



## IP Office Technical Tip

**Tip No:** 202  
**Date:** 7 April 2008  
**Region:** Global

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### Avaya Compact Contact Center (CCC) – Call Waiting Issue

Avaya wish to advise customers of an issue with Compact Contact Center (CCC) when used in conjunction with the IP Office 4.1 Q1 2008 Maintenance Release software 4.1(12).

The Call Waiting information displayed in the Call Center View or Wallboard applications may not update correctly when using this build of IP Office software.

Avaya have addressed this issue in a new build of IP Office software 4.1(1201), available from the Avaya Support Web site:

<http://support.avaya.com>

Customers already running IP Office software 4.1(12) do not need to upgrade to 4.1(1201) unless affected by this issue.

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