

## Disable wrapup data dialog and continue to have agents go into wrapup state after a call

<b>Problem Summary</b>	How do I disable the WrapupData dialog for the CTI OS Desktop with IPCC and still have my Agents go into Wrapup state after a call?
<b>Error Message</b>	None.
<b>Possible Cause</b>	If the EnableWrapupDialog registry value is set to 0, the dialog will be disabled on the CTI OS desktops. This will, however, not be the case if the Agent's Desk Settings for Incoming Wrapup are set to RequiredWithData in the ICM Configuration utility.
<b>Recommended Action</b>	Refer to the <i>CTI OS System Manager Guide for Cisco ICM/IPCC Enterprise &amp; Hosted Editions</i> for information.
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.