MiContact Center Business

Release Notes

Version 9.4.0.0

July 2022

Mitel

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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Release Notes for MiContact Center Version 9.4.0.0

This document describes the following components related to MiContact Center Version 9.4.0.0:

- Essential installation and upgrade information
- 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 9.4.0.0

The MiContact Center Version 9.4.0.0 upgrade must be installed on top of MiContact Center Version 8.1.4.X, 9.0.X.X, 9.1.X.X, 9.2.X.X, or earlier 9.3.X.X. This release contains defect fixes and features that are available only with Version 9.4.0.0.

If you are performing a side-by-side migration as part of your upgrade, please see the following Knowledge Management System article for more information:
https://mitel.custhelp.com/app/answers/answer_view/a_id/1011100/loc/en_US

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, 2015 will contain '20150624'.

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 9.4.0.0 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 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.

  NOTE: Multiple VLAN configurations, available as of MiCD 1.2, are not supported.

Premise Installations

Mitel Telephone System	Supported Versions
MiVoice Business	9.4, 9.3, 9.2, 9.1 SP2, 9.1 SP1 PR1, 9.1 SP1, 9.0 SP3, 8.0 SP3

Google Cloud Installations

Mitel Telephone System	Supported Versions
MiVoice Business	9.4, 9.3, 9.2, 9.1 SP2, 9.1 SP1 PR1
IP69XX Minet	1.6, 1.5.3

- A note on MiVoice Business patch releases (PR). Unless specifically called out a PR1 on top of a supported SP is supported by MiContact Center Business.

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 V9.4.0.0 has been validated against.

Premise Installations

Product	Compatible	Newly Compatible	No Longer Compatible
MiVoice Business	9.4, 9.3, 9.2, 9.1 SP2, 9.1 SP1 PR1, 9.1 SP1, 9.0 SP3, 8.0 SP3	9.4	
MBG	12.0 SP1, 11.3.0.68, 11.3 FP1, 11.2, 11.0, 10 SP2, 9.3	11.3.0.68, 12.0 SP1	
MiCollab	8.0, 9.0, 9.1 SP3. 9.2, 9.3, 9.3 SP1, 9.4 SP1, 9.5, 9.6	9.5, 9.6	
MiVCR	9.2 SP7, 9.2 SP5, 9.2 SP6, 9.2 SP7	9.2 SP7	
OIG	4.2.64.0, 4.2.61.0	4.2.64.0	
Workforce Optimization (ASC)	7.0, 6.3, 6.4, 6.5, 6.6, 6.7	7.0	
Windows	11, 10, 8.1, 8		
Windows Server	2022, 2019, 2016, 2012R2, 2012	2022	
Microsoft SQL Server	2019, 2017, 2016, 2014		
VMware ESX	6.0 , 6.5, 6.7, 7.0		

VMware Horizon	7.9.0		
Citrix XenApp/XenDesktop	7.2112, 7.1909	7.2112	
Nuance	10, 11.04, 11.06, 11.09		
Microsoft CRM	2013, MS Dynamic 365		
Neverfail	8.5, 9.0U2, 9.0U3	9.0U3 (32381)	
Google Dialogflow API with Contact Center	V2		

Google Cloud Installation

Product	Compatible	Newly Compatible	No Longer Compatible
MiVoice Business	9.4, 9.3, 9.2, 9.1 SP2, 9.1 SP1 PR1	9.4	
MBG	11.1		
MiCollab	9.5, 9.3 SP1, 9.4.1	9.5	
Workforce Optimization (ASC) NEO	6.6, 6.7, 7.0	7.0	
MPA	3.1, 3.2, 3.2.1, 3.2.4.115	3.2.4.115	

Windows	10, 8.1, 8		
Windows Server	2019		
Teleopti CloudLink Connector Calabrio WFM	8.8		
Microsoft SQL Server	2017		

Internal Components

Component	Version
MiAudio	8.1.0.9
MiTAI Driver	2.1.1.7
MiXML Server	3.1.2.16

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 www.mitel.com under Connect > Knowledge Management System.

Product enhancements and functional changes

This following table describes product enhancements and functional changes for MiContact Center Version 9.4.0.0:

Product or Feature	Description
455656	SIP Conversation Detail Reports now show Account Code start time when entered, and end time when call ends or new code entered. Classification codes show duration of the call.
463443	We have added the ability to add additional tasks to overnight maintenance.
501555	**Password Management and Brute Force protection** We will force a new user to change its password when logging in for the first time on the following applications. This is only applicable to new user because we don't want to force existing users to change their password. • Web Ignite • Desktop Ignite • MiccSdk • MiccConfig • AuthorizationServer • CCMWeb • Contact Center Client • Your Site Explorer The password must conform to the following rules. • Minimum 8 characters • Minimum 1 Uppercase • Minimum 1 Lowercase • Minimum 1 Number or Symbol (e.g. @ # $ %) • Password must not be the same as the username • Common passwords will not be permitted. **Brute Force Prevention** • Ability to track login attempts in AuthorizationServer service • Ability to lockout after too many failed login attempts • Ability to reset logout user on password reset (requires the user to have SMTP server and every employee has a valid email) **Session Management** • Reduce the current access token expiration from 7 days to 1 hour for password grant, but provide new refresh token with expiration span of 7 days. Use Employee GUID as the client ID

Product or Feature	Description
507817	Concurrent Licensing enforcement. Administrators may now configure as many named agents as needed in YourSite Explorer, and the system will block logins once the concurrent license limit is exceeded.
507818	Licenses for the Preview Dialer and CRM Connector are now shown on the license information screen.
507833	We have added support for Oauth2 for Exchange and Office 365. **NOTE: If replacing an old mail server with the same details, you must remove the old mail server from YourSite Explorer before the new one will function. Having two mail servers with exact same information can lead to emails not being delivered.**
507835	**Supervisor Dashboard Enhancements** New dashboard layout for the employee state supporting 6 columns, optimized for narrow width - Supervisors are provided with a 6-column Ignite dashboard layout template - Users arrange Employee State widgets for each agent they wish to see - Unlimited rows (page scroll) - Multiple dashboards can be created for different views - Can be combined with other widgets e.g. Agent State or Queue New queue now widget with abandoned conversations total/percentage - Widget displays Abandoned Conversations Today alongside Offered Conversations Today and / or - Widget displays Abandoned Conversations Today Percentage instead of Requeued Conversations Today - Can be combined with other widgets e.g. Employee State or Agent State
516902	We have updated the Twilio API used for our SMS features.
521853	MiContact Center Business Installer and all executables are now digitally signed with the exception of the client component pack and remote server self extracting executables that are built on the fly on the MiContact Center Business server during installation.
524450	Added support for Windows Server 2022
529210	No longer supporting IE 11

Product areas improved in this release

The following customer-reported issues were resolved in MiContact Center Version 9.4.0.0:

NOTE: For a listing of areas of improvement from previous 9.X.X.X versions, please see Appendix A.

Contact Center Client

Tracking Number	Description
523456	Results would differ in CCC for the Callbacks monitor depending on whether it was just launched, or had already been up and updated.

Contact Center Management

Tracking Number	Description
512355	Improvements were made to localization to French in YourSite Explorer and Ignite.
518718	Improved recovery when journal database files are corrupted or removed.
519976	*ALM0022 – IIS Problem* now monitors a web service under our control instead of the root IIS instance. This will reduce the likelihood of false alarms.
524234	SMTP passwords over 64 characters were being truncated after encryption.
526390	Some reporting events were duplicated in the AgentByDevice table in some cases.
530171	Protection was added in order to recover more gracefully when ElasticSearch indices become corrupted.

Ignite

Tracking Number	Description
504734	The Back button was not working in the Queue or Queue Group dashboard.
508653	Receiving agent was showing as Outbound after accepting transfer of a Coaching call.
519129	In German language the Ignite time format was showing 24h in some places, and 12h in others.
522205	Additional logging added to improve troubleshooting of CSV contact importing.
523216	Calls that abandoned while ringing on an agent were not displaying correctly in Ignite.
523217	The Notes tab in the inbox is not changing to follow when changing between active conversations.
523549	Intermittently some voice contacts search were not returning results.
523578	When filtering the Account Codes, the group tree was collapsing every time a user changed the filter.
523914	Some contacts were not showing the extension associated to an employee.
524124	After resolving a case, the case notes were becoming lost.
524167	The Ignite interface allowed agents to add an Account Code before an outbound call was answered, which is an invalid action.

Tracking Number	Description
525206	No way to retrieve a held call when an internal call is transferred to an ACD queue. The agent consults with another DN and then drops the consult.
525207	When performing a supervised transfer to a speed dial or hunt group, no options to complete, swap, or cancel the transfer appear in Ignite.
526437	Intermittently the 00 prefix was being added to numbers in history when it should not.
526442	The Queue Grid View in Ignite was not displaying the To and CC addresses
527046	Images with multiple lines in ALT-TEXT were not being displayed in Ignite.
527120	When copying and pasting contacts from Excel sheet into To, CC, or BCC fields screen captures of part of the excel sheet were added as attachments.

Installation

Tracking Number	Description
509026	Installer will no longer install MS Access 2010 runtime libraries, as they are considered End Of Life, and no longer in use.

IVR Routing

Tracking Number	Description
500534	When triggering *ALM0139 – Speech Recognition* Issue, we now try to identify the IVR port triggering the alarm.
520338	Welsh language prompts did not have friendly names in YourSite Explorer, like other languages.
526232	After a speech recognition menu is run, further updates to workflow conditions in YourSite Explorer were not being saved to the grammar file.
527293	After changing the language in the callback workflow, the default US English prompt was still being played to the customer.
527751	When inserting Input Parameters to a REST execute activity, those were appended to the end of the URL instead of inserting inside.
527753	If a caller disconnected while the PCI Compliant workflow had the agent on hold, the agent was not notified and the port remained active.

MiCCSDK

Tracking Number	Description
527421	Querying MiCCSDK for more than 9900 resulted in 0 results even if there were more.

Multimedia

Tracking Number	Description
509040	Chat overlays stopped being cloned or created after an undisclosed resource limit was reached. A limit of 100 Chat Overlays has been implemented in CC Chat, and a warning will appear when administrators reach this limit.
520832	Users were unable to save or access SMS personal reply templates, as Chat templates were being displayed instead.
521534	Incorrect verification spelling when deleting a chat with CC Admin in the NL language.
523459	Email preferred agent was not working when the Agent and Media Server were programmed on different Sites in YourSite Explorer.
532444	Intermittently users received an error stating that the MiCCB server was unavailable when creating chats. Protection has been added to prevent this false alarm.
532572	Intermittently some outgoing emails were becoming stuck with a Max Ring Attempts of 11.
532734	Emails which were split into multiple queues were becoming stuck in a Hard Audit state.

Reporting

Tracking Number	Description
494319	The Phone Number filter of the Extension Group Accounting Trace report was not functioning.

Tracking Number	Description
508098	CDR reports against Queue and Queue Group were missing email addresses in the From and Addressed To fields.
513249	Queue Performance by Member report was not always pegging all Callbacks placed to queue.
513690	Consolidated Reporting: QueueFacts Time to Answer sometimes showed negative number.
518711	Agent Shift and Agent Event reports were not showing some ACD calls.
520000	Caller Name in Queue Unavailable Trace report translated to incorrect region.
520336	Intermittently talk times were inflated on conference calls in Inbound Trace reports.
522015	Intermittently the Total Talk Time was missing in Queue Performance reports.
522189	In Chat > Queue (Group) Performance reports, the Handled column was incorrectly labeled.
523827	Intermittently the Average Speed of Answer was returning a value of 0.
524545	The reports email template was formatted incorrectly.
526004	When selecting report type from dropdown menu in CCMWeb, the date format was changing.
526273	CDR Email reports were intermittently showing Segment End times before the Segment Start times.

Tracking Number	Description
527019	Intermittently the ACD Count was double-pegging in Agent Performance reports.
527118	When the PBX was under heavy load, and MiTAI records were delayed past midnight, it was causing issues with Login events the following day. Protection has been added to address this scenario.
527749	Total Shift times in Agent Event by Period reports against Email queues were intermittently inaccurate.

WorkForce Management

Tracking Number	Description
529416 533013	Intermittently the WorkForce Management for Teleopti component was encountering unhandled memory errors, and was not recovering.

Known issues

The following section describes known issues in MiContact Center Version 9.4.0.0.

Tracking Number	Description
411023	In the Contact Center Client, there is a potential for incorrect <Caller Name> and <Caller Phone number> information to be shown when a conference call is initiated and the originating party hangs up.
411223	In Web Ignite, when an agent requests help from a supervisor, the supervisor can hear the call, but not talk to the agent. This must be done through the Contact Center Client. Expected Resolution: 10.0.0.0.

Tracking Number	Description
411666	Within the Contact Center Client or Web Ignite, you cannot dial a queue group directly. You need to dial a specific queue within that group.
418269	When an abandoned callback request to a callback queue is submitted outside of business hours, the request time does not follow the "CallbackNextRequestInMinutes" variable. Expected Resolution: 10.0.0.0.
421670	In Web Ignite, taskbar notifications no longer work in Chrome is your Chrome browser is version 62 or higher if you do not have SSL configured on your Enterprise server. This is because of security changes within the Chrome browser itself.
423774	In Web Ignite, if, during a conference call, the original caller hangs up first, the participants list is not updated to reflect the caller has left. Expected Resolution: 10.0.0.0.
424259	It is possible in certain situations that an agent could be credited with an outbound call if the agent receives an ACD call and performs multiple swaps and holds. Expected Resolution: 10.0.0.0.
425645	Web Ignite - After the first swap, agent state stays ACD instead of ACD Hold. Expected Resolution: 10.0.0.0.
425980	An employee can still log in to Ignite (Desktop or Web), if the security role option "May access Contact Center Client and Ignite" option is unchecked.
426269	Contact Center Client stops responding for a long period of time when large amount of emails are being deleted from IVQ at once.
426637	In certain scenarios, the Contact Center Client auditor is not reliably showing the interactions waiting and longest waiting statistics for queue groups.
458551	E.164 formatted numbers are not supported in Desktop Ignite.
479630	The Performance by Period reports will double-peg conference counts when all parties involved exist on a single MiVB as the raw data currently lacks Call IDs for linking.

Tracking Number	Description
491751	The "less than" character (**<**) is not supported in Text To Speech prompts. Including it will not playback and result in a logged parsing error.
497963	Unable to set a MiTAI monitor on a dialable that contains a * when using the MiTAI Browser tool.
491784	On remote nodes the Start Menu folder for Mitel is not created.
506304	Web Ignite intermittently loses connection status on ACD SIP softphones with MiCollab
511889	Personal Reply Templates are visible to all users, not only the creator.

Google Cloud Specific Known Issues

Tracking Number	Description
499375	After a GCP failover to a secondary POP web Ignite loses its connection and does not automatically reconnect when the failover condition returns to the primary.
496504	When migrating from a local SQL Express to a remote SQL server, the tables are created but data is left empty.
500568	If YourSite Explorer is closed with a security list tab open, it will not be restored when relaunching YourSite Explorer.

Release over release statistical changes

The following table describes reporting changes to be expected when upgrading from Version 9.3.5.0 to Version 9.4.0.0.

NOTE: For a listing of areas of statistical changes from previous 9.X.X.X versions, please see Appendix B.

Tracking Number	Description
520336	**Description:** Inflated talk times were found when one or more conferences were involved in the call. **Affected Statistics:** • Talk time **Affected Reports:** • Agent Inbound Trace • Lifecycle
522015	**Description:** In certain call scenarios withing a networked ACD environment, statistics would be missed due to timing and order of events arriving in the MiContact Center Business server. **Affected Statistics:** • Time To Answer may increase • Total Talk Time may increase **Affected Reports:** • Queue Performance by Period for voice calls
523827	**Description:** When certain scheduled exclusion days are configured, reports for Chat Queues would show zero as the Average Speed of Answer, usually occurring in single-digit months. **Affected Statistics:** • Average Speed of Answer **Affected Reports:** • All Chat reports

Tracking Number	Description
527019 529314	**Description:** When using a speed dial into queue, Agent Performance by Period would incorrectly peg 2 ACD calls handled instead of 1. **Affected Statistics:** • ACD Handled **Affected Reports:** • Agent Performance by Period
527749	**Description:** If The agent has both Email and Voice media and the workload is configured like that if the agent receives email then the agent will be busy for voice and vice versa. So in this case, if the same agent is active in voice then the same agent will be busy with email. but this busy state is considered as overloaded MKB code as make busy. and as of now, we are not pegging those busy times in the report. and that makes a time difference to total shift time. and this is the reason behind the problem. **Affected Statistics:** • Make Busy Count • Make Busy Duration **Affected Reports:** • Agent Performance by Make Busy or DND Code • Agent Event by Period for Email • Agent Performance by Period of Email • Queue Performance by Period for Email

HotFixes not included

There are no HotFixes released at time of launch which have not been included in 9.4.0.0.

Appendix A: Areas of Improvement from previous releases

MiContact Center Business version 9.0.0.0

Tracking Number	Description
345239	Emailed Alarms giving bad URL for more information
355979	In the real time agent state by time monitor, if you move mouse over an agent card on work timer it generates an exception error
360236	Screenpop returning 404 error when the agent has Web Ignite open.
362275	Misleading warning on Employee page (claims to be a control, but does nothing)
362720	Adding an extension to a group which is already a member causes YSE to lock up
362762	Upgrade to 8.0.1.0 from 7.1.3.1 found that web callbacks are not resolving the right final number to call when the number is in UK and is a mobile number.
363056	If agent has more than one ID you can't set skill levels for the different ID's
365668	MiCC Services have un-quoted paths.
367218	Copying of queues results in the original queue losing agent group and RAD information.
369665	Area code 470 (Atlanta Georgia) not present in YSE phone number list. Triggers callback failures.
369679	Mass recurrence of events tool crashed when trying to copy master template
370942	A new field, the External IP Address, has been added to the Enterprise tab in YSE in 8.1 however this is not documented.
371396	Web Chat from URL is not escaping SQL keywords
371399	MiCC enabled with AD sync creates duplicate employees, causing management difficulties.

Tracking Number	Description
375852	Unable to delete a subroutine which contains other subroutines
375855	Secondary Null Reference errors as part of summarization errors.
375914	Sync committing to only one of two controllers.
377548	No longer able to sort agent group members by skill level
381897	The recurrence wizard in WFS will not populate data in the schedule if it is older than three weeks from the current date.
392698	Calls placed on hold then retrieved and placed on hold a 2nd time failing in CTI toolkit
392723	Unable to switch security (Multi-Tenant vs Single-Tenant) without having to reinstall and reconfigure system from scratch.
392986	Temporary .wav files locked (cannot be deleted) after recording a 0 kb .wav file in IVR workflow.
393045	Work timer in Web Ignite displays the wrong number.
393077	Rejected email addresses not shown in Web Ignite, causing customers to think emails to be sent without "To" addresses
393179	When the customer records a prompt using the management subroutine, it says - press any key when you have finished. However, the only key that responds is key 1. If you press any other key, it does not respond.
393200	Agent Whisper not registering correct DNIS value after a transfer of call.
393224	After upgrading from V6 to V8, highlighting 2 rows in a column do not give the expected results at the bottom of the report. The average and total times of the highlighted columns are missing.
393510	Web Ignite does not perform well in Internet Explorer - in-line images do not appear, and highlighting text is problematic
399591	Alarm feed intermittently not formatted correctly and difficult to read

Tracking Number	Description
399651	Error in Routing Inbound service when starting subroutine - Invalid cast from 'System.Int32' to 'System.Guid'
399655	With Windows Authentication, when user clicks logout button in CCMWeb, they are immediately logged back in again; the page just appears to refresh
399806	Unable to restrict YSE views down to devices only.
399954	When Agent fails back from Resilient Controller to Primary Controller they get logged out of Ignite and Phone
400045	Spelling mistake in Lifecycle report headers
400144	Unable to clear ALM0051.
400301	IVR incoming call to subroutine does not always continue back to the main flow
400309	MICC Issue when PBX's go into failover. PSM controls no longer functioning
401697	Employee is showing as " -- " instead of name on employee group reports
401698	Chat Queue performance by period report not pegging handled chats.
401699	Inbound Callbacks repeating prompts 3 times for every prompt in inbound callback workflow
401767	Ring Group reports missing counts when compared to the members
401793	Collected Digits Date inverting MM/YY when day is less than 13 and month is 2 digit.
401858	Manual configuration setting (SmsServiceWrapper_SmsServiceURL) not working in the global application settings editor.
401936	Swap prompt in the default Management subroutine does not appear to work when you pick 'record a new greeting or swap prompt'.
401938	Nightly Maintenance terminating on Purge IVR Data task (proc_PurgeIVRDataMtceTask)

Tracking Number	Description
401944	Workflow condition reporting incorrectly reports calls as 'Terminated in branch by user' when a hang-up activity exists in the subroutines.
401982	IVR Prompts test play button does not work in some scenarios
402215	Workflow condition reporting incorrectly reports calls as 'Terminated in branch by user' where a hang up activity exists in the subroutines.
402216	Swap prompt in the default Management subroutine does not appear to work when you pick 'record a new greeting or swap prompt'.
402367	Service level not calculating correctly according to SL documentation. It shows less than if manually calculated.
402502	IVQ Drag and Drop within the same monitored queues window transfers randomly
402520	ALM0095 (Missing Device Alarm) raised incorrectly when calls hit ring group
402682	Enterprise service was stuck processing the days telephone records and never completes.
402685	Summarization will not complete
405208	The maintenance alarm dispatcher service appears to be using a large amount of memory.
405209	When new agents are added to the customers AD and a sync is ran on the MiCollab and the MiCC, the agents log in username does not contain the Domain prefix.
405322	Desktop Ignite randomly forces itself into focus while agent is working on their computer.
405825	From and To destination are the same for Transferred calls in Ignite
409962	Having trouble giving users permission to view callbacks in Contact Center Client
410449	Changing to Office 365 may cause site to be unable to get a successful SMTP or IMAP test from the YSE because they use a proxy
410576	Whisper announce will not play if site uses UK English

Tracking Number	Description
410699	YSE goes 'Not Responding' when searching for employees
410739	The remote IVR was loading some workflows twice resulting in IVR prompts being played twice to the caller.
411282	CCC terminates if you open the Add/Remove Devices screen for any realtime monitor on Chinese Windows.
411283	ALM0038 for high memory usage by routing media service every 4 hours, aligning with audit that occurs at same interval
411286	Numerous configuration changes via sync with MCD throughout the eventually caused SMA to kill the enterprise service.
411287	MiVB Sync is failing with AD
411598	When Agent's phone goes back to a ringing state, life of call timer resets
411773	After upgrading from 7.1 to 8.1.3.0, agents are unable to log into client applications with error 'Configuration Manager Service Unavailable. Please verify your server address.'
411859	Queue Now has column "Dial out of queue" that should not be there
411861	First RAD (in multiple Queues) gets cut off at the last second
412494	Microsoft Lync Integration for the CCC Chat gumballs no longer working
412582	Date/Time variable not played correctly for French time and military type
412583	Queue does not close correctly when using the Agents_Idle parameter in a queue control template.
412751	Intermittent issues with IVR variable/value assignments
412839	Agent Performance by Make Busy/DND is reporting Zero calls in make busy with a duration of 35+ minutes.
412972	In CCMWeb, you are unable to schedule a Forecasting report. Seems to be related to License.

Tracking Number	Description
412998	Emails were routed to wrong agent
413006	Emails to one queue continuously alarm as FailedRoute - transfer/interflow doesn't work all the time
416172	WFM Real-Time Password Blanks Out
418549	When setting alarms for CCC queues, a double email occurs
418550	Port performance by period report shows negative numbers for calls completed
418770	Agent Group Performance Chart report for an agent group (TOD) showing more agents then actually having.
418771	Queue Performance by DOW report showing extra ACD peg that Lifecycle does not.
419533	Using web ignite , if you open a queue now dashboard and monitor the Longest waiting stat, it jumps around and goes down to a lower figure.
420574	When creating Report - Account Code Accounting by Trace, selecting pages with different account codes takes several minutes to populate
420606	Agents were unable to make status changes via web Ignite after PBX failover until enterprise server service was restarted
420875	New Email queues set up in YSE are not showing in the devices list in CCC when opening IVQ and Real time queue monitors
420899	With 'May access Conversation Detail reports' selected and 'May access Lifecycle reports' de-selected, you can't see the Conversation Detail option in the CCMWeb
420900	Sync new devices from MCD to YSE will always create the employee with English (United States) as default language.
421030	Concerns over the SMS settings and how this can potentially effect when SMS contacts are handled.
421033	Subscriber Billing by Extension report is using CARRIER PLAN costing instead of SUBSCRIBER PLAN costing

Tracking Number	Description
421034	Real time monitoring not showing if extensions are busy or not
421132	When call volume increases, callbacks that are left in queue overnight do not get actioned the next business day.
421189	WFM_Collection in the 15 min interval seems to timeout sometimes. When Reporting service is turned off things are working a lot faster even though reporting service isn't running any reports.
421521	Instructions for legacy Salesforce connector should be removed from documentation.
421805	CCMWeb allowing any password under AD authorization
421848	You can save the selection but when you re-open the security role the change has not been saved.
424041	The <<Message>> variable for SMS is not populating
424267	After changes within the queue configuration, the queue now stats are not updating vs IVQ
425087	Unable to write configuration changes back to the PBX unless you are a member of the Enterprise Administrators security role.
425124	Newly added agent not showing real-time status in CCC
425274	Softphone agents can't answer call.
425740	System Engineering estimated resource usage needs updating
426098	The long wait timer in CCC seems to count up and down randomly.
426177	With a workload that prevents simultaneous voice and chat (or any other multimedia) offered together, SYS MKB state clears automatically after the multimedia conversation requeues (e.g. decline, ringing timeout)

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Contact Center Client

Tracking Number	Description
421846	Extensions in the Extension State By Position monitor changed to an unknown state at midnight. They returned to normal monitoring once the first call event of the new day occurred.
425199	The QueueNow monitor would show an incorrect Handled % value for Ring Groups.
425507	The ACD Inspector no longer showed the username that triggered an agent group presence change.
425576	Intermittently the QueueNow monitor did not peg some abandoned calls. These calls did show in the Interactive Visual Queue monitor.
425924	A Contact Center Client real-time alarm configured with multiple email addresses would only send to the last email in the list.
427335	In a Multi-Tenanting configuration (Site-Based Security), not all agents, and agent groups were visible in Contact Center Client.
436732	Intermittently calls which had completed would remain in Interactive Visual Queue until cleared by an audit.

Contact Center Management

Tracking Number	Description
426021	ALM0037 – Queue Control was being triggered in error, indicating that queues were in DND state outside of scheduled times.
426252	When overnight maintenance was purging reporting data to maintain SQLEXPRESS under the maximum size, it was incorrectly identifying the dates to delete.
426619	Additional log lines were causing the A file in raw data for the IVR node to grow excessively.

Tracking Number	Description
436100	In an environment using Active Directory authentication, where the NetBIOS name differs from the Domain name, users were unable to authenticate with the CCMWeb website.
438795	In some cases if all media servers are summarized at once, the process would fail with an error. If media servers were summarized individually, it would complete.

Ignite

Tracking Number	Description
425062	A security role configured to prevent all actions but Transfer and No Reply was not restricting agents correctly. (Transfer, Pick, Pick & Reply, No Reply, and Junk were all available)
425104	The callback widget in web-ignite did not remove callbacks once completed. A manual refresh of the screen (F5) was required.
426069	Web Ignite allowed access to account codes and classification codes even though the security role was configured to prevent it.
439183	If an agent performed a Pick & Reply of a queued email while an ACD email was still ringing, then real-time would not peg it as handled.
441592	External numbers dialed in E164 format, with a leading + followed by country code were not correctly dialed from Web Ignite.

Installation and Upgrades

Tracking Number	Description
427773	Rebooting the MiContact Center Business server while the Redist Packager was still running could result in corrupted hash values for updater components.

IVR Routing

Tracking Number	Description
425602	After changing a data provider location in IVR, the service would continue to reference the old location for live calls.
425686	When a SQL query returned multiple records, which are being iterated in the IVR workflow, there were long delays resulting in dead-air for the caller.
425739	Callbacks with a specified callback time were executing at UTC time, and not according to the local time zone.
425815	In a Multi-Tenant configuration, prompts from other sites could be selected when configuring IVR.
426072	Outbound dialer configuration in IVR would trigger "ALM0042 – IVR Ports Over-Licensed" in error.
426276	In a Multi-Tenant configuration callbacks were saved to SQL correctly, but not presented to available agents.
426516	Administrators were unable to query a non-primary worksheet in an Excel data provider.
426620	A race condition could result in some callbacks not being processed until the Routing Outbound service was restarted.
428381	External transfers from IVR were adding the international prefix (00) if any invalid characters appeared in the destination number.
428630	When an invalid character is present in the Record activity recording name variable, it resulted in a failed recording and callback.
441601	If a callback was requeued due to an automatic process or error, such as a delay in copying the recording file, then the configured requeue timer was not applied and the system used the default 30 minutes instead.

Multimedia

Tracking Number	Description
425374	Workloads were not setting medias to overloaded until the first item was answered, which resulted in a media that should be overloaded being sent a contact while the first media was still ringing. NOTE: When multiple media types are queued, the MiVoice Business voice media always takes priority due to the added communication time.
426914	Some Emails would not route until the RoutingMedia service was restarted under very specific circumstances: • Multiple emails already queued • Environment manually configured to allow TO and FROM to use the same queue email address • Messages contain a subject line which contains an existing TicketID already
426936	When trying to edit the members of an Email contact group in CCMWeb, an error was displayed.

Reporting

Tracking Number	Description
425574	If a multimedia agent was in MakeBusy state, and performed a Pick & Reply they would become ACD and then return to the previous MakeBusy state once completed. Reporting would peg each return as a new MakeBusy punch instead of a continuation.
426068	Some emails were not being pegged as completed due to a syntax error in the employee name.
426070	In a ring-all ring group the Transferred To statistic would peg against all ring group members instead of just the answering member.
426256	A race condition caused some calls to not be associated to the correct queue in LifeCycle reports.
426623	If a call abandoned while ringing on an agent, and the MiVoice Business immediately routed another ACD call to that same agent, the LifeCycle report would link the abandoned call to the handled one.

Tracking Number	Description
426888	Hunt Group port durations were being incorrectly reported in some cases.
427354	DNIS Group Performance by Queue reports were double-pegging some calls.
441463	In an environment where Queue reporting numbers are being duplicated, Queue Performance reports were not accurately identifying which queue to peg based on media server.

WorkForce Scheduling

Tracking Number	Description
426514	The forecasting tool did not display properly if Windows desktop sizing was set to 125% or higher.

YourSite Explorer

Tracking Number	Description
425083	Users received the "Remote Server assignment exceeds the licensed amount" error when assigning the last remote server due to a miscommunication between the AMC and Desaware servers.
425988	Users were unable to save queue changes if an embedded RAD was associated with the queue because YourSite Explorer could not validate that the RAD port existed on the correct media server. This is now a Warning message to check the assignment but will no longer prevent changes being saved.
426446	Email servers would return a failure when using the Test Incoming Connection button when configured to use TLS 1.0.
438433	When a site was enabled for SSL, users were unable to access the Security Role section of YourSite Explorer.
438796	Users were unable to save account codes with a value higher than 2147483647.

Tracking Number	Description
442051	The Default Voice Presence setting under Agent Groups was not applied to agents on next login if the agent skill group number and reporting number were not the same on the MiVoice Business.
442841	When changing the Default Voice Presence to Last Known, that member would be set to Absent regardless of last state, or if already logged in.
442949	Security lists would not persist Employee Groups as members. Assignment would save, but the Employee Group would no longer be selected if you reloaded the list.

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Contact Center Client

Tracking Number	Description
427872	After removing a contact from a contact group, Contact Center Client alarms configured to use that group were continuing to send emails to the original list of contacts.
438806 445754	When redirecting or interflowing calls via the Interactive Visual Queue control, logging did not note who was initiating the commands, crediting them only to Local System.
441437	Anonymous external callers were not appearing in the Interactive Visual Queue monitor.
442181	If an existing Contact Center Client profile contained a chart with zero margins or padding, the client would throw a fatal error when trying to load that profile.
442654	When an agent put an ACD call on hold, and did not retrieve that call until more than 60 seconds of ring-back had elapsed, their real-time state would show Idle instead of ACD.
442748	When an employee security role allowed them to save personal profiles, but not edit shared profiles they were also unable to perform a Save As on a shared profile to save a personal copy.
442826	Intermittently the QueueNow monitor would display a call still waiting in queue after it had been answered.
443360	Intermittently the QueueNow monitor would show more agents Idle than the Agent State by Time.
443361	The QueueNow monitor was miscalculating the queue SLA if the email was Interflowed from one queue to this one.
445102	If a Traditional Agent placed an ACD caller on Hold, issued a Log Out command to the MiVoice Business, and then the caller disconnected while still on hold, the Agent State monitors would continue to show the agent in Hold state even after the log out completed.
445826	Intermittently the QueueNow statistics for Offered and Handled in last 14 minutes would jump by several hundred calls and become stuck.

Contact Center Management

Tracking Number	Description
425922	When an Active Directory has multiple domain layers YourSite Explorer would only bring down the first domain layer as the login. Eg: **ad.mitel.com** would result in usernames of **ad\username** when the Domain Controller is looking for **mitel\username** still.
427338	Intermittently a duplicate variable would be introduced to the configuration, resulting in an error when restoring a backup: "*Cannot insert duplicate key in object dbo.tblConfig_VWM_Variables. The duplicate key value is (<<Name>> <NULL>)*"
436877	If a server is installed with the Installation directory and the Distribution Source directory configured to be the same location, then new client installations would fail.
443400	When querying the MiCCSDK for queue state, a DND state would always return a False value, regardless of actual queue state.
443703	An inefficiency in the MiCCSDK Auth Token process resulted in a potentially severe increase in CPU usage.
445879	After the RefreshToken became corrupted, users were unable to log into any client application or website until it was manually deleted and recreated.
446990	MSMQ errors were not being cleared regularly enough, resulting in issues with MSMQ backing up.

Ignite

Tracking Number	Description
438401	In some SSL environments the client applications would display an EO.Webbrowser error when clicking on File. Desktop Ignite would display the error on the first interaction of the day.
439172 442680	When selecting queues in Web-Ignite, if the list required paging clicking on the More button did not display the next page.

Tracking Number	Description
441473	In Desktop Ignite clicking on Pick and Reply acted as if the user was only clicking on Pick.
442674	When selecting an item from a queue with Pick and Reply, Desktop Ignite was no longer automatically taking you to the Inbox with that item. A configuration option AutoSelectionEnabled was added to the Global Application Settings Editor to choose whether you wish this behavior enabled or disabled.
443096	When an employee had a security list in place to restrict access, but was allowed Agent Group Presence control, the presence control pane was still blank in Desktop Ignite.
443493	Right-Click Copy and Paste controls were not functioning in Web Ignite when using the Chrome browser.
443915	In Web Ignite when going to the History folder, if one selected the Only Show My Items option, only those items where you were the last employee to touch it would appear, not those you handled and then transferred.
458973	Worktimer was counting down from an incorrect value, then displaying a countdown from 23:59:59.

Installation and Upgrades

Tracking Number	Description
447031	The MiCC Setup Repair or Install actions would fail if specifying a FQDN for the server which included an underscore character.

IVR Routing

Tracking Number	Description
438462	IVR Logging would show mapped output values for Query activities, but not the input values.

Tracking Number	Description
442600	When MiTAI events were received out of order the UPiQ ports could become stuck and stop playing messages.
442747	IVR Transfer activities to a queue would fail if the Caller ID was blocked.
443408	When performing condition checks against phone numbers the asterisk (*) character was not being detected.
445248	Intermittently IVR ports would stop answering due to an out of date version of MiAudio being implemented within MiContact center Business.
445249	The value for the Victoria Day holiday was incorrect.
445876	The Queue activity was unable to set queues into a DND state.
445878	In some cases a workflow would repeat itself due to a race condition.
446932	When a customer disconnected at the same time that a call was being transferred to an agent, the tapped Agent Greeting port would remain off-hook indefinitely.
447911	Under subroutine properties the last modified date was showing incorrectly in YourSite Explorer.
455753	When a remote IVR is booted up while the MiContact Center Business server is still down the ports would remain out of service.
458135	When the Routing Outbound service is pulling it's callback destinations it was possible for multiple ports to pick up the same callback line and process them at once.
458688	Outbound Router would intermittently not receive Collected Digits from activity.
458853	UPiQ logging was returning an error if multiple calls shared a global call ID.
459028	IVR ports were being put out of service due to a certificate error (X509Certificates)

Multimedia

Tracking Number	Description
439495	The Chat landing page was displaying incorrect business hours on Sundays.
442822	SMS were incorrectly identifying regions when using E164 formatted numbers.
443614	If an Email was transferred directly to an agent who was in DND state, that message would be set to a Temp status and stop routing.
447402	When already participating in a chat, if an agent previewed a second chat they were presented with the Edit screen allowing them to participate even though the chat is still in queue and will be routed to an agent.
454114	The default values in the keyword scrubber were updated, as it was catching and scrubbing values too easily.
455756	If a customer web browser contains a cookie for a stale chat session, new chat sessions would sometimes display as a blank screen.

Reporting

Tracking Number	Description
439497	Employee Group Accounting by Extension was not pegging calls if we had both a current extension and one disabled for real-time and reporting with the same reporting number configured.
441438	Agent Group Event by Period reports were not pegging all transferred calls.
441992	Some segments of calls were missing in LifeCycle reports where conference actions were present.
442649	In some cases the LifeCycle report would show an incorrect direction for IVR Transfers.
442671	Some account code punches were not being pegged in Account Code Trace reports.
442816	Some calls were being merged together in LifeCycle reports.

Tracking Number	Description
444604	The CreditTransferredACDCallsAsACDForAllTransferredSegments manual configuration was not working.
444678	Employees with a security role limiting which devices they could report on were unable to run LifeCycle reports regardless of whether the device was on the security device list.
445074	Internal calls would not always show the correct call direction in relation to the device being reported on.
445828	When running Extension Group Accounting by Extension against a specific time range for a day, the whole days' data would be returned.
446842	Enterprise and Extension reports would return no data if they were run with any Call Type filters applied.
447669	Hunt Group Performance reports were not pegging all calls.
448977	Callback Queue Performance reports were not calculating the Total Handling Time correctly.
454104	The Condition by Condition reports were not pegging some Calls Entering.
457524	Intermittently answered Chats were being pegged as Abandoned in Chat reports and real-time monitors.
458124	SMDR based reports were showing a much lower ACD Duration compared to ACD based reports.
458736	When a Chat was transferred to a second queue the Time To Answer statistic was no longer calculated correctly.

WorkForce Management

Tracking Number	Description
427340	Due to an error during a backup restore, the WorkForce Management connector stopped sending data.

Tracking Number	Description
442134	After updating WorkForce Management Connector settings in YourSite Explorer, the settings were committed correctly, but still showed as blank in YourSite Explorer. If a user then re-saved that blank screen it would remove the configured settings.

WorkForce Scheduling

Tracking Number	Description
443615	Due to a stale record in pending changes, some employees could not be assigned new shifts in a schedule.

YourSite Explorer

Tracking Number	Description
426807	If the Windows option to resize the desktop was set higher than 100%, Condition configuration screens in YourSite Explorer became difficult to read.
435743	Employees synchronized down from Active Directory were not always assigned a license correctly when an Agent was associated.
447622	If an Active Directory synchronization was started and then cancelled prematurely, a Telephone System Settings Synchronization may not work until you stop the MiContact Center Data Synchronization service.
455522	After making a change to a workflow YourSite Explorer was intermittently reporting a sync error when the sync was successful.
458170	Users were unable to make changes to Queue Spectrums when queues were multi-selected.

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Contact Center Client

Tracking Number	Description
447408	Intermittently when using Auto-Answer on a softphone calls would be dropped.
451686	Using the UseCccChatOnly setting via the Global Application Settings Editor did not work if the CONFIG file had a different value.
458998	When using Ring Groups the real-time statistics for External Inbound, Outbound, and Handle times did not reset to zero for the new day when rolling over midnight.

Contact Center Management

Tracking Number	Description
441436	When the Collector Sevice was unable to make MiTAI Monitor connections due to a ClassOf Service error it would attempt to reconnect constantly, causing the CPU usage on the MiVoice Business to increase dramatically.
445114	The *Mitel.Routing.Workflow.Activities.Properties.Settings* SectionGroup was not present in Routing Inbound service CONFIG file, and as such Global Application Settings in that group would not work without the file being manually corrected.
446783	Some days were unable to summarize.
447336	When restoring a backup as a Lab Restore, remote IVR servers were not being pacified.
447441	After a MiVoice Business crash and restart, the MiContact Center Business would experience MiTAI OS errors as well until services were manually restarted.
459248	If the Routing Media service was disabled or uninstalled the MSMQ would fill up as one queue continued to file, but was not purged.
459249	If the StorageService was not installed, an audit that auto-resolved and auto-closed cases would fail.

Ignite

Tracking Number	Description
426245	Some users received 'Error Request Entity Too Large' when sending emails from Desktop Ignite
441657	Web ignite contacts were not showing the Call button when searching for an employee that had multiple extensions associated to it
442899	Norwegian spellcheck was not working properly due to missing characters. Norwegian characters (ø,æ,å) were not recognized.
447052	The Callback monitor in Web Ignite did not respect security roles.
447646	Searches in Web Ignite were finding both forward and reverse of the search string.
458070	When an ElasticSearch index was closed, both Web and Desktop Ignite was returning an error if the user attempted to open a New Mail.
459425	Web Ignite was unable to search for an Extension by Name (not number) if no other devices associated to the employee.
459427	Web Ignite agents were unable to view History when the Allow Agent Preview setting was disabled.
462977	Web Ignite Dutch language translations needed correcting.

IVR Routing

Tracking Number	Description
438472	The queue condition path unavailable check always returned as True (queue available)
438476	The Callback engine would intermittently fail if the auth token with MiCCSDK was not renewed in time.
443311	French phone numbers were not being formatted correctly for Callbacks.

Tracking Number	Description
446931	The Collected Digits activity was capturing the terminating digit in the variable.
447620	Protective code was added to the UPiQ engine to improve stability in cases where duplicate PathCallQueued MiTAI records were received.
454034	IVR workflows would not continue to process a call of a transfer performed a Ring Back to the port.
457680	Intermittently the estimated wait time would be reported as 0 seconds.
457703	The Routing Outbound service could become unstable when running in SSL with an X509 certificate.
464176	Realtime statistics for Callbacks were not reporting.

Multimedia

Tracking Number	Description
447084	After a repair or upgrade any alternate path for ElasticSearch indices would be moved back to the default path on C:\.
447338	Chat users experienced session retrieval errors when using Internet Explorer.
454136	Intermittently agents belonging to unified agent groups could not set themselves available.
455515	SMS sent to E164 format numbers were not being sent correctly.
459345	When using a German OS the variable compare activity in an email workflow, filtering on subject does not evaluate properly.

Reporting

Tracking Number	Description
402367	The Service Level was not being calculated correctly in Queue Performance reports.
434072	Agent Event reports were not pegging all requeues.
446049	Some internal records caused double pegging on Agent Performance Chart reports.
446123	Intermittently Lifecycle reports would not show the direction of calls.
457005	When a Ring Group call is redirected to another group who shares some members with the first, the call was being double pegged (one peg per ring group touched).
457526	Agent Internal/External Call Counts by Period was pegging some Internal ACD calls as External.
459052	Calls which were requeued by an agent, then Interflowed to another destination were only pegged with the waiting time after the requeue.

WorkForce Scheduling

Tracking Number	Description
435745	The WorkForce Scheduling client could not access SQL from a Windows 10 client.

YourSite Explorer

Tracking Number	Description
457291	Changes made to an employee in YourSite Explorer would only propagate to the agents on the first save. Subsequent changes would not.
459404	After synchronizing with the MiVoice Business, Trunk names were cleared from YourSite Explorer.

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Auditor

Tracking Number	Description
454093	When replaying data in Agent, Extension, or Employee State monitors, the state would initially show as the default state, rather than the actual state for the date and time being replayed.

Contact Center Client

Tracking Number	Description
454215	Performance improvements were added to reduce refresh rate in CCC on high volume sites.
464633 467251	Intermittently calls would become stuck in the Interactive Visual Queue (IVQ) monitor.
464980	The Interactive Visual Queue (IVQ) monitor was displaying more abandoned calls than a Queue Performance report against the same queue would later.
466885	Intermittently multiple screenpops would trigger from a single call.
467764	If Interactive Visual Queue (IVQ) is opened after a call is transferred from one queue to another, that call would not display. Only calls that were transferred after the IVQ monitor was opened would show.

Contact Center Management

Tracking Number	Description
466834	When using Windows Authentication, if a site attempted to implement Single Sign-On, security roles would no longer be respected.

Ignite

Tracking Number	Description
442903	Dialing a number that begins with 1300#######, 13####, or 1800###### would prepend 00011 due to an out of date country code table.
463928	When an agent called an external number, entered case notes, then transferred that call to another employee the case notes would not remain available after the transfer, as that leg was being treated as a separate call.
464710	The MiTAI Driver was updated to version 2.0.1.4 The MiAudio component was updated to version 8.0.1.19
466123	Attempting to merge two emails would return an error: Failed to Perform Action on Merge.
466204	The multimedia worktimer would be cancelled by an incoming non-ACD voice call.
466666	Desktop Ignite would no longer display emails correctly on Windows 10 clients after applying Windows update 1809.
466706	The manual configuration switch 'CloseIgniteOnVoiceAgentLogout' for Desktop Ignite was not correctly closing Ignite as intended.
466732	If a security role restricted access to only certain Agent Groups in a device list, newly added members on the MiVoice Business which had been brought down via a Telephone System Settings synchronization would not be updated in the security list.
468845	After installing Hotfix KB466669 (9.1.0.0) or KB466672 (8.1.4.1) to correct compatibility with Windows 10 update 1809, Desktop Ignite would no longer open attachments.
471512	When receiving long distance or international calls in Web Ignite, the '00' prefix was being removed from the participant, which prevented dialing them back.

Installation and Upgrades

Tracking Number	Description
445073	When performing an upgrade (from 8.X or newer), migration, or repair if there are .MSG files in the root of the Search Storage folder (the 7.X location), then the process would fail with a migration error.
466545	On new installations, if SSL is left enabled, then the Windows IIS component would not be installed.
467758	During an install if a server hasn't had a successful ElasticSearch cluster snapshot recently it can take longer than default 100 seconds and cause installer to fail at this step during ElasticSearch upgrade.

IVR Routing

Tracking Number	Description
445067	The Hold State tool was not working for Traditional Agents in a PCI Compliant workflow.
463048	In an un-clustered environment where duplicate Agent IDs existed the Agent Greeting engine was intermittently halting.
464711	Intermittently remote IVR servers were not synchronizing with the main MiContact Center Business server.
464846	When using a Query activity to insert a time into SQL, the system was inserting AM times between 12:00 PM and 1:00 PM.
465413	When an IVR transfer failed, the call was dropped instead of being retrieved and process down the failure branch.
466127	Execute activities were not going down the time-out branch. Instead the workflow stalled while it waited for completion.
467227	When a caller with a blocked ANI/CLI called in the IVR ports would fail to answer the call.

Multimedia

Tracking Number	Description
459458	Android end-users were unable to properly clear out the ghost text on chat landing pages.
464298	The chat screen was not resizing correctly for end-users on iPhone.
464575	Chat end-users would intermittently be unable to load the landing page during high volume times.
464581	If an email queue without overflow had its receiving agent group changed while messages were enqueued, they would attempt to follow the overflow branch, resulting in a routing error.
464899	Creating a new agent group with the same dialable value as an existing one, whether voice-agents or not would cause errors in presence control.
466286	Attachments encoded in mime-type formats would result in emails not being routed.
467019	Cipher DLLs have been updated to ensure compatibility with cloud-based IMAP servers.

Open Media

Tracking Number	Description
465496	When the routing destination is set to a variable, some Open Media contacts with attachments would become stuck in a Failed Route state.

Reporting

Tracking Number	Description
459453	In flexible reporting the Submit button would become enabled before any device was selected.

Tracking Number	Description
459454	In flexible reporting on multi-device reports a 'select all' option was available within each device, but only one device of each type could be selected.
459789	When adding reports to a Schedule, the filter tab was missing.
462978	In some cases a Lifecycle report could indicate that a call was both answered and abandoned.
463137	In Schedule Adherence reports the ACD time was intermittently being double-pegged.
464421	In some cases the outbound handling time of Agent Performance reports was appearing inflated.
464952	Lifecycle reports were adding additional Set Account Code entries even when the code was just continuing from a previous segment.
466066	Agent Performance reports were pegging calls that were forwarded to voicemail as Outbound calls against the agent.
467097	Agents in a 24-hour contact center who left themselves in MakeBusy state over midnight would show 24 hours of MakeBusy time the following day.

WorkForce Scheduling

Tracking Number	Description
405641	WorkForce Scheduling employees who have had their license removed would continue to show in the Employee Portal until their currently scheduled shifts expired.
466987	If an employee was saved as an agent's supervisor, but was not configured as a WorkForce Scheduling supervisor, opening schedules containing the agent would fail.

YourSite Explorer

Tracking Number	Description
462904	Changing agent skill level in YourSite Explorer would only write to the MiVoice Business once. Administrators would need to close the agent group tab and re-open it before attempting to make another change to the same group.
462905	Skype for Business contacts brought down via an Active Directory sync were not having their Dialable normalized to a dialable format.
464866	When making multiple workflow changes in YourSite Explorer, the application would eventually run out of resources and close with an error.
465558	In a Site Based Security (multi-tenant) configuration administrators could not play recorded prompts from YourSite Explorer.
466891	Adding an Employee Group to a newly created device list would not save. Administrators needed to save the empty list, log out and back in before they could add the Employee Group.

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Contact Center Client

Tracking Number	Description
465376	The Marquee was giving an error if the font size was set too large. Experienced at 72pt and larger.
466940	In an environment where employees are configured with Lync/Skype email addresses, but the Lync/Skype client is not logged in, the Contact Center Client would run out of memory due to errors connecting in the background.
470675	If a security role restricting "May view real-time devices" limited an employee to viewing only a specific agent group, when configuring the monitors in Contact Center Client they could not select the agent group itself,, but had to manually select the individual agents.
470679	When a call is transferred from one ACD Path to another, the IVQ would no longer show the Caller ID after the transfer.
472077	Intermittently the IVQ would not display Caller Name or ANI in the Callbacks listing.

Contact Center Management

Tracking Number	Description
470941 472084 473756	Intermittently the Data Summarization task would fail.
474086	Raw MiTAI call records were intermittently being filed into a future date.
471492	MassTransit service error handling was improved in relation to IIS and MSMQ errors.

Ignite

Tracking Number	Description
466469	When dialing an 800 number from Web-Ignite, the system was adding the international dialing digits instead of the expected national long distance.
466544	Web-Ignite was not creating contacts or cases for phone numbers of 6 digits or less, even when dialing digits in YourSite Explorer were set correctly.
466707	In a Desktop-Ignite environment where an employee has both voice and multimedia agents associated and the CloseIgniteOnVoiceAgentLogout setting is set to False, when the multimedia agent(s) is set to not present, but voice is present then the voice agent is logged out then real-time and Desktop-Ignite status would show the remaining multimedia agents as Idle instead of the correct Logged In Not Present.
466909 468894	Intermittently an ended voice call would remain in the Web-Ignite Inbox.
467069	If a Request Help is initiated from Web Ignite, and then the helper disconnects from the call, it is no longer possible to transfer the call to that helper destination. The caller becomes stuck in a Hold state with no way to retrieve the call.
467226	Security roles could not prevent agents in Web-Ignite from accessing the Callbacks monitor, which allowed them full control over the callbacks.
468788	In Desktop-Ignite the reply templates were not sorted in alphabetical order.
468789	In Web-Ignite, when selecting your font for a multimedia item the fonts would all be named [Object Object], written in the font in question.
468851	In Web-Ignite if more than 25 contacts were returned in a search then the results would not finish. Ignite would display "Loading" indefinitely.
470440	In Web-Ignite if an Agent conferenced in an external number to an existing ACD call, places the call on hold, and the external party disconnected then the agent would have no Retrieve Hold button.
470459	In Web-Ignite if you searched for an Employee who had only one Extension associated and no other destinations, you were unable to transfer or conference to them.
470673	In Web-Ignite users were unable to Pick and Reply an Open media item if they were set to Make Busy.

Tracking Number	Description
471528	Web-Ignite performance was very slow when replying to an email with large embedded images.
471529	When the default font type is specified in the Global Application Settings Editor, Web-Ignite did not display the chosen font as default, although it did use the configured font.
472017	Intermittently the MiCCSDK would not correctly identify the Agent's state as ACD Ringing, resulting in API queries showing a status of Unknown.
472895	Intermittently the URL Screenpop would not trigger.
478905	When an Agent's group presence was modified to via Contact Center Client, the agent's Web-Ignite would not display the change.
472915	The supplemental call details in Web-Ignite were not displaying the To Name associated to the DNIS of the call.
478980	In Web-Ignite when a user disabled the Show Only My Items by Default option, the setting was not being respected and the user was still seeing only their item.

Installation and Upgrades

Tracking Number	Description
466535	The Installation and Administration guide was improved to indicate that during an SSL installation .NET 3.5 would need to be manually installed.
466546	When performing an SSL installation the IIS Certificate check would not verify a private key.
472899	After renaming the server name and running a Repair of the MiContact Center Business software, real-time applications would fail to connect on port 5024.
479596	On servers running French operating systems upgrades into the 9.1 stream would fail due to the incorrect apostrophe being expected.

IVR Routing

Tracking Number	Description
466287	In a Nuance environment, when editing a Collected Digits action in YourSite Explorer, if you modify the greeting associated the Grammar Type and Speech Grammar are set back to default values.
466808	When an outbound IVR port calls an inbound IVR port on a different MiVoice Business the audio would intermittently stop due to an incorrect call record event.
466889	In some time zones, when a callback request was stored with a local time, it would be executed in GMT instead.
470696	When only one agent was present in an ACD path, and they went into an outbound or non-ACD call, Path Availability checks in IVR would return a Path Unavailable result.
470735	Schedule activities inside of Rules were executing using Moroccan Standard Time instead of the configured time zone.
471469	The outbound callback subroutine was not playing the Call Failure error when the destination was invalid.
472164	When Agent Greetings were enabled, the UPiQ service was creating Silent Monitor on all ACD calls in the system, regardless of whether that particular queue was using the agent greetings.
472603	Intermittently when an outbound port was waiting in queue to offer a callback and then recalls due to no answer, it would cause that callback to become stuck in the system.

Multimedia

Tracking Number	Description
470756	Messaging was improved within the chat engine for cases where a message needed to be scrubbed due to the inclusion of HTML code. Previous messaging was unclear to non-technical customers.
470760	IMAP compatibility to Lotus Notes or Domino servers was not functioning.

Tracking Number	Description
470964	When an IOS device connected to webchat there were noticeable delays in performance.

Reporting

Tracking Number	Description
463940	In some cases while configured for ProcessConferenceRecordsInLifeCycle; True, some calls would register an incomplete duration in Trace reports.
466645	In some cases the average speed of answer and service level statistics were inaccurate for Queue Performance reports.
466908	IVR Branch By Condition reports run against multiple days, and configured for one report each day were missing some branch counts.
468846	Agent Group reports were intermittently over-counting agent handling time.
472074	Queue Performance reports against callback queues when external trunking is in use were showing inaccurate handling times.
472896	When an agent in ACD Path 1 performed a supervised transfer to Path 2, only Path 1 was pegged with the call.

YourSite Explorer

Tracking Number	Description
467027	Creating an IVR port in YourSite Explorer and attempting to write-back to the MiVoice Business would fail.
467070	When an employee with a skill level associated to an existing agent has a new agent on a different media type added, that new media type defaults to skill level 0.

Tracking Number	Description
467767	In a multi-tenanting environment, when a telephone system synchronization failed due to a duplicated reporting number in cached data (a dialable was previously a queue but is now a ring group), the error message provided did not identify the offending device. Logging has been improved.
471467	If a security role is applied which limits access to some DNIS/CLIP choices, the system would instead block all DNIS/CLIP choices.
472021	In YourSite Explorer, clicking the Test button inside of a schedule rule activity would generate a fatal error.
473903	If a queue name exceeded 20 characters YourSite Explorer was not providing a validation warning, resulting in a truncated queue name on the MiVoice Business.

MiContact Center Business version 9.1.3.0

Contact Center Client

Tracking Number	Description
483926	The Auditor tool was failing to play back data if there was a time rollback in the raw data.
473293	Queue Performance Charts were not displaying correctly until users manually resized the window.
473751	When a user is silent monitoring another user, the real-time display would show that user on a Non-ACD call with that agent, and the feature access code for Silent monitor.
479001	When a user was restricted by a device list, and opened a profile containing Queue Group Performance or Queue Now monitor which selected a Queue Group as it's device instead of individual queues the Contact Center Client was intermittently reporting an error.
479709	A saved profile with a real-time alarm that triggered a WAV file was failing to load after upgrading the MiContact Center Business server version.

Contact Center Management

Tracking Number	Description
467713 471480 479281 479931 480147	Summarization was failing for certain days. In some cases this was causing overnight maintenance to not complete.
473279	MiContact Center services were not starting due to an error reading the MCCConnectionString registry entry. The server responded by attempting to encrypt an already encrypted value.

Tracking Number	Description
	Intermittently the Mass Transit service would re-encrypt the MCCConnectionString in registry a second time due to a read error. Protection against this case, and an automatic recovery have been added to the service.
474769	The "ALM0092 – SMDR Time Rollback" alarm was being thrown for a live environment when playing back a rollback with the Auditor tool.
478979	On a server enabled for Site Based Security, users were unable to edit contact groups via CCMWeb.
483919	Improved performance and stability of the Enterprise service.
483922	Maintenance Alarm Dispatcher service was consuming a large amount of CPU due to an email error causing a logic loop.
484828	Adding IIS protection for port 8090.

Ignite

Tracking Number	Description
411595	When sorting a reporting queue by service level countdown, messages who's service level had already expired were changing position in the list.
471970	When using traditional agents, if two employees share the same base extension then logging one employee out of their voice agent could log the other out of their multimedia agent.
471973	If the work timer expired while an agent was still typing in call notes, the notes screen would close without saving. We now auto-save.

Tracking Number	Description
474771	If a customer closed their browser instead of exiting the chat correctly, then in Ignite history only Chat and Details would show. Notes, Interactions, Participants, and Other Cases would not populate. **NOTE:** This resolves all chats going forward, but previously impacted chats in History will not be corrected.
474789	Users were unable to cancel a supervised transfer to a ring group if all members were busy.
474836	While ringing for a Non-ACD call, the web ignite dashboard would show an agent as both idle and Non-ACD at once.
474888	If an agent opened an attachment from an email in ignite, minimized the attachment and then clicked to open it from ignite a second time, then the email would go blank in ignite and could no longer be worked until the client is restarted.
476160	When transferring a call to another employee who only has a single extension associated and no agent ID, the agent cannot complete the transfer without waiting for a hover-over window to pop up showing the extension.
479292	Users could not transfer to Voice Contacts if that employee has extensions containing the * character.
479657	When using web ignite to call contacts, Employee contacts were being created with the external number as the employee name.
479683	Users were experiencing long delays when attempting to Reply or Reply All to an email due to an AD sync happening in the background. This can per configured with the following Global Application Settings Editor setting: • Application: (leave blank) • SectionGroup: **Mitel.MiccSdk.Properties.Settings** • Name: **DisableLdapSearching** • Value: **True** An option will be added to YSE to disable LDAP searching from the MiCCSDK in a future release.
480197	Turning off the agent greeting via web ignite was not stopping a previously set agent greeting from playing.

Tracking Number	Description
483928	If there was a time discrepancy between the MiVoice Business and the MiContact Center Business server, when an agent logged into web ignite they could experience a delay before their status timer begins to count up.
483929	After deleting an employee and re-associating that agent ID to a new employee they would not be able to change their presence in web ignite.
483930 483931	Intermittently an employee's worktimer would count down from 24 hours instead of the configured time.
483932	When an employee worked across midnight, the First Login shown in the ignite dashboard would be inaccurate.

IVR Routing

Tracking Number	Description
472985	When a workflow Query activity returned a 'No Match' result it would skip down and continue the workflow instead of following the Failure branch.
474887	A requeued callback was resetting its Request Expiry field with the initial time received instead of current time, which resulted in the requeue delay not being respected.
480097	Intermittently the UPiQ service was unable to determine the caller's position and would advise position 50.
480173	If the Wait For Completion flag was unchecked on an Execute activity, that activity would fail permanently.
480282	Callbacks with a preferred time and date set using the <<Now>> variable were being saved as one hour earlier instead.
480329	Workflows and Subroutines were not synching with remote IVR servers if their name contained a special character.
483925	Protection was added to prevent a GoTo activity in a failure branch of a menu pointing back to the top of the menu from causing an infinite loop.

Tracking Number	Description
483937	A race condition caused an Agent Greeting to play the recording associated to a different call that entered the system at the same time.

Mitel Border Gateway Connector

Tracking Number	Description
467447	Client applications were encountering errors when trying to log in over an MBG connection to an SSL enabled server.
483946	Client applications were not updating from the server over MBG connections.

Multimedia

Tracking Number	Description
470772	The SMS activity inside a workflow did not support E.164 format.
472684	When an agent using web chat inserted a reply template that contained the Pound (£) character, it would show a different character. Manually typing it into chat would still work.
473863	In a workflow which allowed 2 simultaneous chats and disallowed both chat and voice at the same time, if an agent had one chat and set themselves manually Make Busy and then made an outbound call the system would change the manual MakeBusy to Overloaded and allow a second chat to be routed.
478981	If both an Email and Open Media queue which have the same priority both have items waiting when an agent becomes available, the Open Media item was being delivered first regardless of which item had been waiting longer.
479178	ElasticSearch logging was being filled with SearchParseException errors during normal operation.

Tracking Number	Description
480416	Outbound calls over SIP Trunks were not setting other agent IDs Overloaded until the call was answered.
483904	When a MakeBusy or DND state was removed by a supervisor via Web Ignite the raw data did not log the initiator of the change, and so could not be tracked.

Reporting

Tracking Number	Description
471618 479594	When running Call Accounting reports, the filter options were not functioning.
473748	Queue Unavailable Trace reporting was not providing the full ANI of callers.
474886	When using Internet Explorer 11, browsing to the Call Accounting > Carrier reports > Extension reports screen in CCMWeb would be slow to respond or generate an error.
474890	When a call was overflowed from a Ring Group to a second destination, the Queue Performance reports were still pegging an ACD Handled call to the Ring Group.
479279	Open Media Queue (Group) Performance reports were counting interactions Offered differently than Multimedia Queue reports.
479290	When a user selects Pick & Reply for an email waiting in queue, the Emails Handled statistic was double-pegging.
479536	The Email Queue Performance reports were using a double-pegged statistic for Picked emails in the calculation for Percent Answered.
479537	The All Employee Division reports could not be run, as the website was waiting for a specific device to be selected.
479672	Several Open Media reports were not available when licensed for Workgroup Edition.

Tracking Number	Description
479684	The Open > Media Agent Group Performance by Period report was showing a Missing Resource error at the top of the page.
479990	In SQL Views the AgentByQueueByPeriod query was not pegging correctly on the RequeueCount statistic.
480110	Some Lifecycle reports did not contain a link to a MiVoice Call Recorder recording due o a MiTAI linking error.
480174	Open Media reporting was failing to include Requeue Time in the Average Time to Answer statistic.
483923	Calls that were conferenced directly from one Agent to another were not being pegged in Agent Performance reports.
483924	The DeviceByDevice reporting table was missing ACD pegs in some specific conference scenarios.
483927	Intermittently the Workflow Condition reports page in CCMWeb was failing to load.
483936	When a Flex report based on detailed agent data is run and output to PDF format, the conversion from Excel to PDF was converting Noon to 12:00 AM.

WorkForce Management

Tracking Number	Description
474745	Teleopti and Impact 360 reports were missing some statistics in environments with large amounts of reporting data in their database due to SQL timeouts. Configuration options to modify the command timeout and reconnect retries have been added. Application = *prairieFyre.WFM.Service.exe* SectionGroup = *prairieFyre.WFM.Controller.Common.Properties.Settings* Name = *SQLCommandTimeoutSeconds* Value = (enter timeout value here) Application = *prairieFyre.WFM.Service.exe* SectionGroup = *prairieFyre.WFM.Controller.Common.Properties.Settings* Name = *SQLReconnectRetriesCount* Value = (enter retry count here)
479535	Impact 360 Agent Scorecards were returning blank data due to a Foreign key Constraint on a database field which should not have been constrained.
478925	The Historical Re-Collector tool was not working if the Use Employee Based Stats option was enabled and there were employees with alphanumeric reporting numbers.

YourSite Explorer

Tracking Number	Description
466532	The Australian time zones in YourSite Explorer did not indicate which entries recognized DST, and which did not.
471481	It was possible to cause Active Directory synchronization failures by manually saving Employees in YourSite Explorer, allowing for a duplicate entry for Associated Identity. This field should have been constrained as unique.
473864	When synchronizing new employees from Active Directory, they were being assigned a random employee ID.

Tracking Number	Description
474767	Chat workflows were allowing Offer To Agent (Group) activities to be placed inside the Overflow branch of a previous Offer To activity, resulting in workflow validation failing to alert to the error.
479011	YourSite Explorer limited the Skill level of agents to a maximum value of 255, where the MiVoice Business would accept values up to 500.
479555	International Freephone number format was not supported by YourSite Explorer, as it would treat these as North American 800 numbers instead.
479705	The warning about abnormally high memory usage in YourSite Explorer was triggering too early, and too frequently.
484742	When editing a Collect Digits action, modifying the greeting would also reset Grammar Type to Builtin and Speech Grammar to Alphanumeric.

MiContact Center Business version 9.2.0.0

Contact Center Management

Tracking Number	Description
472668	The IVRDirectory file share has been removed to improve security on the server. File synchronization is now handled by the MiCCSDK web service. Reply templates will need to be shared manually. If you are using Nuance and grammar files then you will need to create a shared folder with domain level access. The shared folder will need to be called **IVRDirectory** which maps to **[InstallDir]\IVR** .

Ignite

Tracking Number	Description
474891	Dutch language translations for web ignite have been updated.
479690	Users were unable to edit the subject line of an email when responding.

IVR Routing

Tracking Number	Description
479532	When testing a PowerShell Execute activity in YourSite Explorer the Execute button was always returning a failure.

Reporting

Tracking Number	Description
471616	The Agent Performance Chart report has been updated to add clarity as to the meaning of each sub-section.

MiContact Center Business version 9.2.1.0

Contact Center Client

Tracking Number	Description
482454	A QueueNow monitor configured with Alarms would crash after a queue being monitored was renamed in YourSite Explorer and the profile was re-loaded.
484182	Calls transferred from one queue to another via IVQ monitors would disappear from the queued calls in the destination if that IVQ monitor was closed and re-opened.
485097	If the "May view real-time for devices in this list" security role setting was used and the device list contained both an Employee Group and Extension Group limiter, then the extensions were not available in CCC monitors. If the Employee Group limitation was removed from the device list then the extensions were available as expected.
485242	When the CCC was configured to automatically launch Ignite from the Softpohone controls, and there was a PIN configured on the agent, then two instances of Ignite would be triggered.
485385	If the CCC was installed by a Windows user who was a member of the Administrators group, and then that membership was removed, then the About screen in CCC would fail to load.
487010	Intermittently when an agent was presented with a new ACD call immediately after going Idle, the real-time monitors would show them as Idle when they were actually ringing.
490355	When a security role was created to show ME ONLY, by implementing an empty device list and "May monitor my own…" options, then the CCC would not allow a user to view themselves.

Ignite

Tracking Number	Description
463909	When printing an email from Ignite the header information such as To, From, Subject, and Date were omitted.
482444	Web-Ignite was losing connection to the server intermittently, requiring a reconnect.
484072	When an agent was handling multiple SMS conversations at once, there was no new message notification if one of the not-in-focus conversations received a new message.
484073	When an agent changed the default spell check language in Ignite, it would revert on the next conversation.
485338	When an agent using Web Ignite performed a supervised transfer to a Ring-All Ring Group with more than one member then Complete Transfer button was not being presented to the agent.
486952	In Web Ignite when selecting queues and queue groups on the left side of the screen, the Back button to return from an individual queue group to the list was unresponsive.
490354	When the server and client PC were in different time zones and an employee set a case to Follow-Up, it failed to take the time zone difference into account.
491196	Intermittently calls would become stuck in the Ignite inbox due to a race condition. Protection has been added to allow these to clear properly.

Installation

Tracking Number	Description
486637	The Installer was allowing installations and upgrades in environments where SQL 2012 was in use, even though it is an unsupported version.
486752	Intermittently the MiCC Setup wizard would identify the MiccConfig application pool as non-default and would report a warning.

Tracking Number	Description
491238	If the server name was changed, and then the MiContact Center Business installation was repaired, the client applications may still not connect, as the registry entry for the server name was not being updated.

IVR Routing

Tracking Number	Description
480328	In environments where the server date/time format was "dd/mm/yyyy hh:mm" the IVR would trigger re-sync of configurations too frequently, as it expected "mm/dd/yyyy hh:mm" format in the cache file's last sync date.
490321	Intermittently LDAP Query activities were failing.
490346	On a server in the Western Europe time zone, the <<Now>> variable was saving the time as UTC+1 during summer time when it should have been UTC+0.
491179	The Agent Greeting workflow would not play any announcement until the agent had recorded a greeting. This required an extra step for administrators to configure other announcements, such as agent whispers.
491744	If an ACD queue had agents logged in, but none were present the system considered this a DND state. A configuration option is being added to allow for the system to consider this queue Open, and IVR to make decisions based on an Unavailable state, rather than only DND. To enable this option you will need to add the following settings into the GlobalAppsSettingsEditor. - Application: **prairieFyre.Services.EnterpriseServer.exe** - SectionGroup: **prairieFyre.BAL.DataAnalysis.Properties.Settings** - Name: **ConsiderQueueInOpenStateIfNoAgentsAvailable** - Value: **True**

Multimedia

Tracking Number	Description
484740	Agents were able to transfer emails to a queue that did not have its workflow validated, resulting in the email becoming stuck.
486988	Agents were unable to initiate a new SMS message unless they were enabled for Voice.
487056	When an agent workload allowed for 3 or more chats, if they had 2 chats in Work Timer state then further chats would not route until Work Timer was cleared.
492828	If a multimedia contact was offered to the primary agent group by the InQueue workflow more than 500 times, the MediaRouter service became unstable and eventually would be restarted.

Reporting

Tracking Number	Description
480181	When the configuration contained a historical queue with a duplicate reporting number and dialable to a live queue, the Queue Performance reports were double pegging some calls.
484998	When scheduling reports on a Business Reporter licensed site, voice reports were not available to be added to the schedule. Though they could be manually run.
486636	When multiple agents alternated logging into a single base extension on a 24 hour site, Make Busy reporting would attribute some code punches to both agents instead of only the one that made that punch.
486976	If an agent Picked an email from the queue instead of having it delivered by ACD, the Performance reports would double-peg that email.
487091	Intermittently the Average Speed of Open time would be pegged incorrectly to some emails.
490592	When running a Scheduled Report with specified start/end times, the report would generate using the default full-day timeframe instead.

Tracking Number	Description
491203	Workflow reports were not showing data when only some conditions selected. Users had to Show All in order to generate a report.

WorkForce Scheduling and Management

Tracking Number	Description
486773	Intermittently some clients were receiving network congestion errors when saving changes in the WorkForce Scheduling client.
486920	Occupancy data was not reliably being sent across when using the WorkForce Management connector with a Verint implementation.
490323	When configured for Use Employee Based Stats and a Teleopti integration the HistoricalDataRecollector was generating errors.

YourSite Explorer

Tracking Number	Description
483950	If a user saved their profile in Web-Ignite, their Yearly work hours minimum and maximum was set from blank to 00:00.
486917	If a site was licensed for WorkGroup Edition, then YourSite Explorer would hide their WorkForce Scheduling tab.
486961	YourSite Explorer was only able to store COR values up to 50 characters, whereas the MiVoice Business allowed larger to be saved.
486977	YourSite Explorer would fail to import Subscribers if the mapping contained Subscriber Plans.
486978	When adding members to a Subscriber Plan, some extensions were not available to be added if they were already associated to an Employee.

Tracking Number	Description
490347	Freephone numbers were not supported and would be treated as North American 800 numbers instead.
491223	Supervisors were unable to synchronize with a MiVoice Business if it was configured as an FQDN instead of an IP address.

MiContact Center Business version 9.2.2.0

There were no bug fixes included in MiContact Center Business version 9.2.2.0.

MiContact Center Business version 9.2.3.0

Contact Center Client

Tracking Number	Description
484983	Intermittently the Contact Center Client was becoming temporarily unresponsive while the server timed out communicating with a MiVoice Call Recorder server.
491743	Agents in failover state were not showing correct state while on ACD calls.
499561	After a media server was set historical, active softphone extensions were also no longer available in Contact Center Client Softphone configuration.

Contact Center Management

Tracking Number	Description
491470	Remote IVR was unable to synchronize after upgrade form 8.1.X.X.
494973	ElasticSearch Index files were growing at an increased rate.
497224	MSMQ was building up messages due to MiTAI Proxy service sending duplicate requests.
498010	In a Site-Based Security environment, queries through MiCCSDK could access all conversations for all sites.

Ignite

Tracking Number	Description
487213	Worktimer was not cancelling correctly in Ignite when the agent was on an outbound call when the countdown reached 0.
494429	When an agent on an ACD call performed a consult with another device, and that other device put them on hold the agent lost the ability to complete, cancel, or swap their consultation.
494463	In some transfer scenarios the DNIS Name field in the toaster was showing the agent name instead of the DNIS.
496091	When calls were auto answered, and the agent set themselves Make Busy, Ignite lost the ability to enter Account Codes.
497751	When the *only show my items* filter is applied the cases list would show no entries.

Tracking Number	Description
499046	When an agent was taking a callback request Web Ignite was showing 2 calls in the Inbox.
504145	Agents were unable to find other employees to transfer an active email to.

IVR Routing

Tracking Number	Description
499656	Time zones in schedule conditions were intermittently failing to take Daylight Savings into account when converting.

Multimedia

Tracking Number	Description
487028	When one agent was previewing a chat, and another was handling it the live agent would receive web errors about a message not bein received.
490636	We no longer block incoming SMS messages based on length, as the provider will handle this if needed. Outgoing messages are still limited according to your provider's limitation.
491405	When the o*ffer to preferred agent* activity was inside a *variable compare* activity the workflow could not be validated and saved.
491486	When agent workload allowed for multiple contacts at once, the requeue counter was not being tracked individually and could result in agents not being offered new items intermittently.

Tracking Number	Description
494232	Some android browsers were not triggering the *typing* notification for the other side.
496457	Intermittently emails were being failed with reason *hard audit* due to voice and multimedia agents being in different states.

Reporting

Tracking Number	Description
492646	The Agent Group Event by Agent by Day of Month report was showing an inflated number of Short Handled calls.
493246	Lifecycle reports were connecting two calls together as one.
494984	Users were unable to add reports to a User Report Schedule.
496206	The Subscriber Billing by Extension report was not populating data for some devices.
496537	The AgentTraceEventsStats and AgentTraceEvents SQL Views were nit matching as expected.
497225	The Division Accounting reports could not be run due to the CCMWeb UI claiming that users were missing a valid device.
497701	Chat and SMS reports did not have an Offered column, which caused confusion when interpreting the reports.

WorkForce Management

Tracking Number	Description
499840	Teleopti WFM connector was not populating Reason Codes for agents using MiCollab SIP Softphones.
492741	Teleopti reporting when using Callbacks was showing inaccurate duration times.

MiContact Center Business version 9.3.0.0

Contact Center Client

Tracking Number	Description
465463	When opening the File menu in Contact Center Client the Feedback page was auto-loading, forcing the rest of the menu to wait for it to complete.
471471	After a MiVoice Business restart real-time monitors showed agents in their previous states instead of their current.
484678	Auditor would not show correct information for dates where the A file contained a record from the previous day at the top.
491297	When two calls entered the system a few seconds apart the Interactive Visual Queue monitor was showing the same Time In Queue and Time in System values for both.
496042	Interactive Visual Queue was showing calls waiting which were no longer in the system.
497152	Using the Port Type sorting option in a Port monitor was not grouping the ports consistently.

Tracking Number	Description
501458	An agent using MiCollab SIP Softphone who requeued a call was showing as Idle in Contact Center Client, when he was actually in a MakeBusy state.
504400	Intermittently the Percent Handled statistic in QueueNow was not calculating correctly.

Contact Center Management

Tracking Number	Description
466832	It was possible to cause "ALM0066 – ACD Real-time event feature level" to trigger permanently if multiple configuration changes were committed to the MiVoice Business without refreshing YourSite Explorer.
495002	DNIS objects were being stored in memory with unnecessary data, causing increased memory consumption.
496092	SMDR records with excessive durations were causing large memory growth in the Enterprise service.
496197	When transferring a call from a RingGroup to an ACD Queue the Work-Timer was not set according to YourSite Explorer's configuration, and used the one set on the MiVoice Business instead.
497975	If a client PC specified a different Enterprise IP Address or FQDN and saved that value, the Updater service would then revert the value back to that configured on the server.
499799	Some emails were receiving Base64 Decoding errors when being downloaded from the IMAP server.

Tracking Number	Description
503841	After a Windows security update the Web Ignite was encountering errors with the ElasticSearch.Controllers.IndexClient.
504030	The Mitel Border Gateway connector would not connect unless it was run As Administrator.
505250	In some environments the ElasticSearch database was growing excessively.
506262	In SQL Views, the following views were missing from the database: • ExtensionGroupConfig • ExtensionGroupMembersConfig • TrunkGroupConfig • TrunkGroupMembersConfig

Ignite

Tracking Number	Description
421100	If Desktop Ignite was viewing the contents of a queue, and another agent was delivered a message the Desktop Ignite would force itself back into focus on refresh.
459168	Searching for Queue Contacts in Web-Ignite was not functioning when security roles were applied to the user.
464105	Cases were always showing system notes, even when the Show system notes option was unchecked.
464981	Variable names being sent to desktop were not being translated before appearing in Additional Details.

Tracking Number	Description
465272	When dialing 800 numbers Web-Ignite was treating them as international.
496237	Web-Ignite offered the ability to apply Account Codes while the call was on hold.
496583	When "generate statistics only within business hours" was enabled the Web-Ignite was not displaying service level countdown timers correctly.
497179	Users were unable to complete a conference call when both other parties were external.
498339	Web-Ignite showing all Account Codes even when limited by a Security Role.
499653	A "Miccsdk – ProcessBuffer.log" was added to further troubleshoot delays in Web-Ignite updates.
505252	A GlobalApplicationSettingsEditor setting was added to specify your preferred IDD prefix. • SectionGroup: **Mitel.MiccSdk.Properties.Settings** • Name: **PreferredIDDPrefix** • Value: (*insert your preferred value here*)
506522	Callers were disconnected after a failed consultation transfer via Web-Ignite.

Installation and Upgrade

Tracking Number	Description
445522	In the installer, the list of countries misspelled Côte D'Ivoire by misrepresenting the accented character as a special.

Tracking Number	Description
459254	During installation the SSL validation was failing to check the Web Hosting cert store.
500556	The Client installer was not opening all ports needed for softphone. Some clients experienced one-way audio until it was manually opened.
504428	If the Backup folder was specified as a UNC path the install would fail.

IVR Routing

Tracking Number	Description
484679	The Professional Services Outbound Dialer component would fail with ALM0139 (speech recognition request failed) if the Outbound service had not been restarted prior to starting a campaign.
494972	Port-triggered alarms provided insufficient information to diagnose the issue. They will now attempt to specify the port that triggered it.
504147	There was no IVR variable lookup for a value of "Yesterday".

Multimedia

Tracking Number	Description
463935	If a customer continued to submit chat text after the chat had ended, the system returned an error that was not user friendly.
466735	Chat transcripts were not using line breaks, and instead would be one block of text.

Tracking Number	Description
471538	When a reply template included an image, and an attachment was manually added via drag and drop, the reply template's image was being removed before sending.
496398	A configuration error caused CloudLink Chat to crash. Protection has been added to prevent this.
496439	When previewing an SMS from queue for the first time the auto-response message was being duplicated.
497154	MiContact Center Business was unable to download emails from a mail server using a DiffieHellman size less than 1024 bit.
504374	In environments with Chat and Voice exclusive via the workload, some agents were seeing CloudLink chat showing two agents entering the same chat.
507288	If an email was sent to a queue with an email alias as one of it's dialables, it will always copy the original queue when trying to transfer it elsewhere.

Reporting

Tracking Number	Description
479964	The tblData_QueuePerformanceByPeriod table was showing inaccurate Min/Max agents when the queue and agents resided on different PBXs.
487179	LifeCycle reports were intermittently linking two separate calls as one.
490591	Queue Group by Queue with Agent Information was missing some pegs when calls were answered by agents not in YourSite Explorer.

Tracking Number	Description
491201	IVR Routing DNIS Group Performance by Period was not pegging all calls.
492743 494982 505523	Intermittently reporting data would not summarize.
495034	Extension Group Accounting by Extension by Call Type was omitting extensions who's accumulated cost was greater than $9999.00
496226	Employee Group Adherence reports were intermittently showing all zeros
497221	IVR reports of "By Month" sub-type were listing the months out of order.
497621	Email Agent Performance reports were not pegging calls accurately.
497725	When an ACD call came into a queue with forced classification codes, was then transferred to an ACD queue without classification codes the agent on the second queue was still being credited with the code punch from the first queue.
504751	When the Delete Stats phase of summarization failed, the system would continue to the Write Data phase and claim success.

WorkForce Management

Tracking Number	Description
487102	The Impact 360 Agent Score Card was missing event data when the abandon interval was missing.

Tracking Number	Description
492744	Impact 360 stored procedures were timing out when run on large data sets.
500533	Queue Forecasting Report was not showing percentages.

YourSite Explorer

Tracking Number	Description
447912	The navigation arrows under the Extension Groups section were not responding.
447913	The Media Server column reorder was not working under the Extension Groups section.
466912	After saving changes to multiple queues, all but the most recently changed were remaining bold (indicating unsaved changes), even though they were saved successfully.
473929	When users opened the WorkForce Management tab, the tab is bolded (indicating unsaved changes) and the password field was emptied.
474767	An inconsistency in workflow design was identified. Some media types allowed Offer to Agent activities inside the Overflow branch, while others required users to put that action below.
474950	A number of Dutch phone numbers were added to the packaged list.
484829	The COR field in YourSite Explorer only allowed up to 50 characters.

Tracking Number	Description
490322	When recording a prompt using YourSite Explorer, if you had to re-record it you would need to rename the prompt first.
491225	The Business Rules checks for IVR and RAD ports were not checking for DND settings.
494496	Some customers encountered errors while configuring Report Lists in security roles.
496654	Changing the default presence did not take effect until the next time that agent logged out.
497602	Some sites were unable to associate a Queue Group to a Device List in Security Roles.
504359	After updating security lists some Contact Center Client profiles were reporting errors when loaded.

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Contact Center Client

Tracking Number	Description
507360	When using Interactive Visual Queue to redirect calls from one queue to another, the first redirect of the day was failing to complete.
508712	Intermittently callbacks were displaying with the outbound dialing prefix prepended in the real-time monitor.

Contact Center Management

Tracking Number	Description
499799	Some emails with attached files were causing Base64 decoding errors within the Storage Service.
500204	Intermittently the telephone system settings synchronization would fail.
503997	If a user removed the default root website in IIS, then "ALM0022 IIS Problem" would be triggered constantly.
505064	In some cases, devices on the MiVoice Business that were missing in the MiContact Center Business configuration could cause the MiTAI Driver to error out and force a restart of the service.
507746	Intermittently the Routing Media service would consume 100% of CPU resources when one agent group being used in a workflow was disabled.
508868	The Configuration Manager service was using excessive resources on some large sites due to a performance issue when clients connected back to the server.

Ignite

Tracking Number	Description
491888	Intermittently the worktimer would display inflated times remaining.
497155	When transferring from one queue to another the wortimer was incorrect.
507729	Users were unable to quick search the global email reply templates without a tag.

Tracking Number	Description
507798	The audit for resolved cases older than X days was failing to trigger.
511761	Ignite was prepending extra digits on some outbound calls.

Installation and Upgrade

Tracking Number	Description
509065	Repairing an existing installation in order to add the Multimedia feature was failing due to an error in store procedure names.

IVR Routing

Tracking Number	Description
473329	When ports were on a secondary controller, IVR was receiving incorrect Outbound caller ID.

Multimedia

Tracking Number	Description
507797	Subject Filter Variable would fail if an apostrophe was included as one of the loookups.

Reporting

Tracking Number	Description
459344	The Queue Group Performance by Queue Multiselect report was sometimes returning no data.
499331	Ring Group reporting was intermittently pegging overflowed calls as long abandons.
506052	Data summarization was failing with a PK_ConversationSummar constraint error.
506283	Reports were incorrectly pegging some calls as short handled when they were over the configured short handle time.
506284	LifeCycle reports run against timeframes over a week were failing to complete.
507653	Queue Group Performance by Agent was not reflecting the number of calls answered by ACD Agent Group 1 correctly.
507834	Queue Group Performance by Queue Multi Select was pegging external calls outbound incorrectly.

WorkForce Scheduling

Tracking Number	Description
507468	The WFS client application was intermittently failing to save updates when connecting over a VPN.

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Contact Center Management

Tracking Number	Description
509039	Agent 1 was being placed into Overloaded along with Agent 2 when Agent 2 was logged into a base extension that Agent 1 had previously used.
512222	AlignLineUriAndEmployeeReporting should be false by default but in 9.3 .0.0 we defaulted it to true
514131	In some cases the CCMWeb log file would not be unlocked, causing the system to spawn duplicate logs instead of rolling over when they reached their size limit.
515494	In some cases processing an email could cause the Storage Service to enter a loop processing Regex information, consuming 100% of CPU.

Ignite

Tracking Number	Description
508146	Some attachments could not be loaded because of special characters in the filename.
508733	The DailyResetTimeOfDay setting in the global apps settings editor was not functioning.
509118	Some agents were unable to make outbound calls unless they were to existing contacts saved in Elasticsearch.
509207	Some agents were not getting inbox notifications or classification codes offered intermittently.

Tracking Number	Description
509356	Ignite users were unable to search or add contacts following an operating system update on the server. Protection has been added to handle corrupted caches more gracefully.
511971	When an agent placed a caller on hold and talked to a supervisor via the Transfer button, the supervisor then placed the agent on hold and then removed, then the agent no longer had Swap or Conference options in order to return to their caller.
512556	Performance improvements were added to reduce the impact of latency between the Web Ignite and server.
513032	When agents placed an outbound call to a number not yet saved in Elasticsearch, the call is instead associated to the Employee.

Installation and Upgrade

Tracking Number	Description
509360	One site encountered an error during upgrade claiming that the FQDN of a file path was over the 260 character limit. Additional logging has been added to capture the issue if seen again.
511615	When attempting to migrate to a remote SQL server the MiCC Setup encountered an error in 'Checking if computer name changed' task.

IVR Routing

Tracking Number	Description
506782	The time zone region in a workflow schedule activity was triggering in the wrong time zone.
507634	The Database query activity, when pointing to an LDAP was not returning all fields.
508503	Intermittently IVR variables were not being sent to queries.
508921	After upgrading the server, some customers found that the agent greetings only functioned for the first few calls.
511689	Intermittently the Query activity pointed to an LDAP was failing to return custom fields.
512255	When IVR was transferring to a Virtual Queue Group where there was no local queue, routing errors were possible.
512470	Intermittently when variables are set inside the agent greeting workflow the workflow would fail to play the greeting after the first call on each port.

MiCCSDK

Tracking Number	Description
512213	Sending a manual End Session command for an SMS via the MiCCSDK was not working.

Multimedia

Tracking Number	Description
508454	In the Contact Center Messaging chat the pre-route greeting was intermittently not being sent.
517006	Intermittently the RoutingMedia Service could become overwhelmed in a heavy Callback environment.

Open Media

Tracking Number	Description
509262	Customer's sender email address was not being populated to the TO field in Open Media.

Reporting

Tracking Number	Description
506243	Multimedia reports were double pegging some chats when a work-timer was configured.
508455	Lifecycle reports were inconsistent in how they calculated the InQueue time.
509208	The Account Code Group by Account Code and Queue Group Performance by Account Code reports where not lining up when the call scenarios expected them to.
511851	In Consolidated Reporting when a call is abandoned, then transferred to a different queue there were missing events for that call.

Tracking Number	Description
512326	When the Purge Lifecycle reporting data is configured to the default value it was purging all data older than one day.
511904	The Employee Accounting Trace report was not showing the 7 digit extension for External Hotdesking Users.
512554	When using CreditCallDurationForConferenceCallsOnVirtualQueues as True, average hold time statistics were inaccurate in Queue Performance reports.
512555	When summarizing data for Consolidated Reporting, if the MiTAI Name field contained a comma the data insert would fail.
512557	In Consolidated Reporting a call that was answered on one queue, transferred to a second and answered, transferred to a third and answered, then transferred to a fourth and answered that fourth answer was credited to the agent as a Non-ACD call.
512558	In Consolidated Reporting some scenarios were failing to peg Abandoned calls.
512559	Intermittently in Consolidated Reporting the customer fact answer or complete/hang-up are null but there are 2 queue and 2 agent facts related to this interaction.
514085	The Employee Accounting Trace report was showing no data for External Hotdesking Users.

WorkForce Management

Tracking Number	Description
511970	The Historical Re-Collector process was taking an excessive amount of time to complete.

Tracking Number	Description
512359	The Real-Time feed to Teleopti was not responding to the Snapshot Request.

YourSite Explorer

Tracking Number	Description
512424	When performing a Telephone System Synchronization from YourSite Explorer intermittently the process would pin all CPUs at 100% usage.

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Contact Center Client

Tracking Number	Description
512414	When an agent was restricted by security role, and not permitted to change their agent group presence, the Phoneset Manager control bar in Contact Center Client would still allow them to do so.
512915	When a softphone failed over to a secondary controller, and one of the SRC servers timed out the system would wait 5 minutes before checking the next SRC and time out on the MiVoice Business.
516579	Users were unable to interflow queued calls to another destination via IVQ.

Contact Center Management

Tracking Number	Description
508143	If Active Directory synchronization encountered a duplicate Username it would fail silently. We now display a warning to notify the administrator.
513067	If an intruder knew the install path and had network access to a MiContact Center Business server, they could potentially download the last support package generated without credentials. It will now save the package in the default Backup directory. If you wish to return to the previous behavior you can set the following in Global Apps Settings Editor: • Application: **ConfigService.exe** • SectionGroup: **prairieFyre.Configuration.EnterpriseServices.Properties.Setting** • Name: **isPackageStoredInBackupFilePath** • Value: **False**
515261	Security scan discovered a Web Server Generic CSS vulnerability on ports 5029 and 8095.
515753	The MiXML Synchronization service was using an unquoted service path.
517232	Users encountered errors when accessing the CCMWeb website and going to My Options > Contact Groups.

Google Cloud

Tracking Number	Description
512193	In GCP deployments users were unable to change time zone, as they would always revert to Reykjavik on next reboot.

Ignite

Tracking Number	Description
508145	Variables that are using the FULLMASK option were still visible in Ignite History.
512984	When min/max digits were configured for 6/10, 8 digit numbers were being counted as international.
514096	In some cases the Inbox details were reversing the TO and FROM values.
515566	In GCP deployments some Web-Ignite users were finding that the interface would stop allowing status changes until the system was rebooted.
515934	Web-Ignite in unfocussed tabs of Chrome 88 (or higher) or Edge would lose connection to the Enterprise service and stop updating.
516756	When making an outbound call and searching for a contact number, the list of results on an imprecise search could run off the bottom of the user's screen.
516936	After a 30 second worktime counted down to 0, it then rolled over to 23h 59m and continued to count down instead of clearing.
517830	An agent licensed for SMS only was not able to create global reply templates. If they were licensed for Email as well, the option would appear.

Installation and Upgrade

Tracking Number	Description
515290	The Client Component Pack installation would fail if the client could not reach the MiContact Center Business server.

IVR Routing

Tracking Number	Description
506815	Intermittently the MRCP connection could not be created from remote IVR servers, resulting in Speech Recognition failures, and ALM0139.
508505	After an agent receiving a callback pressed option 3 to review the callback, subsequent attempts to accept by pressing option 1 caused a loop.
511903	The QueryActivityTimeout configuration option did not work for values under 30 seconds.
512264	A variable definition was set incorrectly in code to mCallerName = callerNumber.
512311	In some failure cases a virtual queue group would fail to transfer when the first PBX was unavailable.
513121	When an agent answered an ACD call immediately the agent greeting would not play.
515844	Workflow synchronization to a secondary IVR server was taking an excessive amount of time.
516893	The variable compare activity was failing to evaluate a DateTime variable.
516967	Logging on the Updater service was improved to better identify updating issues that may cause stability problems on remote servers.
517634	Evaluating Substrings within a workflow could cause excessive hard disk usage as the system spins up temporary DLL for each iteration. Protection has been added to minimize the impact.

MiCCSDK

Tracking Number	Description
516986	When querying MiCCSDK for Agent Group Skill levels, changes were not updating.

Multimedia

Tracking Number	Description
508751	When using the MiElasticsearch Manager application, queries against DateCreated and DateModified were intermittently failing due to regional settings on the system.
512551	Accessibility improvements were added to the Cloudlink Chat to allow for tabbing into all buttons and overlays.
512590	SMS messages had a limit of 320 characters, and would truncate longer messages. We have added a configurable option to the Global Apps Settings Editor so that this can be adjusted according to your carrier's capabilities. The default value is 1600. • SectionGroup: **Mitel.Routing.Workflow.Common.Properties.Settings** • Name: **MaxSmsCharacters** • Value: *(Enter your carrier's max character limit for body test)*
513191	When accessing the legacy chat engine (CCMWa) via the CONTACT US component users needed an extra click or page refresh before they could access the input fields.
513269	Intermittently SMS messages were not being pulled down, or were greatly delayed.
513809 515843	Performance improvements were made to reduce the initialization time of a new Cloudlink Chat session.
513941	Logging was improved to better track issues with Email routing in queues after a critical server error or restart.

Tracking Number	Description
514093	Performance improvements were added to reduce delays in Cloudlink Chat when using Googles CCAI integration. If using CCAI, please ensure that you log into the admin page and upgrade the overall Global Recipe to 3.0.2 or newer.
515896	When a contact's name included an apostrophe the Elasticsearch engine was creating duplicate contact entries.
517987	Intermittently the work-timer for multimedia would roll over to 23h 59m and continue to count down after reaching 0.

Reporting

Tracking Number	Description
512237	Invalid or corrupted raw data was resulting in data summarization failing to complete.
512262	Employee Accounting Trace reports were not pegging outbound calls for External HotDesking Users.
512509	Chats were including the time in queue outside of business hours into the handling time.
513250	Some conference calls were not being pegged in Agent Inbound Trace reports.
513810	Queue Performance by Day of Month was showing incorrect service level %.
514095	In consolidated reporting, some abandoned calls were pegged as short, when they should have been long.

Tracking Number	Description
514471	Some chats were showing an inflated speed to answer time.
515262 517209	If one agent belonged to multiple Queue Groups, the Queue Group Performance by Queue Group – Multi-select report would only peg their data once.
515567	There was a limit of 255 characters on Activity Friendly Name, however users could save names longer. This caused missing data in reporting.
515568	In some cases the Queue Group Performance by Queue Group – Multi-select report was showing inflated ACD calls.
515868	The Extension Trace reports were missing location names if the outgoing filter was applied.
515869	Time spent silent monitoring another device was not being included in the Agent Shift reports.
516795	Intermittently in Queue Performance reports the talk times were being inflated.
517060	When using a MiCollab ACD SIP Softphone, the AgentTraceEventStats SQL View was not returning data.
517831	Some chats were not being pegged in reporting.
517832	In some cases the service level statistic was under-pegging in Queue Performance reports.

WorkForce Management

Tracking Number	Description
494464 516965	The Use Employee Based Stats option with Teleopti Workforce Management connector was not producing stats on the 15 minute interval.
508869	Queue Forecasting reports were over-estimating the number of agents required based on historical information.
512428	When using the Workforce Management connector for Teleopti, some time intervals were not being populated due to the data being overwritten too quickly.
517097	Intermittently the Workforce Management connector for Teleopti was showing an agent logged in and idle when they had logged out mid-outbound call.
517636	When the Include Queue Work-timer as part of handling time option was enabled Queue Performance reports were showing the time in both Handling time and Work-timer.

YourSite Explorer

Tracking Number	Description
511768	Adelaide (Australia) was showing the incorrect time zone in the phone numbers table.
513195	The button to minimize the left menu in YourSite Explorer had become hidden.
514160	When using the search function in YourSite Explorer to find prompts, all results were greyed out and inaccessible.
515935	Users were unable to create and write-back an External HotDesking Agent.

Tracking Number	Description
516796	YourSite Explorer encountered errors importing schedule condition when the employee language was set to Dutch.

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Contact Center Client

Tracking Number	Description
513016	Sorting the Callback pane in Interactive Visual Queue (IVQ) by Status and Reason columns were not working.
517062	Intermittently agent cards were showing stuck in an Outbound state.
517069	When one agent performed a supervised transfer to another, the wrong Caller ID showed in the agent card.
518033	Changes to the layout of the Callback pane in IVQ was not saving with the profile.
519116	The QueueNow monitor would briefly show a queue as being open when one agent who was a member, but absent disconnected from another call.
520883	Real-time statistics were not resetting at midnight.

Contact Center Management

Tracking Number	Description
497178	If an agent used the Message Waiting key on a desk phone when checking their NuPoint voicemail, then real-time was showing them stuck in an Outbound state after.
506815	Intermittently some customers were receiving ALM0139 – Speech Recognition error.
514470	MiCCSDK queries returning large numbers of results were intermittently causing stack overflows.
517750	The CCMWa application pool did not recover after an IIS error or restart.
517946	The ALM0022 – IIS Error was being raised due to the WWW Publishing service on German language systems.
517997	If an archived (ZIP) raw data file was manually unpacked, and the archived version was kept some raw data could be lost when Maintenance next ran.

Ignite

Tracking Number	Description
512354	When in grid-view, and zoomed in on the browser to 67% or more the scroll bar would not be visible when more than 25 records were returned in Ignite's History page.
512364	When the language is set to French in YSE. Ignite was still defaulting to English until each agent logged in and refreshed the screen.
512388	In some cases Web ignite was not showing state changes or voice controls due to too many device monitors being attempted by the system.

Tracking Number	Description
513251	Intermittently user's Status in Web Ignite was becoming stuck.
513774	After a server reboot, emails already in the system for over 24 hours would lose their Screenpop variable.
515865	If a security role prevented an agent from seeing stats on a particular queue, then that queue was not found in the transfer destination screen.
516914	When an Agent has gone resilient, entering a Classification Code expires the worktimer immediately.
516964	After making an Agent Blended, they were displaying as opted out of Voice on first Login.
517597	If an agent pressed the Cancel Request help button twice then the original caller was being disconnected.
518944	When dialing 11 digit numbers in Ignite, the outbound prefix was not being prepended.
519067	Intermittently inserting an Email reply template was failing.
519068	Users were unable to create a global reply template in Web Ignite which contained an embedded URL link to a picture.
519975	When an agent was logged out due to a requeue, existing calls could become stuck in the user's Inbox.
520268	The Global App Setting for default font size could be set to odd numbered point sizes, but the actual editor screen in Web Ignite only allowed for even numbered point sizes.

Installation and Upgrade

Tracking Number	Description
509324	Installing the client component pack on a 32bit Windows 10 computer resulted in an error with the installation of Microsoft Visual C++ Redistributable 2013.
518065	After upgrading from 8.1.X.X to 9.3.2.0 some SQL inside Execute activities no longer functioned.

IVR Routing

Tracking Number	Description
512459	When adding a DNIS range within an existing DNIS lookup, additional zeros were being added to each number.
513860	When remote IVR servers were synchronizing with the MiContact Center server, recordings filed under manually created folder structures in the IVR folder were not brought over.
517619	In rare cases calls were being routed incorrectly based on a race condition in workflow execution.
520867	Callbacks that contained an apostrophe (') in the caller's name were being requeued instead of attempted.
521834	Text to Speech was no longer functioning after applying HotFix KB521569.

MiCCSDK

Tracking Number	Description
517923	When using MiCCSDK to query Elasticsearch contacts, some queries were returning duplicate results.

Multimedia

Tracking Number	Description
512986	Cloudlink chat did not support a Question Mark symbol ((?) in the Embedded chat name.
517559	Cloudlink Transcript timestamps were sent in UTC instead of local time zone.
517560	The WebFormCallback Calendar control was offered in English regardless of configured language.
518034	Schedule exclusion dates were being checked without the year, resulting in exclusions from previous years being applied.
518271	If the Enterprise Server service was slow to respond, then items set NoReply by a workflow activity may still be offered to the queue.
518687	Intermittently the Cloudlink chat was not displaying the Names in conversations.
518689	The "Media" label within the Global Reply Templates editor was incorrectly translated in Dutch.
520430	Multimedia items were not following Queue Priority across media types.

Reporting

Tracking Number	Description
512357	Consolidated Reporting: If the QueueID was blank, MSMQ would fail to file the Queuefacts.
513689	After a PBX restart the Enterprise service reacts as if the data is starting a new day, causing Employee Shift discrepancies
516024	LifeCycle reports were intermittently linking two calls into one entry.
516755	The Callback Queue Performance report was not including requeued callbacks in it's total count.
517479	The Schedule Coverage Totals by Type report did not match the schedule coverage shown in the WFS client.
518032	Chat Performance reports were showing an increased number of offered and abandoned chats.
518035	When using the ProcessConferenceRecordsInLifecycle GASE setting, some conference calls were not pegging in Performance reports.
519914	Reports were not being emailed via an outlook server using EWS.

WorkForce Management

Tracking Number	Description
518269	The Teleopti connector was not sending the Node ID with Path records.

Tracking Number	Description
520246	Historical WFM data in 15 minute intervals was not showing data for the Agent-Queue option.
520429	WFM files were not being uploaded to the correct location via FTP.

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Contact Center Client

Tracking Number	Description
521583	Real-Time monitors were showing queue stats inconsistently when the queue was disabled for real-time.
523519	Ring Group members with Advanced Supervisor licenses were unable to control their extensions via the Contact Center Client.
523836	Customers using MiVB version 9.2 were unable to perform transfers using the PSM or Softphone toolbar in Contact Center Client. This issue is resolved by upgrading the **MiVB to 9.3**.

Contact Center Management

Tracking Number	Description
513194	Users were unable to log in to applications if the password contained characters between < and > .

Tracking Number	Description
520128	In rare cases data summarization would fail when sending IVR data to SQL.
521822	Additional logging has been added to the Enterprise logs to warn if more than 99 SMDR records are linked to a single CallID, which may be the cause performance issues.
523039	Using the configuration options to add additional SQL Maintenance tasks was generating an error when it should be a normal log line. For more information on the process of adding additional SQL Maintenance tasks properly, please see the document attached to KMS article HO4193.

CCMWeb

Tracking Number	Description
512458	Changing a user's password via CCMWeb would fail if the password contained special characters.
520771	CCMWeb was returning an error when attempting to load the Workflow by Condition reports when the database contained a large amount of reporting data.

Ignite

Tracking Number	Description
508653	An agent who was coaching when the call is disconnected was becoming stuck showing as Outbound in Ignite.

Tracking Number	Description
514338	Dialing from Web Ignite was failing when the phone numbers contained special characters.
519719	The auto-created case IDs created a rude word. It was added to the exclusion list.
521486	Global Reply Templates which included the word **sample** in the tag name could not be found in Ignite.
521580	Extra logging was made available for troubleshooting Agents being unable to set themselves available. In order to enable this logging you will need to add the following entries to the Global Apps Settings Editor. • SectionGroup: **prairieFyre.BAL.DataAnalysis.Properties.Settings** • Name: **EnableLinkerTraceInfoLogging** • Value: **True** • SectionGroup: **prairieFyre.BAL.DataAnalysis.Properties.Settings** • Name: **EnableCallObjectsCleanUpAfterXsec** • Value: **30** • SectionGroup: **prairieFyre.BAL.DataAnalysis.Properties.Settings** • Name: **EnableLinkerTraceVerboseLogging** • Value: **False**
521668	Users were unable to dial out from Ignite if they put spaces in the telephone number.
521735	Updated the real-time logic so that Web Ignite status changes would display in a more timely manner.
521820	Intermittently Web Ignite was becoming stuck at a Loading screen when loading an email with an attachment that failed to load.

Tracking Number	Description
521847	Callbacks were not always showing correctly in Ignite History.
522320	Non-ACD calls which failed to connect were causing inbox items to become stuck in Ignite.
523134	The Callback monitor in Ignite allowed agents to Reject in-progress callbacks.
524122	Ignite users were unable to find employees with only an extension associated when transferring.

IVR Routing

Tracking Number	Description
517709	Intermittently the UPiQ port was playing an incorrect position to the caller due to a race condition.
519978	If the SMTP server was unreachable, an Email activity in a workflow would stall for 20 seconds.
520271	Abandoned calls were generating multiple callbacks each.
520337	When configured for Welsh language, the UPiQ was playing the English US voice for numbers.
520339	The "Your position in queue is…" audio file for Welsh was misnamed.
521903	Users were unable to configure a Variable Compare activity in an Open Media workflow.

Tracking Number	Description
523156	The default number of retries if a call is answered too quickly has been returned to 0. If you are having issues with agent greetings not playing when calls are answered too quickly you can use the following global application settings, but it may add a small delay before agent greetings are played. - SectionGroup: **Mitel.Routing.Mitel.Properties.Settings** - Name: **GetTransferredCallMediaRecordMaxRetryCount** - Value: **3** - SectionGroup: **Mitel.Routing.Mitel.Properties.Settings** - Name: **GetTransferredCallMediaRecordRetryDelayInMilliseconds** - Value: **500**
525149	Calls were still routing to the primary queue inside a Virtual Queue Group even though the MiVB was offline.

MBG Connector

Tracking Number	Description
523458	The MBG Connector no longer prompts for Local Administrator access if not found for the user. If a user does not have the permissions necessary the connector will now simply fail.

MiCCSDK

Tracking Number	Description
522100	Some complex queries to the MiCCSDK were timing out.

Multimedia

Tracking Number	Description
466734	New chat queues were generating Agent Greeting workflows on creation.
520431	Variable Compare activities checking the Destination Queue were routing incorrectly of the Queue Username was non-unique. The variable will now store the unique ID for the queue.
520462 522367	Intermittently the chat transcript on a CloudLink chat implementation was being mailed out twice.
521576	Intermittently chat queues weren't closing when the Scheduled closing time arrived.
521848	Open Media Variable Compares were failing, and causing all subsequent compares to fail if the string value contained an apostrophe.
523038	When a CloudLink chat session was terminated in the inqueue workflow, the system was marking it Handled or Abandoned inconsistently.
523220	In rare cases the CloudLink chat failed to connect chat with an agent.
525156	When the legacy chat was passing a Topic via URL, it was not being parsed, and therefore could not be shown in Ignite's Toaster.

Reporting

Tracking Number	Description
496332	A spelling error on the Outbound column of Agent Performance by Queue was corrected.

Tracking Number	Description
506519	Email Queue Spectrum reports were miscalculating Column 8.
520244	Consolidated Reporting: The Duration of some Non-ACD calls were appearing in DeviceFacts AbandonedDuration.
520428	External HotDesking Agents were not pegging as an Internal call when dialing another device on the same MiVB.
520790	When using Ring Groups the Queue Performance by Month and Queue Spectrum by Period Handled reports indicated a different number of handled calls for the same Ring Group.
521494	In some cases Make Busy time was being included as call duration in Lifecycle reports.
521509	When running a Forecasting report from CCMWeb, the Increase/Decrease Average Handle Time values were not being taken into account.
521555	Email CDR reports were showing Segment End times before the Segment Start Time when account codes were in use.
521556	Consolidated Reporting: Data summarization was returning errors if agents were associated to too many agent groups.
521729	External HotDesking Agents were double-pegging some Non-ACD calls.
522321	Chat Multimedia reports were over-pegging Handled chats.

WorkForce Scheduling and Management

Tracking Number	Description
522036	The WorkForce Scheduling client log was showing the connection string in plain text. It will now be encrypted.
523828	The WorkForce Management for Teleopti was no longer aggregating queue data.

YourSite Explorer

Tracking Number	Description
471539 525157	The SMTP server will display port 587 regardless of the port that has been saved.
522092	YSE is unable to play an IVR prompt from a client PC.
522920	The outgoing mail port would revert to 443 in the UI if both incoming and outgoing were set to 587.
523460	When licensed as an IVR stand-alone, the Hunt Group tools were hidden in the workflow designer.

Appendix B: Release Over Release Changes from previous versions

MiContact Center Business version 9.0.0.0

Tracking Number	Description

401698	**Description:**
	
	• Previously the call was pegged only if it was finished within Business Hours, now it is pegged if it was started within Business Hours.
	
	Affected Statistics:
	
	• Increases will be seen in the following:
	   o ACD Count
	   o ACD Duration
	   o Time to Answer
	   o Answered Count
	   o Total Talk Time
	   o Total Time to Answer
	   o Service Count
	   o Offered
	   o External ACD Counts
	   o External ACD duration
	   o Total Calls
	
	Affected Reports:
	
	• Device by Device
	• Queue Performance by Period
	• Queue Spectrum by Period

402367	**Description:** • Previously the call was pegged only if it was finished within Business Hours, now it is pegged if it was started within Business Hours. **Affected Statistics:** • The Total Calls and counters are decreased **Affected Reports:** • Queue Spectrum by Period

Tracking Number	Description

410582	**Description:**
	
	• Call name and Caller number are now set correctly for some scenarios related to the consultation call.
	
	Affected Statistics:
	
	• Increases will be seen in the following:
	   o ACD Count
	   o ACD Duration
	   o Total Time to Answer
	   o Offered
	
	Affected Reports:
	
	• ANI by Queue

410701	**Description:** • In some cases the reason was not get when DND was removing from a phone. **Affected Statistics:** • Make Busy code will become 1 **Affected Reports:** • Agent Trace Event
411741	**Description:** • The hold requeue timeout duration is now pegged to the queue total. **Affected Statistics:** • Completed duration is increased **Affected Reports:** • Queue Performance by Period

Tracking Number	Description
412839	**Description:** • Previously if Agent Ringing ACD event was processed just before set MKB in case of simultaneous events, MKB was not pegged. **Affected Statistics:** • Make Busy count is increased **Affected Reports:** • Agent by Device • Queue Performance by Period • Agent Event reports

MiContact Center Business version 9.0.1.0

Tracking Number	Description
425574	**Description:** When an agent was in a MakeBusy state, and performed a Pick & Reply, their state was turned to ACD until they completed that item, then returned to the previous MakeBusy state. We were pegging a new MakeBusy punch each time they returned. **Affected Statistics:** MakeBusy Count may decrease **Affected Reports:** • Agent Performance by MakeBusy code
425576	**Description:** Calls were not pegged as Abandoned when the Called Party was reported as Busy. **Affected Statistics:** • Abandon Count may increase • Time To Abandon may increase **Affected Reports:** • Agent Performance by Period • Extension Performance by Period • Trunk Performance by Period

Tracking Number	Description
426070	**Description:** Ring-All Ring Groups were pegging all members with a Calls transferred to extension, instead of only the answering device. **Affected Statistics:** Calls Transferred to Extension may decrease **Affected Reports:** • Extension (Group) Performance by Account Code • Extension (Group) Performance by Day of Month • Extension (Group) Performance by Day of Week • Extension (Group) Performance by Month • Extension (Group) Performance by Period • Extension group Performance by Extension • Employee Performance by Extension
426623	**Description:** A call that abandoned while ringing would be linked to the next ACD call in some cases. **Affected Statistics:** • Duration may change • Time to answer may change **Affected Reports:** • LifeCycle reports
427354	**Description:** DNIS Performance by Queue reports were double-pegging calls **Affected Statistics:** • ACD Count may decrease • ACD Duration may decrease • Total Time To Answer may decrease • Abandon Count may decrease • Total Time To Abandon may decrease • Interflow Count may decrease **Affected Reports:** DNIS Performance by Queue
438395	**Description:** Email Queue Performance reports were not pegging the Continuing Case statistic. **Affected Statistics:** • Continuing Case may increase **Affected Reports:** • Email Queue (Group) Performance by Period • Fax Queue (Group) Performance by Period • SMS Queue (Group) Performance by Period

Tracking Number	Description
441463	**Description:** On sites where the same Path reporting number is used on multiple MiVoice Business, the reporting engine did not correctly differentiate by media server, and would peg some calls to the incorrect queue. **Affected Statistics:** • Handled • Answered by Group # • Total talk time • Total time to interflow • Total time to answer • Offered • Short handle • Service level % • All Spectrum report Columns **Affected Reports:** • Queue Performance by Period • Agent Group Performance by Agent • Agent Performance by Callback Queue • Agent Performance by Make Busy Code • Team Performance by Queue • Agent (Group) Performance by Queue • Queue Performance by Member • Employee (Group) Performance by Queue • Agent Performance Charts • Queue Spectrum reports

MiContact Center Business version 9.0.0.0

Tracking Number	Description
425574	**Description:** When an agent was in a MakeBusy state, and performed a Pick & Reply, their state was turned to ACD until they completed that item, then returned to the previous MakeBusy state. We were pegging a new MakeBusy punch each time they returned. **Affected Statistics:** MakeBusy Count may decrease **Affected Reports:** • Agent Performance by MakeBusy code

Tracking Number	Description
425576	**Description:** Calls were not pegged as Abandoned when the Called Party was reported as Busy. **Affected Statistics:** • Abandon Count may increase • Time To Abandon may increase **Affected Reports:** • Agent Performance by Period • Extension Performance by Period • Trunk Performance by Period
426070	**Description:** Ring-All Ring Groups were pegging all members with a Calls transferred to extension, instead of only the answering device. **Affected Statistics:** Calls Transferred to Extension may decrease **Affected Reports:** • Extension (Group) Performance by Account Code • Extension (Group) Performance by Day of Month • Extension (Group) Performance by Day of Week • Extension (Group) Performance by Month • Extension (Group) Performance by Period • Extension group Performance by Extension • Employee Performance by Extension
426623	**Description:** A call that abandoned while ringing would be linked to the next ACD call in some cases. **Affected Statistics:** • Duration may change • Time to answer may change **Affected Reports:** • LifeCycle reports

Tracking Number	Description
427354	**Description:** DNIS Performance by Queue reports were double-pegging calls **Affected Statistics:** • ACD Count may decrease • ACD Duration may decrease • Total Time To Answer may decrease • Abandon Count may decrease • Total Time To Abandon may decrease • Interflow Count may decrease **Affected Reports:** DNIS Performance by Queue
438395	**Description:** Email Queue Performance reports were not pegging the Continuing Case statistic. **Affected Statistics:** • Continuing Case may increase **Affected Reports:** • Email Queue (Group) Performance by Period • Fax Queue (Group) Performance by Period • SMS Queue (Group) Performance by Period

Tracking Number	Description
441463	**Description:** On sites where the same Path reporting number is used on multiple MiVoice Business, the reporting engine did not correctly differentiate by media server, and would peg some calls to the incorrect queue. **Affected Statistics:** • Handled • Answered by Group # • Total talk time • Total time to interflow • Total time to answer • Offered • Short handle • Service level % • All Spectrum report Columns **Affected Reports:** • Queue Performance by Period • Agent Group Performance by Agent • Agent Performance by Callback Queue • Agent Performance by Make Busy Code • Team Performance by Queue • Agent (Group) Performance by Queue • Queue Performance by Member • Employee (Group) Performance by Queue • Agent Performance Charts • Queue Spectrum reports

MiContact Center Business version 9.1.0.0

Tracking Number	Description
	Fixed an issue where a call after supervised transfer to ACD path was interflowed to another queue. It was double pegged for 'offered' and 'handled by group'.
	Fixed an issue where blind transfer to an internal extension was incorrectly pegged.

Tracking Number	Description
	Fixed an issue where Queue now - Agent Average Handle time didn't not reflect the time spent in Work Timer state when "Include Work Timer as part of Handling Time" option is set.
	Fixed an issue where the call after blind transfer to ACD path and requeue was not pegged in real time.
	Fixed an issue when supervised transfer was pegged with Outbound call and time.
	Fixed an issue where employee blind transferred outbound calls to an external number, outbound call was pegged twice.
	Fixed and issue where Offered and Handled counts were pegged twice when the call was transferred from 1st employee to 2nd employee.
	Fixed an issue where the duration of consultation part is added to ACD time for supervised transfer.
	Fixed an issue where short abandons when a call was ringing a queue showed in Queue Perf by Period, but not in Queue Abandon Spectrum.
	Fixed an issue where Agent Average Handle time in Queue now didn't not reflect the time spent in Work Timer state when "Include Work Timer as part of Handling Time" option was set on the queue.
	Fixed an issue where Abandons that happened when a call was ringing an agent's phone appeared in the Queue Performance by Period report but not in Agent or Employee Performance by Period.

Tracking Number	Description
	Fixed an issue where Queue Perf by Period report showed incorrect "Average speed of answer" when ACD call was overflowed/interflowed and requeued before being answered.
	Fixed an issue where account code/time did not not appear in Queue Performance reports after blind transfers.
	Fixed an issue where Interflowed calls were incorrectly pegged. Fixed an issue where double pegging occurred for a ring group for ACD offered and handled when Call Forwarding Always was enabled and a call was forwarded to an extension on the same PBX.
	Fixed an issue where double pegging occurred for ACD call handled when the call was transferred to a non-clustered ring group on a different PBX.

MiContact Center Business version 9.1.1.0

Tracking Number	Description

462978	**Description:** Some events indicating that a called party was busy and the caller was waiting in queue were being pegged as abandoned calls.
	
	Affected Reports:
	
	• LifeCycle
	
	    • Duration may decrease
	    • Abandon events may decrease

464421	**Description:** Double pegging occurred for outbound calls when two related SMDR records were received with the same calling party.
	
	Affected Reports:
	
	• Agent Performance reports
	
	    • Short Outbound count may decrease
	    • Outbound count may decrease
	    • Outbound duration may decrease

466047	**Description:** If a logged out agent performs a login while the Collector and Enterprise services are stopped (such as during a resiliency switch over), the voice agent state was not yet being monitored. If the MiVoice Business delivered a call to the agent, its state remained Unavailable.

Affected Reports:

- Agent Event

  - MakeBusy count may increase
  - MakeBusy duration may increase
  - Worktimer durtion may increase
  - ACD count may increase
  - ACD duration may increase
  - Outbound count may increase
  - Outbound duration may increase
  - Hold ACD count may increase
  - Offered count may increase
  - Ringing duration may increase

- Agent Performance

  - Total Time To Answer ACD may increase
  - Longest Time To Answer ACD may increase
  - Worktimer count may increase
  - Worktimer duration may increase

- Extension Performance

  - ACD count may increase
  - ACD duration may increase
  - ACD Time To Answer may increase
  - Outbound count may increase
  - Outbound curation may increase
  - Transfer Outbound count may increase
  - External ACD count may increase
  - External ACD duration may increase
  - Internal Outbound count may increase
  - Internal Outbound duration may increase
  - External Outbound count may increase
  - External Outbound duration may increase

- Queue Performance

  - Occupancy may increase
  - Answer ACD By Agent count may increase
  - Answer ACD By Agent duration may increase
  - Internal Outbound count may increase
  - Worktimer By Agent count may increase
  - Worktimer By Agent duration may increase

- Queue Spectrum

  - All columns may change

Tracking Number	Description
466066	**Description:** Calls forwarded to voicemail were being pegged as Outbound calls from the forwarding agent. **Affected Reports:** • Agent Performance reports • All Outbound statistics may decrease

MiContact Center Business version 9.1.2.0

Tracking Number	Description

466645	**Description:** Spectrum reports were intermittently pushing pegs one column too many.
	
	Affected Reports:
	• Queue Answer Spectrum
	    • Spectrums 2+ may decrease
	• Queue Abandon Spectrum
	    • Spectrums 2+ may decrease

470679	**Description:** When an ACD call was transferred to a second queue the ANI was updated incorrectly. **Affected Reports:** • LifeCycle reports

470941	**Description:** Intermittently some MakeBusy events did not peg in reports.
	
	Affected Reports:
	• Agent Performance reports
	    • Make Busy Count may increase
	    • Make Busy Duration may increase
	• Queue Performance reports
	    • Occupancy may change
	    • Make Busy Count may increase
	    • Make Busy Duration may increase
	• Agent Event reports
	    • Make Busy Count may increase
	    • Make Busy Duration may increase

472896	**Description:** When an agent answered an internal consultation call the raw SMDR from another internal participant was used to peg counts and durations.
	
	Affected Reports:
	• Agent Performance reports
	    • ACD Count may change
	    • ACD Duration may change
	    • Non ACD Count may change
	    • Non ACD Duration may change

MiContact Center Business version 9.1.3.0

Tracking Number	Description
479990	**Description:** The Requeue count was not pegging correctly. **Affected Reports:** • Agent Performance by Queue o Requeues may increase
480110	**Description:** Multi-segment call recording events were not being linked correctly int LifeCycle reports. **Affected Reports:** • LifeCycle o Recording duration may change

480416	**Description:** When a HotDesking agent made an outbound call via a SIP Trunk, the state change to Outbound did not occur until the call was answered. It should have changed as soon as the call was delivered.
	
	Affected Reports:
	• Agent Performance by Queue
	    o Make Busy Count may change
	    o Make Busy Duration may change
	    o WorkTimer Duration may change
	• Queue Performance reports
	    o Total Talk Time may change
	    o Occupancy may change
	    o Make Busy Count may change
	    o Make Busy Duration may change
	    o ACD Duration may change
	    o WorkTimer Duration may change
	    o DND Duration may change
	• Agent Event reports
	    o Make Busy Count may change
	    o Make Busy Duration may change
	    o Wrap Up Duration may change
	    o Non-ACD Count may change
	    o Non-ACD Duration may change
	    o Non-ACD Hold Duration may change
	    o DND Duration may change
	    o Outbound Count may change
	    o Outbound Duration may change
	    o Outbound Hold Duration may change

Tracking Number	Description

486951	**Description:** Agent Group Presence is now only tracked when the Agent is logged in.
	
	Affected Reports:
	• Agent Event reports
	   o MakeBusy Count may decrease
	   o MakeBusy Duration may decrease
	   o Wrap Up Duration may decrease
	   o ACD Count may decrease
	   o ACD Duration may decrease
	   o Non-ACD Count may decrease
	   o Non-ACD Duration may decrease
	   o Non-ACD Hold Duration may decrease
	   o DND Duration may decrease
	   o Outbound Count may decrease
	   o Outbound Duration may decrease
	   o Outbound Hold Duration may decrease

MiContact Center Business version 9.2.0.0

There were not statistical changes from MiContact Center Business 9.2.0.0.

MiContact Center Business version 9.2.1.0

Tracking Number	Description

480181	**Description:** When we received an ACD Ringing event from the PBX before the CallCleared event, we were registering the Agent state as Idle instead of compensating for the out of order records.
	
	Affected Reports:
	
	• Agent Group Performance reports
	
	    • ACD Duration may change
	    • Time To Answer may change
	    • Work Timer may change
	
	• Extension Performance reports
	
	    • Non-ACD Duration may change
	    • Outbound Duration may change
	
	• Queue Performance reports
	
	    • Total Talk Time may change
	    • Time To Answer may change
	    • ACD Duration may change
	    • Work Timer Duration may change
	
	• Queue Spectrum reports
	
	    • Call Counts may change

	Description: When Agents and Queues are on different media servers, there was a possible race condition resulting in a double-peg for ACD calls when the agent controller provided a path record first.
	
	Affected Reports:
	
	• Queue Performance by Period
	
	    • Answered may decrease
	    • Total Talk Time may decrease
	    • Service Level may decrease
	    • Offered may decrease
	    • DND Count may decrease
	
	• Queue Spectrum reports
	
	    • Call Counts may decrease

MiContact Center Business version 9.2.2.0

There were no release over release statistical changes in MiContact Center Business version 9.2.2.0.

MiContact Center Business version 9.2.3.0

The following table describes reporting changes to be expected when upgrading from Version 9.2.2.0 to Version 9.4.0.0.

NOTE: For a listing of areas of statistical changes from previous 9.X.X.X versions, please see Appendix B.

Tracking Number	Description
487213	**Description:** Worktimer was not cancelling correctly in Ignite when the agent was on an outbound call when the countdown reached 0. **Affected Reports:** - Agent Event Reports - Outbound Durations may change
492646	**Description:** Intermittently ACD Hold states were credited instead as ACD Short Handled **Affected Reports:** - Agent Event reports - Short Handle may decrease

493246	**Description:** LifeCycle reports were intermittently linking two calls into one.
	
	Affected Reports:
	
	- LifeCycle reports
	  - Number of reported calls may increase
	  - Duration may change
	  - Time to Answer may change

Tracking Number	Description

496091	**Description:** Depending on PBX timing, a call with enabled Auto Answer may become stuck in Web Ignite. This prevented the agent from applying account codes. In these cases changes to outbound durations may exist.
	
	Affected Reports:
	
	• Extension Performance reports
	
	    • Outbound Duration may change
	    • Outbound Count may change

MiContact Center Business version 9.3.0.0

Tracking Number	Description
491201	**Description:** Prior to this change, in some call scenarios where an IVR transferred a call to an external number some calls were not being counted as transferred to an external number. **Affected Statistics:** • Calls terminated in the IVR count • Non-ACD calls handled count **Affected Reports:** • IVR Routing DNIS Group Performance by Period • IVR Routing DNIS Group Performance by DNIS • IVR Routing DNIS Group Performance by DNIS by Period • IVR Routing DNIS Performance by Period

Tracking Number	Description
492743	**Description:** Agents with names longer than 50 characters fail to summarize if Lifecycle Reporting is enabled. **Affected Statistics:** All statistics will not be summarized during Maintenance **Affected Reports:** • All reports
496226	**Description:** Employee Group Adherence reports occasionally have all zeroes on certain days **Affected Statistics:** All statistics within the Adherence reports **Affected Reports:** • Employee Adherence Trace • Employee Group Adherence by Period • Employee Group Time Out of Adherence by Employee by Day of Month • Employee Group Time Out of Adherence by Employee by Day of Week

Tracking Number	Description
497621	**Description:** Email Agent double pegging Completed counts when the Email is transferred from Agent to Queue **Affected Statistics:** Email Agent Completed may be reduced **Affected Reports:** • Email Agent Performance by Period • Agent Group Performance by Agent • Agent Group by Media Server by Agent
504751	**Description:** Data Summarization writes data and claims success when delete phase fails. When this occurs, double pegging will be the result. **Affected Statistics:** All statistics potentially affected **Affected Reports:** • All reports

MiContact Center Business version 9.3.1.0

Tracking Number	Description
509094	**Description:** Outbound calls were being pegged as "+2" during conferences **Affected Statistics:** - Out Count - Transfer Out - Internal Out Count - Time To Answer - Duration **Affected Reports:** - Agent Performance by Period - Extension Performance by Period - Call Accounting Trace

MiContact Center Business version 9.3.2.0

Tracking Number	Description
509039	**Description:** Prior to this change if an agent logged into and then logged out of an extension and Exclude Open Media if Voice was set, the agent would be set to Make Busy if another agent answered a call on that extension. **Affected Statistics:** • Make Busy count • Time to Answer • Total Time to Answer ACD • Maximum Total Time to Answer ACD • Occupancy **Affected Reports:** • Agent Event by Period • Agent Performance by Period • Agent Performance by Account Code • Agent Performance by Make Busy / DND Code • Agent Performance by Period • Agent Shift by Period • Agent Group Event by Period • Agent Group Performance Make Busy • Agent Group Performance Period • DNIS Performance by Period • DNIS Group Performance by Period • Employee Performance by Agent ID • Employee Group Performance by Employee • Extension Performance by Period • Extension Group Performance by Period • Queue ANI by Area Code • Queue Performance by Agent • Queue by Performance Period • Queue Group Performance by Account Code • Queue Group Performance by Period • Queue Group Performance by Queue • Trunk Performance by Period • Trunk Group Performance by Period

MiContact Center Business version 9.3.3.0

Tracking Number	Description
514471	**Description:** Chats that cleared with a handled reason of NoReplySpam were treated as completed calls and the time the chat was in the queue was treated as the time to answer. With this correction, chats that have a handled status of NoReplySpam are counted as abandon calls (long or short) and the time the chat was in the queue will be counted as the time to abandon. Generally, chats clear with a handled reason of NoReplySpam if the chat window is closed before the chat is delivered to an agent. **Affected Statistics:** • Chats Handled may decrease • Abandone (short and long) may increase • Average speed to answer may decrease • Average delay to abandon may increase **Affected Reports:** • Chat Performance reports • Multimedia Performance reports
516795	**Description:** Previously some calls which used an intra-switch trunk were being credited being credited as external calls and the call duration was credited as external call duration. With this correction, the calls will now be credited as internal calls and the call duration will be credited as internal call duration. **Affected Statistics:** • Internal ACD Count may increase • Internal ACD Duration may increase • External ACD Count may decrease • External ACD Duration may decrease • Internal Non-ACD Count may increase • Internal Non-ACD Duration may increase • External Non-ACD Count may decrease • External Non-ACD Duration may decrease • Total Talk Time may decrease • External ACD Duration may decrease **Affected Reports:** • Agent Performance reports • Queue Performance reports

MiContact Center Business version 9.3.4.0

There were no statistical changes in this release.

MiContact Center Business version 9.3.5.0

Tracking Number	Description
520790	**Description:** Queue Performance by Month and Queue Spectrum reports were showing different Handled counts. **Affected Statistics:** • Calls Handled • Calls Offered • Answered • Handling Time **Affected Reports:** • Queue Performance reports for Ring Groups.
508653	**Description:** Web Ignite was showing an Outbound state after a Coaching state and call disconnection. **Affected Statistics:** • Make Busy Count **Affected Reports:** • Queue Performance reports • Extension Performance reports • Agent Performance reports
520428	**Description:** External HotDesking Agents calling another Agent or Extension on the same controller were not pegging as internal calls. **Affected Statistics:** • Non-ACD Count **Affected Reports:** • All Performance by Period reports • Agent Group Internal/External Call Counts by Agent

Tracking Number	Description
522321	**Description:** Chat Multimedia reports were over-pegging Handled. **Affected Statistics:** • Offered • Handled • ACD Offered • Average Time To Answer • Answer by Group • Average Handling Time **Affected Reports:** • Chat Multimedia reports
523151	**Description:** Call Audits were clearing some calls prematurely. **Affected Statistics:** • Call Counts **Affected Reports:** • Extension Performance reports