

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

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