

The Wrapup button is disabled while talking

Problem Summary	Only the Available/Ready and NotReady buttons are enabled while I am talking, the Wrapup button is disabled (IPCC only).
Error Message	None.
Possible Cause	Wrapup mode (configured in the ICM Configuration Manager's Agent Desk Settings) for this call is NOT_ALLOWED.
Recommended Action	You are not allowed to go to the Wrapup state -- therefore, it will never be enabled
Release	Release 7.5(x)
Associated CDETS #	None.