

## HowTo: Disable Context Sensitivity in Contact Center Client

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### PROBLEM

When you click on different monitors in the CCC the Ribbon at the top keeps changing to a context sensitive menu according to your last click.

### RESOLUTION

You can disable this context sensitive behavior if you wish.

1. Click the **CCC Icon** at the top left.
2. Click **Options**.
3. Uncheck the **Context Sensitivity** box beside **Monitors**.
4. Click **OK**

### APPLIES TO

CCC 6.0.0.4 and newer.

**Keywords:** CCC contact center client context sensitive sensitivity menu monitor

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<http://micc.mitel.com/kb/KnowledgebaseArticle51948.aspx>

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