

**Outbound Buttons are disabled on CAD**

<b>Problem Summary</b>	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.
<b>Error Message</b>	None
<b>Possible Cause</b>	The Cisco Desktop Enterprise Server is possibly OUT OF SERVICE.
<b>Recommended Action</b>	Check the state of the 'Cisco Desktop Enterprise Service' - restart of the same will fix this issue.
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	None