

# MiContact Center

Release Notes

Version 9.1.0.0

December 2018



## About this document

This Release Note is intended for Customer Service and Installation Personnel involved in the installation and maintenance of MiContact Center.

### **NOTICE**

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# Table of Contents

Release Notes for MiContact Center Version 9.1.0.0.....	1
Essential installation and upgrade information for MiContact Center Version 9.1.0.0.....	1
Solution Level Compatibility.....	2
Product enhancements and functional changes.....	3
Where to find the latest information .....	4
Product areas improved in this release .....	4
Known issues.....	7
Release over release statistical changes .....	8

# Release Notes for MiContact Center Version 9.1.0.0

This document describes the following components related to MiContact Center Version 9.1.0.0:

- Essential installation and upgrade information
- Product enhancements and functional changes
- Where to find the latest information
- Product areas improved in this release
- Known issues
- Fixes not included
- Release over release statistical changes

We strongly recommend you review the pre-installation instructions found in the *MiContact Center Installation and Administration Guide* and the hardware and software requirements found in the *MiContact Center and Business Reporter System Engineering Guide* before downloading, installing, or upgrading your software.

## Essential installation and upgrade information for MiContact Center Version 9.1.0.0

If upgrading from a previous version, the MiContact Center Version 9.1.0.0 upgrade must be installed on top of MiContact Center Version 8.0.x.x or 8.1.x.x. This release contains defect fixes and features that are available only with Version 9.1.0.0.

Before upgrading, we recommend you create a backup of your configuration and telephone system data. This provides data protection in case there are unexpected issues while upgrading from one version of MiContact Center to another.

To back up telephone system and configuration data

1. In Contact Center Client, click **Tools=>Management**.
2. In **Management Console**, click **Configuration=>Back up/Restore configuration data**.
3. Select **Back up** and click **Next**.
4. Next to **Save**, click the drop-down button and select **Save as**.
5. Select a location to save the file and click **Save**.
6. Close the **View Downloads** window and, in the **Backup and Restore Wizard**, click **Finish**.
  - A .zip file is created that contains an XML file with the entire configuration. The file size will vary depending on the amount of data that needs to be backed up. This .zip file name contains the date on which the file was created. For example, a backup file created on June 24, 2018 will contain '20180624'.

Please note the following:

- The Enterprise Server and clients must use the same version of MiContact Center. After updating the Enterprise Server with the current release, all clients in your contact center must also be updated. Client updates in Version 9.1.0.0 are approximately 700 MB. For information on the estimated bandwidth costs for updating clients, see the *MiContact Center and Business Reporter System Engineering Guide*. If the prairieFyre Updater Service (now called MiContact Center Updater Service) has been disabled on clients, the clients must be updated manually. For information on manually updating MiContact Center applications on client computers, see <http://micc.mitel.com/kb/KnowledgebaseArticle51439.aspx>.
- Before upgrading third-party software applications, confirm the application is supported for integration with your version of MiContact Center and Business Reporter. For information

concerning support for third-party software applications, see the *MiContact Center and Business Reporter System Engineering Guide*.

- As a best practice, we recommend you stay up to date with the most current releases of the Mitel telephone systems you use in your business. The following table details support for Mitel telephone systems by version. For complete details on the features and functionality supported by each telephone system, see the *MiContact Center and Business Reporter System Engineering Guide* which can be found at <http://edocs.mitel.com>.

Mitel Telephone System	Supported Versions
MiVoice Office 400	5.0, 6.0
MiVoice 5000	6.4 SP1, 6.5, 6.5 SP1
MiVoice Border Gateway	9.1, 9.2, 9.3, 10.0 SP2, 10.1

To download MiContact Center software:

1. Log on to the MiContact Center Business Server with a Windows administrator account. The account must have full administrative privileges.
2. Ensure all of the Windows programs are closed.
3. Using a web browser browse to <http://www.mitel.com>.
4. Click Login.
5. Select MiAccess and Sign In.
6. Enter your username and password, then click Login.
7. Click Software Download Center.
8. Expand the tree for MiContact Center Business > MiContact Center Business 9 > and continue to drill down until the version you are looking for.
9. Click the download link for the file(s) you want to download. Save these files to a location on the MiContact Center Business server.

## Solution Level Compatibility

The following table outlines the solution level compatibility that V9.1.0.0 has been validated against.

Compatible	No Longer Compatible
MiVoice 5000 6.5 SP1, 6.5, 6.4 SP1	MS Server 2008
MiVoice Office 400 6.0, 5.0	VMWare 5.5
MBG 10.1, 10.0 SP2, 9.3, 9.2, 9.1	
MiCollab 8.1 SP1, 8.1, 8.0 SP1	
MiVCR 9.2, 9.1 SP4, 9.0	
OIG 4.1 (with Salesforce Winter 2019)	
Windows 10, 8.1, 8, 7	
Microsoft SQL Server 2017, 2016, 2014	

Windows Server 2016, 2012R2, 2012	
VMware ESX 6.0 , 6.5, 6.7	
VMware Horizon 7.4.0	
Citrix XenApp/XenDesktop 7.18	
Nuance 6	
Microsoft CRM 2013	
Neverfail 8.5	

NOTE: The Desktop Ignite application is no longer supported on the MiVoice Office 400 and MiVoice 5000 platforms. Agents must use Web Ignite for all agent functionality.

## Product enhancements and functional changes

This following table describes product enhancements and functional changes for MiContact Center Version 9.1.0.0:

Product or Feature	Description
Web Ignite Enhancements - SIP	This release enhances the following features for Web Ignite for SIP : Request help support, Default voice AGP option to last known presence, Supervised Transfer and Conferencing, Omni Channel Case Management, CLIP Support for outbound calls and callbacks, Basic Agent Greeting Support, Better control of toasters (display timeouts), Variable Configuration Option "Send to agent desktop" Functionality for Web Ignite Toaster, Grid View, and Ability to remove DND or MKB individually.
IVR Schedule Activity Time Zone Support	This feature allows the administrator to schedule an activity based on the local time of the IVR Routing server. In Your Site Explorer, Time Zone Region drop-down list is added to the Properties of the schedule activity. By default, the value for the Time Zone Region is set to Local, which is the local time of the IVR Routing server.
SSL/HTTPs	In conformance with recent security standards and browser protocols, MiContact Center Business installation is HTTPS/SSL enabled by default. To enable the MiContact Center Enterprise Server to use and support secure communications, you must specify the FQDN of the Enterprise Server during installation and select the Use SSL check box in the installation wizard. Selecting this option enables secure communication during the client component pack installation.
DPC UI for Transfers updated	The behavior of Call Transfer for Blind Transfer and Consultation Call has been updated. Note: This behavior is applicable only to voice conversations in the Inbox. The behavior of other types of transfers such as queued conversations, invites, and help requests has not changed. If you select to transfer a call and hover the mouse over the contact, the Blind Transfer and

Product or Feature	Description
	Consultation Call buttons are enabled. If you hover the mouse over a contact, all the dialable numbers associated with the contact are listed. If the contact has only one associated dialable number, you can directly select the dialable number; if the contact has more than one dialable number, you must select the number and click the Transfer button to transfer the call.

## Where to find the latest information

You can access the most up-to-date versions of the following documents from our website at <http://edocs.mitel.com>

MiContact Center, Business Reporter, and Call Accounting documentation:

- *MiContact Center User Guide*
- *Business Reporter User Guide*
- *MiContact Center Installation and Administration Guide*
- *Business Reporter Installation Guide*
- *MiContact Center Site-Based Security (Multi-tenant) Administration Guide*
- *MiContact Center Deployment Guide*
- *Contact Center Blueprint*
- *Multimedia Contact Center Installation and Deployment Guide*
- *MiContact Center and Business Reporter System Engineering Guide*
- *MiContact Center Contact Center Reports Guide*
- *MiContact Center Workgroup Reports Guide*
- *Business Reporter and Call Accounting Reports Guide*
- *MiContact Center Business – High Availability Order Information Guide*
- *MiContact Center and Business Reporter High Availability Guide*

For answers to the latest frequently asked questions, troubleshooting information, and post-release hot fixes, see the Mitel Knowledge Base at <http://micc.mitel.com/kb/>.

## Product areas improved in this release

The following customer-reported issues were resolved in MiContact Center Version 9.1.0.0:

Tracking Number	Description
411284	RQST00000719003 - Call is released unexpectedly when using 2 NICs
411813	RQST00000721498 - On installations with dual NIC's, Freeswitch binds to the NIC that has internet access by default which resulted in it using a different IP address than the one configured in YSE.

Tracking Number	Description
412587	RQST00000711805 - Cannot route calls based on "Available" because "Work Timer" is classed as "Unavailable".
412588	RQST00000697938 - Problem to hang-up call in the queue scenario after an agent level1 transferred a call to a queue level2
416169	RQST00000699596 - MOH is not played in Queue when "Push the call to agent" is unchecked in the Inqueue workflow
423766	RQST00000741456 - Agent stops receiving ACD Calls
424078	RQST00000734818 - Agent stayed in status "outbound" after answering a queue call and transferring the call.
425119	RQST00000733853 - SIP calls not ringing available agents
426090	RQST00000749021 - 2 Agents getting the same customer at once
426101	RQST00000750289 - Some agents on a dedicated queue are not receiving calls when they are idle
426245	RQST00000738940 - Customer Keeps Getting 'Error Request Entity Too Large' when sending emails from Desktop Ignite
426736	RQST00000753191 – If the longest Idle agent makes an outgoing call, once the call is finished the agents idle timer is reset.
435745	RQST00000755432 - Issue: error when opening WorkForce Scheduler client on Win10 machine, no issues opening on Win7 PC.
438613	RQST00000760033 - Agent do not get calls but gets placed last in queue
441589	RQST00000757403 - Agents available while having contacts waiting
442899	RQST00000672099 - Norwegian spellcheck is not working properly due to missing characters. The data in the nb_NO.dic file does not include Norwegian characters (ø,æ,å). They are all set to "?".
443311	RQST00000760789 - Issues when dialing certain numbers from Web Ignite or during callbacks



Tracking Number	Description
443403	RQST00000749379 - Display problem after an external (or internal) call transferred by the attendant to an agent through MICC
443613	RQST00000766885 - Unable to log into web-ignite but it gets stuck at loading (SSL not used)
445114	RQST00000773990 - Mitel.Routing.Workflow.Activities.Properties.Settings SectionGroup not present in Routing Inbound CONFIG file
445520	RQST00000767864 - Handled ACD call is missing from "Agent Performance Chart"
446049	RQST00000769133 - Agent Performance Chart Report Gives Inconsistent Data
446931	RQST00000777995 - IVR Collected Digit activity including # in min/max
447052	RQST00000780844 : Web Ignite - Callback Request Monitor does not apply any security roles
447084	RQST00000777990 - Elastic Search Indices filling up HDD
447338	RQST00000779563 - Chat users receiving session retrieval errors and unable to communicate with the chat customer
447441	RQST00000778191 - MiTAI OS Exceptions after PBX crash
447646	RQST00000776217 - Inconsistent and unintelligible behavior by search algorithm in web-ignite
451686	RQST00000769453 - CCC Chat issues with Skype already running. GASE setting for UseCCChatOnly overridden by manual configuration default
457291	RQST00000786849 – Changes made to employee in YSE only propagate to agents the first time - subsequent changes do not
458070	RQST00000779207 - Error when attempting to create new email in Web Ignite
459474	RQST00000792789 - Agent unable to retrieve another internal user from hold
459583	RQST00000793087 - Cannot transfer calls with "Alternate Ringtone" configured

Tracking Number	Description
459584	RQST00000794467 - AU and NZ ring back tones missing in Freeswitch
459734	RQST00000795481 - Internal Directory for Ignite Agents
462977	RQST00000796444 - Web Ignite Dutch language shows "System empfangen" which is incorrect
464248	RQST00000800879 - Reporting inconsistency: Calls handled vs Classification codes

## Known issues

The following section describes known issues in MiContact Center Version 9.1.0.0.

Tracking Number	Description
426513	In the Contact Center Client, the Longest Wait time can flicker and inflate for a period of time after an Enterprise service restart.
443398	Web Ignite can view real time monitors on the dashboard even when May view real-time monitors is not selected in the security role.
454032	If a consultation call is made to Queue 1, offered to employee 1, and requeues, then overflows and is handled by EMP2, no requeue is pegged for employee 1 or queue 1 in Queue Performance by Period report.
455531	If a mobile voice employee manually picks a call from a queue, Web Ignite goes to a worktimer state.
457530	When upgrading from 8.1.3.0 to 9.1, after the upgrade the Agent Group Performance by Period report shows a decrease in the number of Non-ACD calls and an increase in Outbound calls handled.
458645	Record types are not displayed when making an outbound call by clicking on a number in a Salesforce record.

Tracking Number	Description
458743	An employee on a Non-ACD call makes a consultation call to Queue 1, then the call interflows to Queue 2, and the caller abandons the call while the employee is consults with a member of queue 2, the Queue Performance by Period report for Queue 1 does not show Offered or Interflowed peg counts.
463919	On an upgrade from 8.1.3.0 to 9.1 an email that was in queue prior to upgrade does not have the email signature applied when agent accepts the email after the upgrade.
464171	In Web Ignite, if employee 1 is consulting with employee 2, then employee terminates the consultation call, employee 1 has to hang-up the consultation leg of the call to get back to the caller.
464215	In Web Ignite if employee 1 is on call and invites an IVR port into the call, the DTMF from the dial pad in Web Ignite will not work properly. The employee must use the DTMF from their deskphone.

## Release over release statistical changes

There are no known statistical changes between release 8.1 and release 9.1.

