

## 6.0.1.1 - Delay in CCC when right-clicking on an Agent Card (INTERNAL)

### PROBLEM

In 6.0.1.1 through 6.0.2.0 when right-clicking on an Agent Card in CCC, there is sometimes a noticeable delay before the menu appears.

You can correct this by clicking on the **Application Menu => Options =>** and unchecking the **Display monitor device control option**.

For a more detailed instruction, please see article:  
[www.prairiefyre.com/kb/KnowledgebaseArticle51219.aspx](http://www.prairiefyre.com/kb/KnowledgebaseArticle51219.aspx)

### RESOLUTION

We expect to have this issue resolved in 6.0.2.1.

Internal Reference Number (TFS) 100473

### APPLIES TO

6.0.1.1 through 6.0.2.0

**Keywords:** CCC delay contact center client right-click agent card

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<http://micc.mitel.com/kb/KnowledgebaseArticle51835.aspx>

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