

## The Wrapup button is disabled while talking

<b>Problem Summary</b>	Only the Available/Ready and NotReady buttons are enabled while I am talking, the Wrapup button is disabled (IPCC only).
<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 NOT_ALLOWED.
<b>Recommended Action</b>	You are not allowed to go to the Wrapup state -- therefore, it will never be enabled
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.