Agent does not go to Work state after handling a call

Problem Summary	An agent does not go to Work State after handling a call, even though the CSQ is configured with Auto Work turned on.
Error Message	None.
Possible Cause	An agent will not go to Work State after handling a call if the agent presses the Ready button while in Talk state. In addition, if the agent services multiple CSQs, Auto Work may not be configured for each CSQ. The agent will only go to Work State if the call comes from a CSQ where Auto Work is enabled.
Recommended Action	None.
Release	7.0(1), 8.0(1)
Associated CDETS #	None.