

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

Problem Summary	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).
Error Message	SYSTEM ERROR: Unable to enter data because call [call.xx.yy.zz] has ended
Possible Cause	The call ends too quickly so that data cannot be entered into it.
Recommended Action	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).
Release	Release 7.5(x)
Associated CDETS #	None.