

HotFix KB518072 - Multiple Consolidated Reporting fixes

PROBLEM

This Hotfix resolves the following issues:

- ClassificationFacts is missing the QueueID when an agent entered of classification code
- When an Agent in Queue 1 diverted a call to Queue 2, the agent in the second queue was pegged incorrectly
- In QueueFacts some calls showed a negative time to answer

This Hotfix is only applicable to customers who are using the *Consolidated Reporting* feature.

RESOLUTION

This Hotfix is to be installed onto **MiContact Center Business version 9.3.2.0**.

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 9.3.2.0** and **HotFixes**.
6. Download the **KB518072** HotFix to the MiContact Center server.
7. Double-click the **KB518072** 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, please install this patch after hours or during a scheduled maintenance window.

APPLIES TO

MiCC 9.3.2.0

Keywords: Hotfix 518072 KB518072 CR consolidated reporting QueueFacts ClassificationFacts

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