

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

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.