

Configuring Contact Center Client to use CCC Chat in an environment with Lync on some systems

NOTE: Contact Center Client Chat is now a return to service only product. For more information, please see the following article: <http://micc.mitel.com/kb/KnowledgebaseArticle52309.aspx>

PROBLEM

Your site is using CCC chat, but some client computers also have Microsoft Lync installed. In version 7 of the MiContact Center software, we auto-detect if Lync is present and set the CCC Chat to Lync Integration by default. In a mixed environment (where some people have Lync and others don't) you may want to use CCC Chat so that everyone can communicate. In order to disable Lync integration, a configuration change is required.

Skype-for-Business / Lync integration can also cause issues with CCC Profiles not loading properly. Users can create and save new user profiles in CCC, but when attempting to re-open these previously saved profiles, the profile does not open / comes up blank. No errors or warning are displayed. "Loading Profile" dialog appears momentarily and then disappears.

INSTRUCTIONS

1. On the Enterprise Server

For release 7.x --> go to **[InstallDir]\prairieFyre Software Inc\CCM\Services\ConfigService** and open the **GlobalAppSettingsEditor** application file. (You may need to right-click on it and "Run as administrator".)

For Release 8.x or Later --> go to **[InstallDir]\Mitel\MiContact Center\Services\ConfigService** and open the **GlobalAppSettingsEditor** application file. (You may need to right-click on it and "Run as administrator".)

2. **Type in** the following information, exactly as shown.

- Application: **ContactCenterClient.exe**
- SectionGroup: **prairieFyre.WinForm_Applications.ClientShell.Properties.Settings**
- Name: **UseCccChatOnly**
- Value: **True**
- Description: Enter a description here of why the change is being made. **NOTE:** There must be a value entered in this field to save.

3. Click **Save**.

NOTE: It can take 1 to 5 minutes for this value to save. Wait for the confirmation message before closing the GlobalAppSettingsEditor.

APPLIES TO

7.x, and 8.x

Keywords: CCC Lync mixed Chat Profile not loading blank

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<http://micc.mitel.com/kb/KnowledgebaseArticle52084.aspx>

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