

## E-Mail Ready and E-Mail Not Ready buttons are not available in the Cisco Agent Desktop toolbar.

<b>Problem Summary</b>	E-Mail Ready and E-Mail Not Ready buttons are not available in the toolbar.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<p>Possible causes are:</p> <ul style="list-style-type: none"> <li>• The customer does not have the Premium bundle, which is required for the Agent E-Mail feature.</li> <li>• The Agent E-Mail feature has not been configured.</li> <li>• The agent does not belong to any e-mail CSQs.</li> </ul>
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Verify that the Agent E-Mail feature is properly configured.</li> <li>2. In Application Administrator, verify that the agent belongs to a resource group that has at least one e-mail CSQ assigned to it.</li> </ol>
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.