

End_Call: While_in Wrapup_state_the_other_state_buttons_are_not_enabled_to_allow_transition

While in Wrapup state the other state buttons are not enabled to allow transition

Problem Summary	While in Wrapup state, neither the Available/Ready nor the NotReady buttons are enabled to allow transition from the Wrapup state (IPCC only).
Error Message	None.
Possible Cause	This could happen if the application is waiting for Wrapup data before letting you leave the Wrapup state as will be the case if your Wrapup mode for this call is REQUIRED_WITH_DATA.
Recommended Action	Enter data via the Wrapup dialog, which should pop up after you hang up the call. If that is not available, you will have to wait until the configured "Wrapup Time" (set in the ICM Configuration Manager's Agent Desk Settings) has passed, after which you will automatically go to the Available/Ready or NotReady state.
Release	Release 7.5(x)
Associated CDETS #	None.