Queue/Queue Group Performance by period has a much higher callback offered than Callback Queue/Queue Group by Agent
- TFS 102863 - Callback has not been handled but Callback Queue by Period has none zero handling time
- TFS 103034 - After applying Hot Fix customer has to manually fix the database
- TFS 103359 - Callback Queue Performance by Agent not reporting Callback handled correctly

RESOLUTION

This Hot Fix is to be applied on top of prairieFyre 6.0.2

1. Download the attached **KB100832.EXE** file to the enterprise server.
2. Double-click the **KB100832.EXE** file and follow the on-screen prompts.

NOTE: Applying this hot fix will stop and restart the prairieFyre services. In order to avoid service impact, we recommend applying the hot fix after hours or during a scheduled maintenance window.

APPLIES TO

6.0.2

Keywords: callback branch ivr reporting 103359 103034 402863 102727 102794 102788 101872 88738 101485 101194

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