

Subject: Inability to Configure Schedules for the year 2017 in ShoreTel Contact Center 9 build 506.7.6901.0 and earlier

Date: January 6, 2017

Inability to Configure Schedules for the year 2017 in CC Director

Impact: Any Contact Center on build 506.7.6901 (GA16) or earlier will experience anomalous behavior after January 1 2017. Contact Center scheduling and scheduled reporting may not work as expected.

ShoreTel identified and addressed an issue in the Contact Center v9 where Contact Center (CC) Director could not schedule reports starting Jan 1, 2017. (Defect# ENG-349066). This issue was corrected in the build 506.7.8500.0 (GA17) and released in October 2015.

We are issuing this update again because we received recent reports of customers being impacted by this defect. If you are impacted, we strongly recommend an immediate upgrade to the most recent software version. Please contact ShoreTel Technical Assistance Center for further assistance.

This issue only affects ShoreTel Contact Center 9 builds 506.7.6901.0 and earlier.

Special Notes:

ShoreTel recommends that you stay current on all software. This issue was originally reported and corrected in software in October 2015.

PB 16087