

How to delete a shared profile in Contact Center Client

INFORMATION

In order to delete a shared profile in Contact Center Client:

First ensure that you are logging into Contact Center Client with a user who's security role **May manage the appearance of real-time monitors for all users (shared profile)**. You can verify this by viewing the security role in **Contact Center Management (CCMWeb)** under **YourSite => Security => Security Roles**. This option must be enabled under the **Advanced** tab.

1. Load the **Contact Center Client**
2. In the Contact Center Client go to **File => Open**
3. Right-click the shared profile and choose **Delete**

APPLIES TO

CCC all versions

Keywords: Delete shared profile permissions security role

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