MiContact Center Business

Release Notes

Version 10.2.0.0

September 2024

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

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks Corporation. The information is subjected to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate changes.

MiContact Center Release Notes
Version 10.2.0.0
September 2024

Table of Contents

Release Notes for MiContact Center Version 10.2.0.0

This document describes the following components related to MiContact Center Version 10.2.0.0:

- 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 10.2.0.0

The MiContact Center Version 10.2.0.0 upgrade must be installed on top of MiContact Center Version 9.X.X.X, or previous 10.0.0.X. This release contains defect fixes and features that are available only with Version 10.2.0.0.

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 10.2.0.0 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.
- Microsoft .Net 4.8 is required. This will be updated automatically on the main MiContact Center Business server, but must be installed manually on any Client PCs and remote IVR servers.

- 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.
- If using Neverfail, please see KMS article HO2911 for detailed additional instructions.

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

Premise Installations

Mitel Telephone System	Supported Versions
MiVoice Business	**10.1 SP1,** 10.1, 10 SP2, 10 SP1, 10, 9.4, 9.3, 9.2, 9.1 SP2, 9.1 SP1, 9.0 SP3, 8.0 SP3
MiVoice Connect	**20.0**. 19.3 SP3, 19.3 SP2, 19.3 SP1, 19.3, 19.2 SP3, 19.2 SP1, 19.2, 19.1 SP2
MiVoice 5000	**8.2,** 8.1 SP2, 8.1 SP1, 8.1, 8.0 SP2, 8.0 SP1, 8.0, 7.2 SP6, 7.2 SP5, 7.2 SP4, 7.2 SP3, 7.2 SP2, 7.2 SP1, 7.2, 7.1 SP1, 7.1, 7.0 SP2, 6.5 SP1, 6.5
MiVoice Office 400	**7.1 SP2**, 7.1 SP1, 7.1, 7.0, 6.3, 6.2
MX-ONE	**7.7,** 7.6, 7.5 SP1, 7.5, 7.4 SP2, 7.3 SP3, 7.3 SP2, 7.3 SP1, 7.3
OpenScape Voice	**V10 R3.29.0**
OpenScape 4000	**V11 R0.22.0**

Note: versions in bold are active environment testing for this version. All others were checked by technical analysis.

Note: PR and HF releases are supported at the same level as the base version they install onto.

- 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 10** > 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.

Please see KMS article HO3277 for best practices:
https://mitel.custhelp.com/app/answers/answer_view/a_id/1012464/loc/en_US

Solution Level Compatibility

The following table outlines the solution level compatibility that V10.2.0.0 has been validated against.

Premise Installations

Product	Compatible	Newly Compatible	No Longer Compatible
MiVoice Business	**10.1 SP1,** 10.1, 10 SP2, 10 SP1, 10, 9.4, 9.3, 9.2, 9.1 SP2, 9.1 SP1, 9.0 SP3, 8.0 SP3	10 SP2	
MiVoice Connect	**20.0**. 19.3 SP3, 19.3 SP2, 19.3 SP1, 19.3, 19.2 SP3, 19.2 SP1, 19.2, 19.1 SP2		

MiVoice 5000	**8.2,** 8.1 SP2, 8.1 SP1, 8.1, 8.0 SP2, 8.0 SP1, 8.0, 7.2 SP6, 7.2 SP5, 7.2 SP4, 7.2 SP3, 7.2 SP2, 7.2 SP1, 7.2, 7.1 SP1, 7.1, 7.0 SP2, 6.5 SP1, 6.5		
MiVoice Office 400	**7.1 SP2**, 7.1 SP1, 7.1, 7.0, 6.3, 6.2		
MiVoice MX-ONE	**7.7**, 7.6, 7.5 SP1, 7.5, 7.4 SP2, 7.3 SP3, 7.3 SP2, 7.3 SP1, 7.3		
OpenScape 4000	**V11 R0.22.0 (SG0142.06, S0-E60.H0.020)***	**V11 R0.22.0 (SG0142.06, S0-E60.H0.020)***	
OpenScape Voice	**V10 R3.29.0**	**V10 R3.29.0**	
BluStar	**7.3.0.368,** 7.3.0.250, 7.3.0.340	**7.3.0.368**	
SBC	**V11 R0.00.0**	**V11 R0.00.0**	
MBG	**11.6 (11.6.0.138)***		
MiCollab	**9.8.2**, 9.7.1		
MIR (ASC)	**7.3**, 7.1 HF2		
OIG	**7.3.17**, 4.2		
MiVCR	**9.2.7**, 9.2.6		
Citrix XenApp/XenDesktop	**7.2407,** 7.2308, 7.2305, 7.2112, 7.1909	**7.2407**	

Nuance Speech Suite	**11.0.14**, 11.0.13, 11.0.12, 11.0.11, 11.09	11.0.14	
Nuance License Manager	**11.19.1**, 11.16.5		
Nuance Recognizer	**11.10.0,** 11.8.0, 11.7.0, 11.5.0	**11.10.0**	
Nuance Vocalizer	**21.12.13**, 21.12.9, 21.12.7, 21.0.6	**21.12.13**, 21.12.9	
MiCC Outbound	**22.03 SP2**, 22.03 SP1		
Microsoft CRM	2013, MS Dynamic 365		
Neverfail	**15.0**, 13.0, 12.1, 9.0U3, 8.5	**15.0**, 13.0	
Google Dialogflow API with Contact Center	V2		

* This indicates that you must use a very specific patch in order to maintain support.

> **Note: PBX versions in bold are active environment testing for this version. All others were checked by technical analysis.**

Internal Components

Component	Version
MiAudio	8.2.0.1
MiTAI Driver	2.2.0.2

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

Tracking Number	Description
MICCB-1375	WebChat customization improvements: • The Contact Us page can now display longer contact information without spilling over. • The Start Live Chat button has been expanded to accommodate longer words in other languages. • The Contact Information page can now show a Chat Unavailable message when the queues are closed. • A Show Day Of Week option has been added so that the customer may choose the day of week (Monday, Tuesday, etc.) rather than the default "Today" • Chat Transcripts are now sent using the language selected in the Chat Overlay, rather than the default in YourSite Explorer.

Tracking Number	Description
MICCB-1467	An Embedded Softphone in is now available in Ignite. • MiVoice Business, Mitel 5000, and MX-ONE sites can now use the MBG-based integrated softphone. This will require an MBG and Teleworker licenses (included with the MiContact Center Business voice agent). • OpenScape Voice and OpenScape 4000 softphones can be used with the Unify Phone softphone. **NOTE:** The Ignite Softphone is currently only supported in Chrome and Edge browsers.
MICCB-1665	A new option in Ignite has been added to the Customization section. With this option, employees can now have newly accepted items force focus to move to the Inbox from any other sections of Ignite. This option is enabled by default.
MICCB-2123	DPF Web Ignite WCAG Support and Compliance has been added for Chat.
MICCB-1583	WCAG Support and Compliance for the CloudLink Chat-Overlay.
MICCB-1836 MICCB-1837 MICCB-2081	3rd party Power BI Engine has added: • Template for Multimedia • Template for MiVB IVR, Hunt Group, and Port Utilization • Template for a read-only 360-degree view of the MiContact Center Business configuration.
MICCB-3384	Updated authentication support for Dynamics 365 with OAuth to no longer use Username/Password
MICCB-1722	The MiCCSDK has been updated with rate limiting to protect against potential DDOS attacks.
	FreeSWITCH has been updated to version 1.10.11 in order to include current security and feature updates.

Tracking Number	Description
	CONTROLLED INTRODUCTION: Support for OpenScape Voice and OpenScape 4000. **NOTE**: OpenScape 4000 must use version: **SG0142.06, S0-E60.H0.020**
	TECH PREVIEW: As part of our efforts in moving to a consolidated client in a future release, we have modernized Web Ignite to a current version of Angular and provided a more versatile framework. In doing so, the modernization work started in 10.1 has been continued. We have redesigned Web Ignite NG to provide flexible deployment options. In this tech preview, Web Ignite NG will support the CloudLink deployment to allow for initial feedback from partners and customers. After the tech preview, Web Ignite NG will be made available for on-premises deployments.

Product areas improved in this release

The following customer-reported issues were resolved in MiContact Center Version 10.2.0.0:

NOTE: For a listing of areas of improvement from 9.4.0.0 versions to current, please see Appendix A.

Tracking Number	Description
MICCB-1962	The Agent Group Management page in Ignite was ignoring language settings, and using the default language instead.
MICCB-4629	When using the ElasticSearch Manager's Email Storage Wizard, the created filter always used standard American date format, regardless of the server or YourSite Explorer configured settings.
MICCB-5249	Application usernames had become case sensitive. This has been reverted, and the username field is no longer case sensitive.
MICCB-5426	The link to event MAD0004 was not loading.

Tracking Number	Description
MICCB-5459	The Callback Queue Performance by Period report was not sorting the Activity Period column correctly.
MICCB-5461	Agents were able to view interactions from Queues outside of their Security Role.
TRIAGE-2423	French translations in the Cloudlink Chat-Overlay have been updated.
TRIAGE-2610	Unable to Merge contacts if the Name field needed to be edited.
TRIAGE-2819	YourSite Explorer allowed users to create variables that begin with a number, or "xml". Neither of these values would display in Ignite. Existing variables are not fixed during upgrade.
TRIAGE-2850	Agents using Ignite to transfer a call were unable to do so if the destination queue was in DND state, regardless of whether there was an Unavailable answer point configured.
TRIAGE-2898	In SIP environments, the CTI server could be misconfigured and saved when the formatting was incorrect. This resulted in agents being unable to answer a call in Ignite.
TRIAGE-2912	When a call abandoned why still ringing on an agent, Consolidated Reporting failed to peg this as an abandon.
TRIAGE-2918	The Installer would allow upgrades to Windows Server 2012 even after this version was no longer supported.
TRIAGE-2929	When an email was removed using the ElasticSearch Manager, the attachment was always left behind. There is now an option to delete both MSG and Attachment.

Tracking Number	Description
TRIAGE-2963	When a chat agent logged out while still on worktimer, the system failed to generate the required SMDR event. This resulted in the agent showing as logged in until midnight in reports.
TRIAGE-2983	When using ElasticSearch Manager to archive a emails, some errors required a Yes/No answer to proceed due to missing MSG files. There was no option for "don't ask me again". This has been added.

Known issues

The following section describes known issues in MiContact Center Version 10.2.0.0.

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.
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.
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.
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.

Tracking Number	Description
425645	Web Ignite - After the first swap, agent state stays ACD instead of ACD Hold.
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 number 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.
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.
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.
	The Uservoice feedback button is no longer present in Web ignite, and instead has been replaced by the Alerts/Notifications bell.
	When using the CM.com social media integration, currently sending outbound attachments does not function.

Release over release statistical changes

Ther following statistical changes are expected when upgrading from Version 10.1.0.5 to Version 10.2.0.0.

NOTE: For a listing of areas of statistical changes from 9.4.0.0 versions until current, please see Appendix B.

Tracking Number	Description
MICCB-5337	**Description:** When conferencing a Customer with Queue 1/Agent 1 + Queue 2/Agent 2, Agent 2 shows ACD On Hold instead of ACD. **Affected Statistics:** • HoldACDDuration • AnsACDByAgentDuration • HoldACDByAgentDuration **Affected Reports:** • Queue Performance reports • Agent Performance reports

Appendix A: Areas of Improvement from previous releases

MiContact Center Business version 9.4.0.0

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.

Tracking Number	Description
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.

Tracking Number	Description
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.
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.

Tracking Number	Description
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.
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.

Tracking Number	Description
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.

MiContact Center Business version 9.4.1.0

Contact Center Client

Tracking Number	Description
528451	Agents with 0 or 1 second worktimers were not updating with new call information when a new call came in immediately.

Contact Center Management

Tracking Number	Description
526390	When the **CreditAgentShiftMKBDNDToAllAssocQueues** setting in Global Applications Settings Editor was set to **False**, the value was not respected.
527856	An old sha-1 certificate was updated to sha-256.

Tracking Number	Description
529373	Security concern CVE-2016-7804 was resolved. An untrusted search path vulnerability in 7 Zip for Windows 16.02 and earlier allowed remote attackers to gain privileges via a Trojan horse DLL in an unspecified directory.
530064	An Elasticsearch crash was resulting in a very large memory dump file. The auto-heap-generation function has been disabled to address this.
533141	Some customers were encountering time out errors when compressing raw data. If needed administrators can now modify the time out value in the Global Applications Settings Editor. • Application: **MaintenanceAlarmDispatcher.exe** (you will need to type this in manually, as it is not in the GASE Dropdown list) • SectionGroup: **prairieFyre.Configuration.EnterpriseServices.Properties.Settings** • Name: **DefaultClientWCFOperationalTimeout** • Value: (This is a Time in HH:MM:SS format)

Ignite

Tracking Number	Description
523439	Some users found that emails were becoming stuck in a Hold state if they had parked the email, then logged out of Ignite for the day.
532945	An agent with an apostrophe in their name was unable to use the Request Help function.

IVR Routing

Tracking Number	Description
527857	Path Unavailable conditions applied against Unified Queue Groups were always returning a No Match value.
532472	Intermittently some variables were not being populated in IVR workflows.
532995 533012	Intermittently IVR was reporting a Bad Audio File.

Multimedia

Tracking Number	Description
530037	Chat variables were intermittently being shown twice.
533100	Using the forward slash (**/**) character in a chat overlay name caused the overlay to become un-editable.
535342	Some systems found that emails stopped being processed due to the mail server returning a *Rebex.Net.ImapException: EXPUNGE failed* error.
535356	After some email messages became stuck on the mail server, the system performance was greatly impacted as it kept attempting to retrieve those messages.

Reporting

Tracking Number	Description
521483	A call scenario was identified which would cause the Queue Performance reports to show a call duration, but 0 calls.
526784	The Trace reports were reporting the incorrect location for some area codes.
528701	Abandon times were not including previous requeues or unavailable times.
532680	In environments with queues and agents being on different media servers. Queue Performance by DNIS was double-pegging the durations of calls. A manual configuration option was added to address this scenario. • Application: **dataService.exe** • SectionGroup: **prairieFyre.BAL.DataAnalysis.Properties.Settings** • Name: **RemoveDuplicateDNISfields** • Value: **True**
532762	The Agent Performance by Callback Queue was crediting the entire queue's call stats, not only the selected agent.
532791	When the same queue reporting number is used on multiple media servers the Queue Performance by Period report was pegging all calls for all media servers.

YourSite Explorer

Tracking Number	Description
529400	The Quick Setup function for DNIS was not working for large ranges.
530169	Using the Test button for a Queue Condition check was returning incorrect results. The workflow itself was evaluating correctly.

Tracking Number	Description
532537	Users were unable to set an InQueue variable of DurationInQueue to a value grater than 24 hours.
532978	After a telephone system settings sync error which brought down an invalid COR setting, users were unable to modify devices in YourSite Explorer. Protection has been added to ignore the bad COR record.

MiContact Center Business version 9.4.2.0

Contact Center Client

Tracking Number	Description
516987	The Auditor tool did not function if you changed the configured port in YSE.
533189	When using MiccConfig to modify the name of an employee, it would accept the change in YSE, but continue to display the old name in CCC.

Contact Center Management

Tracking Number	Description
523834	When using the supportpackager.exe executable manually, it was still copying the package to a folder potentially accessible to the outside world.
533011	When alarms were configured to send to multiple emails, the system was only sending to the first in the list.

Tracking Number	Description
536094	When SMTP authentication was enabled and the configured password was 60+ characters, nightly maintenance would fail, and the data inspector would no longer show the media server.
536908	When applying new concurrent agent licenses, they were not taking effect until the Enterprise service was restarted.
537322	Foreign Key Constraint errors in the database were causing performance issues on live systems. Protection has been added to prevent this.
537349	Emails with attachments of PDF, Excel, JPG, PNG or MKV were causing parsing errors that resulted in performance slowdown.
537397	Systems using OAuth2 authentication were not being properly pacified when restored into a lab using Lab Restore.

Documentation

Tracking Number	Description
529545	SQL Views information has been added to the Consolidated Reporting Data Dictionary document.

Ignite

Tracking Number	Description
523180	When an agent was failed over to a resilient controller, they were unable to go available in Ignite.

Tracking Number	Description
532603	Occasionally a Case and Ticket were created even when disabled in configuration.
535061	Supervisors were able to see all callbacks in the Web Ignite widget when configured for "may only see my queues".
535123	The timestamp for each interaction in History Search was showing only the conversation start time,
536711	During a monitored transfer the focus in Ignite was remaining on the initial caller instead of switching to last called party.
537048	Outbound calls placed via Ignite were showing the Agent ID instead of the dialed number as the dialed number.
537299	When using a MiCollab SIP Softphone, outbound calls from Ignite were not showing the dialed number.

IVR Routing

Tracking Number	Description
537046	If multiple threads attempted to connect to the same ODBC connection at the same time, intermittent access errors were occurring.
537719	Intermittently DTMF tones were not being passed to the IVR.

Multimedia

Tracking Number	Description
526808	After the MiContact Center Business server was restarted, ScreenPopOnRinging variables configured were lost.
536502	When the TO address contained a mix of valid and invalid email addresses, the message was cloned too many times, resulting in duplicates in queue.
535635	When Inbound workflow is configured to transfer to a specific queue, and then that queues InQueue workflow then splits it several ways, the IVQ data in Ignite no longer shows correctly for all queues.

Reporting

Tracking Number	Description
532842 537471	Callback Queue Performance by Period was not tallying total callbacks offered correctly.
533099	Agent Group Performance by Agent was showing an Agent Shift time over 24 hours if a date change record arrived late and was written to the following day in raw data.
533132 535641	The DeviceFacts table for Consolidated Reporting would sometimes show an ACDHoldDuration value in the negatives.
533334 535153 536976	Protection added to address specific days failing to summarize.
535339	When Consolidated Reporting was enabled the RawEvents column in MiCCRawReportingEvent was ot being populated by summarization.

Tracking Number	Description
536035	Calls to a Ring Group on a failover media server were pegging all calls, including those taken by the primary.

WorkForce Management

Tracking Number	Description
535024	Agent Performance Stats was not sending multimedia statistics via the Teleopti connector.

WorkForce Scheduling

Tracking Number	Description
528612	When running a forecast for greater than 4 months, the managed agent data was returning a zero value.
528629	Forecasting reports were only working from 1 week's data at a time.
529344	There were discrepancies between the Forecasting tool, and a Forecasting report run from CCMWeb
536123	When a Time Off balance is a negative value, it would not display in the Employee Portal.

YourSite Explorer

Tracking Number	Description
535126	The context sensitive help menu in YSE was throwing an error if you selected a specific section, then clicked the button.
535636	Workflow validation was allowing an invalid activity to be copied from another workflow type.
536217	The YSE help menu was throwing a script error.

MiContact Center Business version 9.5.0.0

Contact Center Client

Tracking Number	Description
536931	In some Ring Group environments the Auditor was failing to load certain dates.
536994	The CCC screenpop was launching in IE rather than the default browser.
540279	QueueNow monitor was showing queues as Open when there are no agents logged in and present, and the Agent Group was configured to not queue calls without anybody present.
541125	Admin users were unable to route calls to a second queue using the IVQ monitor.

Contact Center Management

Tracking Number	Description
525192	In some cases the ICC queue controls were not following the configured schedule.
535572 537325 544691	The concurrent licensing engine was counting some agents as logged in when they were not.
536194	On a high volume site the MiCCSDK was using an excessive amount of the available CPU, causing performance issues.
536732	Sites using Cloudlink chat were seeing benign HTTP 500 errors in logging.
537300	Backups were failing in environments with long path names.
537658	The default timeout for creating a support package has been changed to 90 minutes (from the previous 30). A GASE setting has been added should a site wish to change this timeout value. • Application: *(leave empty)* • SctionGroup: **prairieFyre.Configuration.EnterpriseServices.Properties.Settings** • Name: **CreateSupportPackageTimeout** • Value: *(set value in HH:MM:SS format)* • Description: *(You must enter a value here, but it can be anything)*
538316	Users created via a synchronization from the MiVB were not being prompted to change their initial passwords.
539290	One of the SQL Maintenance scripts was not packaged.
539485	The MiTAI Proxy service would fail to restart if one of the MiVBs was unable to connect.

Tracking Number	Description
540468	When ElasticSearch crashed it was leaving behind a large and unnecessary dump file.
541090	An error indicating a password policy violation misquoted the Max Length possible.
541705	The Maintenance Alarm Dispatcher was showing the SQL Authentication password in it's log file. This has now been sanitized.

Ignite

Tracking Number	Description
515818	If a site enabled CloudLink chat, then removed Chat from YSE agents were receiving login errors for chat after.
520148	When a reply template used the EmployeeFirstName variable, the outgoing email was showing the variable name itself.
532937	An agent using a MiCollab SIP Softphone was unable to call a group with a direct page.
533309	When searching contact history in Web Ignite the Call button was available on interactions where it should not be, but would do nothing if clicked.
536973	Intermittently phone number identification would match on a partial number instead of the complete.
537354	When an agent configured for all media types changed to MakeBusy while in a chat WorkTimer, they would instead of set back to Idle.

Tracking Number	Description
539339 541443	One site experience multiple agents being unable to view Dashboard and Queues pages in Ignite.
540448	Web Ignite performance was badly impacted in environments with large numbers of account codes.
541197	Agents were unable to see the date and time an email was queued without opening the More Details tab.

Installations and Upgrades

Tracking Number	Description
535025	When the backup directory was set to a UNC path the installer would halt at the diskspace check regardless of available space for the installation.
536737	The installer was updated to no longer deploy the ResetCcmUserPassword.exe application to remote systems. This should only be available on the Enterprise server.
538567	The Update Authentication button on the installer was unresponsive.
539278	The Redist Packer was intermittently finishing with errors due to some locked service files being included in the package.

IVR Routing

Tracking Number	Description
533526	When Interactive Queue Control is used to manipulate a callback, the reason code was logged incorrectly.
533592	The Path Unavailable check was not recognizing unstaffed queues.
540898	Calls were being dropped after a Supervised Transfer activity.
544013	The Make Call activity was unable to insert a caller's number as a variable.

Multimedia

Tracking Number	Description
535096	Intermittently the system would keep an email in the system before the Storage Service had confirmed that it was downloaded fully.
537355	Users were unable to change the font in their chat overlay to Bold.
538566	When using OAuth2, emails were showing as unread in Exchange after being moved to the Processed folder.
539327	In the Chat overlay, there were missing translations for Closed and Notifications, as well as aria-labels for those buttons.
540467	When an email came in from a contact with a # symbol as the first character of their email, the MiCCB was creating a new contact for them each time, rather than associating to the existing contact.

Tracking Number	Description
540716	A typo in chat overlay French translation corrected.
543773	The chat overlay custom location (controlled introduction feature) was not able to use the Window-Right option reliably.

Reporting

Tracking Number	Description
533523	When an extension forwarded a call to a Circular Cascade Ring Group, Consolidated Reporting would peg calls as abandoned which were answered by later extensions in the group.
539202	Callback IVR data was showing inflated numbers of calls offered to queue in Callback Queue Performance by period reports.
541044	Agent Event reports were not showing requeues.

Security

Tracking Number	Description
515755	Development and Verifications teams confirmed that HSTS configuration in IIS is supported with MiCCB.
521941	The MiXML service has been updated to correct an OpenSSL v.1.1.1 vulnerability.
523438	The MiXML service has been updated to correct a weak algorithm on it's security certificate. It is now using sha256.

Tracking Number	Description
535124	Third party libraries updated to harden overall security on shipped product.

YourSite Explorer

Tracking Number	Description
537047	When a user made changes to multiple media servers in YSE, and then saved-all, the system only saved one of the nodes changes.
539210	A supervisor with a read-only security role could not scroll to see all agents in an agent group. The scroll bar was greyed out.
539275	Email aliases with the & symbol could not be added to YSE.
539387	Re-opening a mail server tab when using SSL will revert the port to 587, even when previously saved manually to another value.

MiContact Center Business version 9.5.0.1

Tracking Number	Description
538564	If a conversation failed to save, then the routing engine would bring it back as a duplicate.
541198	When two traditional agents alternated using the same base extension, one agent taking a multimedia contact was setting the other voice agent into Overloaded state.
544038	Queue Performance reports were missing some calls pegs in Callback queues.

Tracking Number	Description
544422	LifeCycle reports were intermittently associating a Finish Work-Timer event to the wrong call.
545056	Users were unable to add an attachment to an email while the From address was still empty.
545225	During upgrade, some old DLL files were left in a temporary folder. These could cause conflicts in the MiCCSDK. They are now correctly cleaned.

MiContact Center Business version 9.5.0.2

Tracking Number	Description
537519 545315	Logging around CloudLink chat outage scenarios improved.
537699	Some calls which were transferred from one queue to a second were showing as Abandoned.
539274	Alarms with business hours set were still being sent to administrator emails after hours.
539465	When copying and pasting a Queue Group in YSE, only the first page of members were being kept in the newly created group.
539558	When the caller's number was private, Consolidated Reporting was showing in CustomerFactsa that calls to the IVR were internal.
539681	Voice Callbacks from a device with a '*' in its dialable were being submitted incorrectly.

Tracking Number	Description
540278	The "ALM0156 – Unable to move mails to processed folder" alarm was being raised due to token expiry in OAuth2 environments. This condition resolves itself, and the alarm was not needed.
540335	When an agent made an outbound call immediately after an ACD call ended, which was not answered, it would cancel the Work-Timer.
540416	Legacy Chats were showing double Offered and Abandoned values in Contact Center Client real-time.
540579	When using the Queue status activity in IVR against a Virtual Queue Group, the queue state results were intermittently generating errors.
541019	When a workflow was configured with Reset Repeats Counter disabled, and a routing loop was present then the workflow was not always halting when it reached the MaxGoToHits of 500.
541379	When importing workflows into IVR, the YSE was performing unnecessary licensing checks, which could result in errors.
542679	UK phone numbers beginning in 03 and 08 were not present in YSE configuration, resulting in dialing errors from Ignite.

MiContact Center Business version 9.5.0.3

Tracking Number	Description
539315	Agent Trace reports were cutting off some agent activity after they rolled over midnight in a Make Busy state. **NOTE: This fix has been rolled back due to unexpected side effects. It will be addressed in 10.2.0.0.**

Tracking Number	Description
539383	Internal calls that abandoned in queue were missing from Web Ignite's History.
540871	Some Requeues were not showing in Agent Performance reports.
543833	Some employees' Usernames were not showing in the top-right of the CCMWeb screen.
549611	One of the NL language files was named incorrectly, resulting in a manual selection to use it.
549641	If a customer's ARID changed for an upgrade, then ElasticSearch would attempt to migrate the newly created cluster instead of the existing one.
549863	Some upgrades to 9.5.0.2 were encountering Timeout errors during ElasticSearch migration if there was a large amount of data present.
549939	Logging for the Variable Compare activity was failing to Mask data even when configured to do so.

MiContact Center Business version 10.0.0.0

Tracking Number	Description
537659	The conversation flow was correctly established when supervisor switched to coach, then to barge, but is not removed when he came back to coach and silent monitor
539315	When an agent was left MakeBusy state overnight the Agent MakeBusy/DND Trace report was not crediting it properly.

Tracking Number	Description
541045	When comparing Agent State and QueueNow monitors, the number of agents Logged Out were incorrect in the QueueNow monitor.
544865	During an IVR workflow pressing the * key was inhibiting broadcast message from a PlayMessage Activity.
545024	The Phone Numbers table has been updated to include a number of missing U.S. area codes.
545089	The Bearer Token section of the AuthorizationServer page has been removed, as the functionality was no longer needed.
545546	Sites with very high Outbound call volume were experiencing periodic performance issues in the MiCCSDK engine and Ignite.
546175	After a held call was recalled, if AutoAnswer was enabled on the MiVoice Business, the realtime ACD statistic was being inflated.
546184	The CTI Toolkit was experiencing authentication errors when attempting to connect an app to the MiCCB server.
546500	If an email was received just before midnight on the last day of the month, it may be filed into the incorrect Index in ElasticSearch, resulting in the ElasticSearch Manager being unable to delete it.
549866	Some sites experienced errors with upgrades to 9.5.0.2 or higher, as the older ElasticSearch installation was unable to uninstall.
550113	When using the search function in Ignite for History, Cases, or Inbox if there were more than 8 interactions found, and a user pressed the "Show more" button, they would not be provided a scroll bar to see the entire list.

Tracking Number	Description
550324	If a supervisor without a logged in agent or extension attempted a Silent Monitor, then the call in question would be disconnected.
550349	If a site did not have at least one Multimedia license, then the Cloudlink tab in YSE would not be available, preventing Cloudlink Authentication being configured.
551919	After upgrading to 9.5.0.3 some sites found that real-time MKB or DND states for voice agents would only count up to 1 minute, then reset.
551920	The Employee Group Time Out of Adherence by Employee by Day of Month report was showing the wrong day of week.
552421	Intermittently when searching a Chat history, the client's name was not displaying.

MiContact Center Business version 10.0.0.1

Tracking Number	Description
541794	4-digit dialables were being matched to an area code in the Queue Unavailable Trace report, even though the Media Server was configured with Min/Max digits of 6 to 10.
544294	When Caller, Queue, and Agent were all on the same controller, the average speed of answer was not taking requeues into account in its calculation.
544442	Intermittently the LifeCycle report would show the IVR Port instead of the caller's ANI.

Tracking Number	Description
544738	When an employee's First and Last names had a combined total of over 50 characters the summarization would encounter errors. The limit has been increased to 50 characters for each field.
544939	The Agent Shift real-time monitor was not always showing the initial Login time.
545243	When a call was interflowed from a Ring Group over to an ACD Path the IVQ monitor was inconsistently showing it as a waiting contact.
546186	When a call is requeued and then answered, the first requeueing agent's greeting was played.
546322	If a logged out agent called a queue and then abandoned while ringing on another agent, then the system would log that agent in.
548143	When an agent transferred a call from one queue to another, the first queue's worktime was used.
548850	All servers were using the same Secret for Cloudlink tokens.
549524	The YSE online help did not cover MIR configuration.
549712	During a supervised transfer on a MiVoice 5000 environment, the Complete Transfer button was no appearing.
549986	IVR logging was improved to better capture cause when Rule Checks malfunction.
550493	In SIP environments, during a consult if both the Consulter and Consultee attempt to leave the call at the same time, the call would be dropped.

Tracking Number	Description
552981	Improved logging for troubleshooting cases where an out of date client application is remaining connected.

MiContact Center Business version 10.0.0.2

Tracking Number	Description
532618 544892 546176	Some calls were being linked in error by Lifecycle reports.
536940	When Extended Time to Answer was enabled in the SMDR Options of the MiVB, the SMDR Inspector was pegging abandoned calls as handled by an attendant
544243	Workforce Scheduling reports were not showing the Notes.
544470	Administrators could not set Hours Carried Over to 0 without also disabling the Available and Accumulated sections.
544677	The DurationInSystem variable was failing to account of number of days; only reporting on hours, minutes, seconds.
544727	Some Open Media PUT API calls were returning errors without a valid JSON.
545010	Queue Performance reports were intermittently double pegging calls.
546193	When a user had a security role with a security list they were unable to see any DNIS in Web Ignite for CLIP, even if the Security List had a DNIS Group associated.

Tracking Number	Description
549861	Administrators with access to the Call Recording options in YSE were able copy and paste the password for MIR into another media to unhide it.
550422	When a telephone number in Active Directory contained spaces, Web Ignite would not remove those spaces when trying to dial.
552248	Web Ignite was still allowing Silent Monitoring when a user's security role did not allow for the control of real-time status of devices.
553314	Intermittently DTMF digits sent from the MiCCSDK to the MiVB were being sent in the wrong order.
553315	Agents first and last names were being displayed in external chat replies.

MiContact Center Business version 10.0.0.3

Tracking Number	Description
549859	When using a security role to limit visibility in Ignite by queue, supervisors could still see all interactions in History/Cases regardless of queue.
552187	Supervisors could not see the Callbacks monitor in Contact Center Client unless they also had permissions to Read IVR Configuration in YSE.
553078	Users were unable to copy and paste workflows in YSE.
553466	The default HPiQ workflow and HPiQ callback save subroutines for French language were not available.

Tracking Number	Description
553646	Restoring a backup as a Lab Restore was still triggering welcome emails to all CloudLink users in configuration.
553900	Disabling summary options under the Multimedia media server caused previously summarized data to be deleted on re-summarization.

MiContact Center Business version 10.0.0.4

Tracking Number	Description
529270	Customers who were not licensed to use Flexible Reporting could still launch the application, create reports, but not run them.
550325	The Port monitor in Contact Center Client was not able to filter on Extension Type.
551783	When an external call went directly to a Ring Group, reports pegged it as Internal.
553098	When a caller's Land Line and Mobile numbers had different contact entries, Ignite would not match the Mobile contact correctly.
553315	Cloudlink chat was showing an agent's first and last name when Nickname was enabled.
554370	Intermittently Ignite would not connect when using the RTClientUseThreadBasedAsyncSend setting in Global Apps Settings Editor.
554452	When trying to conference in multiple parties, the Dial As option would stop being presented after the first.

Tracking Number	Description
555838	Sites with very large indexes in ElasticSearch were encountering errors during upgrade from 9.4.X.X or earlier.
556416	Users were unable to keep CCMWeb and Ignite open simultaneously due to token expiry.
556439	CCMWeb was continually flashing or refreshing.
556561	Summarization for previous day during maintenance was failing after upgrade to 10.0.0.3.

MiContact Center Business version 10.1.0.0

Tracking Number	Description
523904	If a report was set to Print to default printer, but that default was set in Windows as Print to PDF, the reporting service would become stuck processing that request.
524233	YourSite Explorer would return an unknown error when an Agent Group was saved with a special character in it's name.
532083	When an agent selected a chat reply template with a mailto: in it, the link was broken, failing to link everything after the @ character.
539316	The MiTAI driver service would intermittently not restart after a reboot.
546187	The installer was including the C++ 2010 Redistributable Package, even though it is no longer used.

Tracking Number	Description
549714	Chat idle timeouts were resulting in agents needing to manually refresh the window before replies appeared.
553230	It was possible to determine server version information from the HTTP response headers.
554581	CCMWeb was vulnerable to ErrorMessage Injection attacks.
555752	The Agent State monitor in Ignite no longer showed the text label for WorkTimer state.
555770	Some unnecessary files were accessible via the Websites on the MiContact Center Business server which were not needed.
556146	The Agent Performance chat report contained some mistranslations for the German language.
556347	Silent Installs without an ElasticSearch username or password would fail.
556536	When upgrading, if the Mitel CloudLink Daemon service was already installed, it would be installed again as an unquoted service.
556812	When using G729, messages and music were not being broadcast to the caller.
558328	When using an application to query the MiCCSDK, GetQueueState and GetQueueGroupStates were returning different results than if they were queried manually.

Tracking Number	Description
560105 560106	A vulnerability was found in Legacy Chat. See the following KMS for more information. https://mitel.custhelp.com/app/answers/answer_view/a_id/1020343/loc/en_US

MiContact Center Business version 10.1.0.1

Tracking Number	Description
533281	When the site was not licensed for voice reports, the CCMWeb interface still listed it as an available category. Browsing there resulted in an Access Denied error.
556144	Emails in queue which were transferred or requeued were not being ordered and delivered as expected.
556381	Emails with a single quote (') in their subject line were resulting in SQL Writer errors in Consolidated Reporting enabled sites.
558296	Applications were indicating an incorrect username and password even if the account in question had been locked out due to too many attempts.
559120	Multiple outbound callbacks to the same customer were not linking to the same case in Ignite.
560071	When the 24/7 schedule was modified in configuration, upgrades to 10.0.0.4 were encountering an error.
560309	Protection added so that Data summarization could complete when no new date record had been received by the MiVoice Business.

MiContact Center Business version 10.1.0.2

Tracking Number	Description
559198	The Email completed count was intermittently pegging twice for a single interaction.
560172	Using the MiCC Web Config, users were unable to update an Agent Group's members' presence.
560174	When searching reply templates, Ignite was returning templates from other media types as well.
560179 560235	If a user's Supervisor License was changed, added, or removed, that user may lose the ability to take chats in a CloudLink chat environment.
560181	If an Agent belonged to multiple Agent Groups assigned to the same Queue, then at times their presence would only update in the first agent group in QueueNow.
560496	In Legacy Chat and Open Media environments, some Abandon counts were missing pegs in Spectrum reports.
560518	Sites were unable to authenticate with an EWS mail server using Basic Auth.
560521	Proxy Updater was failing to install on remote servers.
560525	ElasticSearch snapshots which were deleted by maintenance were still being kept in ElasticSearch backups.
560581	Outbound workflows using Nuance were encountering TTS audio failures on sites where HPiQ was also enabled.

MiContact Center Business version 10.1.0.3

Tracking Number	Description
556866	A call that occurred on December 31st of one year, and ended on January 1st of the next year would trigger a Time Rollback alarm.
558926	Unexpected Idle records from the MiVoice Business were resulting in Agent Shift and Event reports not pegging all calls to an agent.
558989	When a customer uses the Embed in main window button on a chat in progress it would occasionally spawn a second chat in the system.
558990	The MiCC Web Configuration section in Web Ignite for Agent Management was showing historical reporting numbers.
560199	Some users found that editing a workflow in YSE would cause the application to crash.
560295	If an agent is deactivated in YSE while it is present in an Ignite Dashboard, moving away from the dashboard and back again would cause the data shown to corrupt, and lose extra agents.
560520	Variables from the InQueue workflow were becoming blank after UPiQ tapped the call.

MiContact Center Business version 10.1.0.4

Tracking Number	Description
540896	A new SMS Provider would not save to SMS config file if a duplicate SMS Provider phone number existed.
560425	When a DNIS is configured on multiple media servers, calls that passed through both would only peg to the terminating media server.

Tracking Number	Description
560488	When the Windows display language was set to some languages, backups would fail to generate.
561048	Users were able to log into applications using their email address instead of their username. This is now prevented.
561362	When historical devices and active devices are using the same reporting number, data summarization was encountering errors.
561392	In SIP environments, the dbo.RouterStateRecords table was not purging reliably.
561506	The Update License option on the installer was not visible, as there were more than 6 buttons to be presented. The GCP option was removed to make room.

MiContact Center Business version 10.1.0.5

Tracking Number	Description
558831	When an ACD call is placed on hold to consult with another queue, and returns to the original call due to the consult hanging up, the real-time state showed ACD Hold rather than ACD.
560486	In a SIP environment, when an agent transferred a call to another queue, the call info would remain in the original agent's inbox even after the transfer is complete.
560913	Supervisors were unable to silent monitor outbound calls.
561050	End customers were able to open multiple simultaneous chats by exploiting a race condition in the CloudLink. Protection has been added to minimize this.

Tracking Number	Description
561132	Calls that abandoned while ringing on an agent would have no options to flag for follow-up or resolve in History.
561142 561580	When viewing History in Grid Mode, 25 items would show, but the "Show More" button to view more was not available.
561168	Users without sufficient permissions to run reports in CCMWeb could still do so using URL modifications.
561170	The error in CCC advising that your account has been locked out due to multiple failed login attempts had not been translated into Dutch, and was still showing a generic authentication error.
561184	The installer would allow administrators to install MiContact Center Business onto Windows 2012, despite it not being supported.
561319 561544	When users were selecting items from History using Grid View, some buttons were missing.
561320	When looking at the queues in web ignite agents were seeing double scroll bars.
561375	When users were viewing History in Grid View, the left/right scroll bar was missing.
561399	The Authentication Logger log file was not tracking web logins.
561468	In SIP environments, when a workflow made a supervised transfer, it would not appear in History.
561733	Employee Portal access was requiring extra permissions in the user's security role, which should not have been necessary.

Tracking Number	Description
MICCB-4629	The ElasticSearch Manager was not respecting the time zone configured in YourSite Explorer.
MICCB-4716	In IVR, Prompts chosen as a variable were not playing.
MICCB-5203	In SIP environments sometimes the work-timer would increase indefinitely instead of counting down.

Appendix B: Release Over Release Changes from previous versions

MiContact Center Business version 9.4.0.0

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

MiContact Center Business version 9.4.1.0

Tracking Number	Description
	Description: Employee is left in an ACD state after a consult with second employee, and caller disconnected while on hold. **Affected Statistics:** • Hold Duration • ACD Talk Time **Affected Reports:** • Agent Shift reports • Queue Performance reports

Tracking Number	Description
	Description: Queue Performance reports counting calls to the same path reporting number when they actually arrived on a different Node. **Affected Statistics:** • ACD Call count **Affected Reports:** • Queue Performance reports
	Description: Abandon time discrepancies when the call was requeued previously, or transferred from an Unavailable point. **Affected Statistics:** • Abandon time. **Affected Reports:** • LifeCycle reports and Real-Time monitors

MiContact Center Business version 9.4.2.0

Tracking Number	Description
537471	**Description:** Requeued callbacks were causing additional pegs. **Affected Statistics:** • Requeue Count **Affected Reports:** • Callback performance by Period
536035	**Description:** Calls to Ring Groups were being pegged to a historical Ring Group on a secondary media server. **Affected Statistics:** • Offered count **Affected Reports:** • Queue Performance reports

Tracking Number	Description
536976	**Description:** Data summarization errors due to a Null reference in called trunk was resulting in accuracy errors on the Talk Times and Transfer counts. **Affected Statistics:** • Transfer In count • Talk Time **Affected Reports:** • Agent Performance reports • DNIS Performance reports • Extension Performance reports • Trunk Performance reports

MiContact Center Business version 9.5.0.0

Tracking Number	Description
539202	**Description:** Callback IVR data was showing inflated numbers of calls offered to queue in Callback Queue Performance by period reports. **Affected Statistics:** Calls Offered may decrease. **Affected Reports:** • Callback Queue Performance reports
541044	**Description:** Agent Event reports were not pegging requeues. **Affected Statistics:** Requeues may increase. **Affected Reports:** • Agent Event reports

MiContact Center Business version 9.5.0.1

Tracking Number	Description
544038	**Description:** Some records in callback queues were linked as Informational, and their durations were not included. **Affected Statistics:** Durations may increase **Affected Reports:** • LifeCycle
544422	**Description:** In some cases the Finish Work-Timer record was being attributed to the wrong call. **Affected Statistics:** Durations may change. **Affected Reports:** • LifeCycle

MiContact Center Business version 9.5.0.2

Tracking Number	Description
537699	**Description:** Call transferred to an ACD path on a different cluster incorrectly pegged as an Abandoned for a queue (on which the call was initially handled) due to SMDR linking limitations and the external ACD path not available in the YSE config. **Affected Statistics:** • Abandoned and Offered count(s) and associated durations [QueuePerformanceByPeriod] • TotalCalls and associated duration(s) [QueueSpectrumByPeriod] **Affected Reports:** • Queue Performance By Period • Queue Spectrum By Period • Agent Trace Reports • LifeCycle

MiContact Center Business version 9.5.0.3

Tracking Number	Description
540871	**Description:** Agent Performance by Queue not showing requeues whereas Agent Performance by Period, Agent Event by Period and Lifecycle show the requeues. **Affected Statistics:** • Requeues **Affected Reports:** • Agent Performance reports
539315	**Description:** For the overnight make busy scenarios where agent is on Busy state overnight, tblData_AgentTraceEvents is showing more MakeBusy Duration than expected as compared to tblData_AgentByMakeBusyCode table. **Affected Statistics:** • MakeBusy durations • Queue Performance durations that include MKB **Affected Reports:** • Queue Performance reports • Agent MKB/DND Trace

MiContact Center Business version 10.0.0.0

Tracking Number	Description
539315	**Description:** When an Agent was in either Make Busy or Do Not Disturb over midnight, and the data for the day has been summarized, those statistics may have been missing from the reports. **Affected Statistics:** • Make Busy Count and Duration • DND Count and Duration **Affected Reports:** • All MKB and DND related reports

MiContact Center Business version 10.0.0.1

Tracking Number	Description
544442	**Description:** Life Cycle data changes due to properly linking internal SMDR records based on time, and call id **Affected Statistics:** LC was creating new conversations for records that were part of an existing call. The changes to the linking have removed the new parent row and the one linking child row. **Affected Reports:** • LifeCycle reports
544294	**Description:** Queue Performance by Period average speed of answer incorrect when caller, queue, and agents are on the same controller and agents requeue calls. **Affected Statistics:** • Total Time to Answer may increase **Affected Reports:** • Queue Performance reports

MiContact Center Business version 10.0.0.2

Tracking Number	Description
553097	**Description:** Agent states data changes seen because we now move to non ACD state instead of agent staying IDLE when call is recalled. **Affected Statistics:** • Non-ACD Count • Non-ACD Duration • Idle time **Affected Reports:** • Agent Event reports • Queue Performance reports

Tracking Number	Description
545010	**Description:** Queue Performance by Period for RingGroup shows extra calls handled. **Affected Statistics:** • ACD Handled Count • ACD Offered Count • ACD Answered Count • Handling time **Affected Reports:** • Queue Performance reports

MiContact Center Business version 10.0.0.3

Tracking Number	Description
553129	**Description:** When an Agent removed the DND while being Out of Service, they still shows the agent as DND when he is back In Service. **Affected Statistics:** • DND duration **Affected Reports:** • Agent reports by DND code • Employee report by DND code

MiContact Center Business version 10.0.0.4

There were no expected release over release statistical changes when upgrading from 10.0.0.3 to 10.0.0.4.

MiContact Center Business version 10.1.0.0

There were no expected release over release statistical changes when upgrading from 10.0.0.4 to 10.1.0.0.

MiContact Center Business version 10.1.0.1

There were no expected release over release statistical changes when upgrading from 10.1.0.0 to 10.1.0.1.

MiContact Center Business version 10.1.0.2

Tracking Number	Description
553129	**Description:** In Legacy Chat and Open Media environments, some Abandon counts were missing pegs in Spectrum reports. **Affected Statistics:** • Call Count by spectrum **Affected Reports**: • Queue Abandon Spectrum

MiContact Center Business version 10.1.0.3

There were no expected release over release statistical changes when upgrading from 10.1.0.2 to 10.1.0.3.

MiContact Center Business version 10.1.0.4

Ther following statistical changes are expected when upgrading from Version 10.1.0.3 to Version 10.1.0.4.

Tracking Number	Description
560425	**Description:** DNIS was only pegging in the DNIS Performance by Period report on the node where the call terminated. This caused a mismatch on Non-ACD talk times. **Affected Statistics:** • Non-ACD Talk Time • Non-ACD Answer time **Affected Reports**: • DNIS Performance by Period

MiContact Center Business version 10.1.0.5

Ther following statistical changes are expected when upgrading from Version 10.1.0.4 to Version 10.1.0.5.

Tracking Number	Description
558831	**Description:** Real time status in Ignite and CCC were incorrect after a consult transfer call via Ignite. It showed ACD Hold instead of ACD **Affected Statistics:** • Hold ACD Duration • Answer time **Affected Reports:** • Queue Performance reports