

# Troubleshoot CVP Whisper Announcement Problems

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## Introduction

This document describes how to troubleshoot several issues related to Cisco Customer Voice Portal (CVP) Whisper Announcement (WA) feature.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- CVP advance features
- Cisco Unified Intelligent Contact Management (ICM), Cisco Unified Contact Center Enterprise (UCCE) Deployments

### Components Used

The information in this document is based on these software versions:

- CVP Server 9.0(1)
- UCCE 9.0(1)

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.

## Problem Summary 1

Caller experiences poor ring tone quality from CVP on the caller ringback leg of a Whisper Announcement call. The ring tone can sound like a series of clicks.

### Possible Causes

Media Termination Point is enabled on the SIP trunk in Cisco Unified Communication Manager

### Recommended Action

Disable MTP on the SIP trunk.

## Problem Summary 2

Whisper Announcement fails to play on an internally routed transferred/conferenced call to another agent.

### Possible Causes

Call must be sent back to the Voice Response Unit (VRU) CVP within the ICM script which runs as a result of the transfer request.

### Recommended Action

Insert a **Send to VRU** node or **Run external script** node at the start of the ICM script which runs as a result of the transfer request.

## Problem Summary 3

Whisper Announcement fails to play.

### Error Message

- UCCE Central controller event viewer and Router log shows: "Unable to find Whisper Announcement media file <filename>"
- CVP Call Server logs show: "Whisper Prompt Playback failed. Check the media name and address".
- VXML gateway logs can provide more detail with **deb voip appl err trace enable.**" [id:5010] [ICM\_EVENT\_REPORT], dialogueId=119, sendSeqNo=4, eventId=ANSWER, causeCode=CAUSE\_WHISPER\_MEDIA\_ERROR,,"

### Possible Causes

Whisper Announcement audio file was not found.

## **Recommended Action**

Check that the ICM script has the correct audio file listed and check that the file exists in the media server.