

The AgentState buttons are not enabled while talking

Problem Summary	IPCC Only: None of the AgentState buttons are enabled while I am talking.
Error Message	None.
Possible Cause	Wrapup mode (configured in the ICM Configuration Manager's Agent Desk Settings) for this call is set to either REQUIRED or REQUIRED_WITH_DATA.
Recommended Action	You cannot choose the state you will go to after you hang up this call - you will automatically go to Wrapup state.
Release	Release 7.5(x)
Associated CDETS #	None.