

No prompt for wrapup data when agents go into wrapup state and the call is in a cleared state

Problem Summary	The CTI OS Desktop does not prompt for Wrapup Data when agents go into Wrapup state and the call is in a cleared state (IPCC) switches.
Error Message	None.
Possible Cause	The EnableWrapupDialog and WrapupDataRequired registry values must be used to enable this function.
Recommended Action	Refer to the <i>CTI OS System Manager Guide for Cisco ICM/IPCC Enterprise & Hosted Editions</i> for information on how the registry values below need to be set to 1. HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTIOS\CTIOS_<InstanceName>\ ctios1\WrapupDataRequired HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTIOS\CTIOS_<InstanceName>\ ctios1\EnableWrapupDialog
Release	Release 7.5(x)
Associated CDETS #	None.