

## Receive an error after selecting a string from the list box or entering a string in the edit box

<b>Problem Summary</b>	After either selecting a string from the listbox or entering a string into the edit box of the Wrapup dialog and clicking OK, an error message pops up (IPCC only).
<b>Error Message</b>	SYSTEM ERROR: Unable to enter data because call [call.xx.yy.zz] has ended
<b>Possible Cause</b>	The call ends too quickly so that data cannot be entered into it.
<b>Recommended Action</b>	Check the ICM Configuration Manager's Agent Desk Settings for this agent to ensure that the Wrapup Time is adequately long - recommended length is 120 (seconds).
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.