

Outbound Buttons are disabled on CAD

Problem Summary	When the agent receives the preview outbound call on CAD and is moved to Reserved state, the Outbound buttons (Accept/Reject/Skip) are disabled on CAD and the agent cannot accept or reject the call. The Enterprise data associated with the call may not be displayed on the CAD screen in such a scenario.
Error Message	None
Possible Cause	The Cisco Desktop Enterprise Server is possibly OUT OF SERVICE.
Recommended Action	Check the state of the 'Cisco Desktop Enterprise Service' - restart of the same will fix this issue.
Release	Release 8.0(1)
Associated CDETS #	None