New Prompts Added to an Existing Script Plays Like Static Noise

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Introduction

This document describes one reason why the wave prompt added to a script plays static noise in a Cisco IP Contact Center (IPCC) Express Edition environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco IPCC Express Edition
- Understanding Wave files

Components Used

The information in this document is based on the software and hardware versions:

- Cisco IPCC Express Edition

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

Cisco script applications perform these functions:

- receive calls
- play back prompts
- receive caller input
- queue calls

Many applications make use of pre−recorded prompts, stored as .wav files, which are played back to callers in order to provide information and elicit caller response.

Prompts are messages that the Cisco Customer Response Solution (CRS) server plays back to callers. Cisco script applications often use prompts to elicit caller response so the Cisco CRS server can transfer calls, receive account information, and perform other functions.

The pre−recorded prompts are stored as wave files (.wav). The wave file format supports a variety of bit resolutions, sample rates, and channels of audio. However, the CRS server supports only one format, CCITT u−Law, 8kHz, 8−bit, Mono 7 kb/sec. You must create a folder to store these files. The default location for American English is:

```
c:\Program Files\wfavvid\Prompts\User\en_US
```

Problem

When a new wave prompt is added to a script that already exists, it plays static through the CRS script. However, the same wave prompt sounds as it should through the **Windows Media Player** or a similar application.

Solution

The root cause is the format recorded is not supported by the CRS server. The CRS server does not support any other format except CCITT u−Law, 8kHz, 8−bit, Mono 7 kb/sec.

If the new prompt wave file is converted to CCITT u−Law, 8kHz, 8−bit, Mono 7 kb/sec, the static noise problem is fixed.

Note: IPCC Express uses a repository datastore in order to synchronize prompts and documents between nodes in a highly available cluster. At the node manager restart, the data is verified between the repository datastore and the local file systems. Any data that does not match the repository datastore is removed from these directories. You can upload these prompts to the prompt repository manually in order to workaround this problem.

Related Information

- **Technical Support & Documentation − Cisco Systems**