

5000/Axxess - False Abandons being generated in SMDR

PROBLEM

In a 5000/Axxess environment some sites have seen a large number of Abandoned calls shown in SMDR which appear to be incorrect.

RESOLUTION

We are creating a Hot Fix KB96533 to test the resolution of this issue, and once successful will be making this fix part of the next Fix Pack. Current estimate is 6.0.2.1.

Internal reference number (TFS) 96527

APPLIES TO

CCM 6.0.1.1 with KB95809

Keywords: 5000 axxess abandon abandons abandoned SMDR OAI

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<http://micc.mitel.com/kb/KnowledgebaseArticle51786.aspx>

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