

## AgentState buttons are enabled while talking

<b>Problem Summary</b>	All three AgentState buttons (Available/Ready, NotReady and Wrapup) are enabled while I am talking.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Wrapup mode (configured in the ICM Configuration Manager's Agent Desk Settings) for this call is set to OPTIONAL.
<b>Recommended Action</b>	Click on any of these three buttons to determine what state you will go to after you hang up the call. If you click Wrapup, you will see the Wrapup dialog pop up after you hang up, but you are not required to enter data.
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.