

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

<b>Problem Summary</b>	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.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The EnableWrapupDialog and WrapupDataRequired registry values must be used to enable this function.
<b>Recommended Action</b>	Refer to the <i>CTI OS System Manager Guide for Cisco ICM/IPCC Enterprise &amp; Hosted Editions</i> for information on 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
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.