

KB36453: Cancel Work timer fails in Employee State monitors

Problem

When using Interactive Contact Center to cancel the worktimer state for a hotdesking agent through an Employee State by Time or Employee State by Position monitor, the command will fail if the agent is in a hardware (PBX) worktimer. The cancel worktimer command will work if the agent is in a software worktimer state.

Symptoms

In the following scenario, the Cancel Work Timer command will fail and nothing will happen:

1. Open the Contact Center Client
2. Create an "Employee State by Time" or "Employee State by Position" monitor under the Real time menu
3. Once an Employee finishes the call and goes into worktimer state, right click the Employee and choose **Employee control=>Voice=>Cancel Work Timer**

Cause

Interactive commands to the PBX need to be translated to account for hotdesking and cancel worktimer requests were using a slightly different execution path that skipped the necessary translation.

Workaround

Issue "Cancel Worktimer" commands through any Agent State real time monitor in the Contact Center Client.

Resolution

Download the following hotfix to the CCM Enterprise Server: KB36453

Double-click the .exe file and follow the instructions.

NOTE: You must install KB35415 as a prerequisite before installing the above hotfix.

Click the following link to download KB35415: [KnowledgebaseArticle50802](#)

WARNING: Installing the hotfix will Stop and Start ALL prairieFyre services.

It is recommended to install the hotfix outside of regular business hours to avoid any potential service affecting issues.

Applies To

CCM version 5.7 GA

<http://www.prairiefyre.com/kb/KnowledgebaseArticle50889.aspx>

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