

## Disabling Monitor Control in Interactive Contact Center

### INFORMATION

Using Interactive Contact Center and Contact Center Client, you can control agents on the following monitors:

- Agent State by Position and Employee State by Position
- Agent State by Time and Employee State by Time
- Agent Shift

Agent control gives you control over individual agents. Monitor control gives you control over all of the agents on a monitor. All of the agents on the monitor are affected simultaneously by the action you take.

**NOTE:** Monitor control is available only if you configure extensions for your employees.

In order to prevent supervisors from accidentally logging off or setting all agents in a real-time monitor to make busy, there is the option to enable / disable the Monitor control.

### HOW TO

When you right-click a device on a real-time monitor a menu is displayed. If you have Interactive Contact Center and you are permitted to use agent and queue control, you will see a Monitor control option on this menu. If you do not use Monitor control, you can hide this option so it is not displayed on the menu. To hide the Monitor control option ;

1. In Contact Center Client, click **Tools=>Options**.
2. Select the **Display monitor device control option** check box.
3. Click **OK**.

### APPLIES TO

CCM 5.2 GA and up

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