MiContact Center

Release Notes

Version 9.1.0.0

December 2018

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 9.1.0.0

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

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

Essential installation and upgrade information for MiContact Center Version 9.1.0.0

If upgrading from a previous version, the MiContact Center Version 9.1.0.0 upgrade must be installed on top of MiContact Center Version 7.0.x.x, 7.1.x.x, 8.0.x.x, or 9.0.x.x. This release contains defect fixes and features that are available only with Version 9.1.0.0.

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

To back up telephone system and configuration data

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

Please note the following:

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

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

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

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

Mitel Telephone System	Supported Versions
MiVoice Business	7.2 SP1, 8.0 SP3, 9.0, 9.0 SP1
MiVoice Border Gateway	9.1, 9.2, 9.3, 10.0 SP2, 10.1

To download MiContact Center software:

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

Solution Level Compatibility

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

Compatible	No Longer Compatible
MiVoice Business 9.0 SP1, 9.0, 8.0 SP3, 7.2 SP1	MS Server 2008
MBG 10.1, 10.0 SP2, 9.3, 9.2, 9.1	VMWare 5.5
MiCollab 8.1 SP1, 8.1, 8.0 SP1	
MiVCR 9.2, 9.1 SP4, 9.0	
OIG 4.1 (with Salesforce Winter 2019)	
Windows 10, 8.1, 8, 7	
Microsoft SQL Server 2017, 2016, 2014	
Windows Server 2016, 2012R2, 2012	

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

Product enhancements and functional changes

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

Product or Feature	Description
MiCollab SIP Softphone	MiCollab SIP Softphone feature enables the Hot-Desking agent to handle calls using the MiCollab SIP Softphone. To enable this functionality, go to Web Ignite > Phone configuration page and select the MiCollab SIP Softphone radio button. If you are using MiCollab SIP Softphone, you do not need to select base extension. Note: The controls on MiCollab SIP Softphone can be used only through Web Ignite. In order to use this feature, you must be running MiCC 9.1, MiVB 9.0 SP1, and MiCollab 8.1 SP1.
IVR Schedule Activity Time Zone Support	This feature allows the administrator to schedule an activity based on the local time of the IVR Routing server. In Your Site Explorer, Time Zone Region drop-down list is added to the Properties of the schedule activity. By default, the value for the Time Zone Region is set to Local, which is the local time of the IVR Routing server.
Work Force Management – Teleopti	The WFM feature for Teleopti users is enhanced with an option for including Multimedia agent data, reports, and real-time streaming. The Use Employee based stats check box has been added to the Teleopti WFM page in CCM Web. Selecting this check box allows users to include the multimedia data and reports.
SSL/HTTPs	In conformance with recent security standards and browser protocols, MiContact Center Business installation is HTTPS/SSL enabled by default. To enable the MiContact Center Enterprise Server to use and support secure communications, you must specify the FQDN of the Enterprise Server during installation and select the Use SSL check box in the installation wizard. Selecting this option enables secure communication during the client component pack installation.

Product or Feature	Description
DPC UI for Transfers updated	The behavior of Call Transfer for Blind Transfer and Consultation Call has been updated. Note: This behavior is applicable only to voice conversations in the Inbox. The behavior of other types of transfers such as queued conversations, invites, and help requests has not changed. If you select to transfer a call and hover the mouse over the contact, the Blind Transfer and Consultation Call buttons are enabled. If you hover the mouse over a contact, all the dialable numbers associated with the contact are listed. If the contact has only one associated dialable number, you can directly select the dialable number; if the contact has more than one dialable number, you must select the number and click the Transfer button to transfer the call.

Where to find the latest information

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

MiContact Center, Business Reporter, and Call Accounting documentation:

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

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

Product areas improved in this release

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

Tracking Number	Description
402367	RQST00000704474 - Description: Service level not calculating correctly according to our SL document. It shows less than manually calculated.

Tracking Number	Description
426245	RQST00000738940 - Customer Keeps Getting 'Error Request Entity Too Large' when sending emails from Desktop Ignite
434072	RQST00000753376 - Agent reports showing incorrect requeue count
435745	RQST00000755432 - Error when opening WorkForce Scheduler client on Windows 10 machine, no issues opening on Windows 7 PC.
436780	RQST00000621335 - Spectrum IP led Wallboard compatibility note in System Engineering guide wrong.
438461	RQST00000758718 - Reports guide needs clarification
438472	RQST00000667660 - 8.1.0.0_IVR_Queue condition path unavailable doesn't work. Always matches TRUE (queue available when its not available)
438476	RQST00000760072 - Callbacks stopped processing until RoutingOutboundService was restarted
441436	RQST00000765209 - Collector on MiCC causing high CPU usage on PBX due to MiTAI reconnect logic
441657	RQST00000764643 - Web ignite contact not showing the call button when searching for an employee that has multiple extensions assigned to it
442899	RQST00000672099 - Norwegian spellcheck is not working properly due to missing characters. The data in the nb_NO.dic file does not include Norwegian characters (ø,æ,å). They are all set to "?".
443311	RQST00000760789 - Issues when dialing certain numbers from Web Ignite or during Callbacks
443613	RQST00000766885 - Unable to log into web-ignite but it gets stuck at loading (SSL not used)
445114	RQST00000773990 - Mitel.Routing.Workflow.Activities.Properties.Settings SectionGroup not present in Routing Inbound CONFIG file
445825	RQST00000754650 - High Disk I/O Citrix Datastores - Caused by MiAudio / Software constant crashes.

Tracking Number	Description
446049	RQST00000769133 - Agent Performance Chart Report Gives Inconsistent Data
446123	RQST00000767750 - Lifecyle reports showing blank Outgoing/Incoming numbers on random calls
446783	RQST00000771062 - May 1st doesn't summarize with SqlDateTime overflow. Must be between 1/1/1753 12:00:00 AM and 12/31/9999 11:59:59 PM error message
446931	RQST00000777995 - IVR Collected Digit activity including # in min/max
447052	RQST00000780844 : Web Ignite - Callback Request Monitor does not apply any security roles
447084	RQST00000777990 - Elastic Search Indices filling up HDD
447095	RQST00000779123 - Document change request: please add the supported Language Codes to MiCC business documentation
447336	RQST00000779391 - Lab Restore does not pacify remote servers (PBX Simulator will take down IVR if accessible)
447338	RQST00000779563 - Chat users receiving session retrieval errors and unable to communicate with the chat customer
447408	RQST00000767028 - Upgraded from 6.0.3.0 to 8.1.4.0 and when using auto answer the calls disconnect instead of answering (seems to happen in spurts)
447441	RQST00000778191 - MiTAI OS Exceptions after PBX crash
447620	RQST00000769703 - UPIQ Crashing on a regular basis
447646	RQST00000776217 - Inconsistent and unintelligible behavior by search algorithm in web-ignite
451686	RQST00000769453 - CCC Chat issues with Skype already running. GASE setting for UseCCChatOnly overridden by manual configuration default
454034	RQST00000778819 - IVR Ports stuck after Ringing you Back on failed transfer to Queue via Hunt Group

Tracking Number	Description
454136	RQST00000782037 - Agents cannot go available in group plus agents can only pick Chats
454332	RQST00000782611 - Request Help not releasing in Ignite (Web and Desktop) when call retrieved from hold
455515	RQST00000744359 - Trying to understand why the system is automatically adding +61 in front of SMS to a Fijian number.
457005	RQST00000781044 -Report Numbers Do Not Add Up (Ring Groups)
457291	RQST00000786849 - Changes made to employee in YSE only propagate to agents the first time - subsequent changes do not
457526	RQST00000779595 - INTERNAL / EXTERNAL reporting definition
457529	RQST00000778429 - Web Ignite users are sometimes having to F5 to refresh the session to see their correct state
457680	RQST00000784490 - Estimated Wait Time returning 0 seconds
457703	RQST00000778866, RQST00000788594 - MiCC Routing outbound service crash
458070	RQST00000779207 - Error when attempting to create new email in Web Ignite
458916	RQST00000787902 - Dialed Numbers being manipulated by Ignite
458998	RQST00000787743 – Realtime view not reset overnight - UC endpoints
459052	RQST00000788651 - Interflowed calls not matching SMDR records in Queue Perf by Period
459248	RQST00000793116 - System down due to MSMQ running out of resources - router_queue filled up with no way to be emptied: no Routing Media service
459249	RQST00000793540 - StorageService wasn't installed, this will cause issues with the audit routine that auto-resolves and auto-close cases
459345	RQST00000790957 - With a German OS email variable compare for email filtering on subject does not work

Tracking Number	Description
459404	RQST00000794605 - Trunk names erased after Media Server Synchronization.
459425	RQST00000781064 - Unable to transfer to Contact Extensions from Web Ignite
459427	RQST00000794708 - Email agents unable to view History when Allow Agent Preview is disabled
459429	RQST00000794043 - IVR failing to route calls based on SQL query - Invalid Destination
462977	RQST00000796444 - Web Ignite Dutch language shows "System empfangen" which is incorrect
464176	RQST00000796720 - Since the upgrade to 9.0.1.0 no stats for callbacks are working

Known issues

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

Tracking Number	Description
426513	In the Contact Center Client, the Longest Wait time can flicker and inflate for a period of time after an Enterprise service restart.
443398	Web Ignite can view real time monitors on the dashboard even when May view real-time monitors is not selected in the security role.
453839	If a call to ring group 1 is blind transferred to ring group 2 (on different PBX), and the call is not answered which causes it to ring back on ring group 1 the Queue Performance by Period report does not peg the ring back properly to group 1.
454032	If a consultation call is made to Queue 1, offered to employee 1, and requeues, then overflows and is handled by EMP2, no requeue is pegged for employee 1 or queue 1 in Queue Performance by Period report.
455531	If a mobile voice employee manually picks a call from a queue, Web Ignite goes to a worktimer state.

Tracking Number	Description
458645	Record types are not displayed when making an outbound call by clicking on a number in a Salesforce record.
458743	An employee on a Non-ACD call makes a consultation call to Queue 1, then the call interflows to Queue 2, and the caller abandons the call while the employee is consults with a member of queue 2, the Queue Performance by Period report for Queue 1 does not show Offered or Interflowed peg counts.
463919	On an upgrade from 8.1.3.0 to 9.1 an email that was in queue prior to upgrade does not have the email signature applied when agent accepts the email after the upgrade.
464171	In Web Ignite, if employee 1 is consulting with employee 2, then employee terminates the consultation call, employee 1 has to hang-up the consultation leg of the call to get back to the caller.
464215	In Web Ignite if employee 1 is on call and invites an IVR port into the call, the DTMF from the dial pad in Web Ignite will not work properly. The employee must use the DTMF from their deskphone.
464218	During the failover, the ACD SIP Softphone in MiCollab shows 'Server Unavailable' even though it still functions.
464800	If an agent using the MiCollab ACD SIP Softphone cancels a request help before the supervisor answers the call, it terminates the call with the customer.

Fixes not included in MiContact Center Version 9.1.0.0

The following section lists the hotfixes that were not included in Version 9.1.0.0. If you have any of these hotfixes installed on your server, upgrading to 9.1.0.0 is not recommended.

Tracking Number	Description
459034	Time to Answer is skewed when a chat is transferred to second queue
463927	Android phones are not able to clear out the name, email, and question fields within the chat window
464315	Queue by Member and Queue by Period reports show a discrepancy for one day

Tracking Number	Description
464434	Agent Inbound Trace showing 15 second duration on 15 minute call

Release over release statistical changes

The following table describes reporting changes to be expected when upgrading from Version 9.0.2.0 to Version 9.1.0.0.

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.
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.

Description
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.
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.