

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.