A .wav file prompt playback is garbled when played by a TTS server

Problem Summary	A .wav file prompt playback is garbled when played out by a TTS server. 📝**Note**: Prompts specified in VXML scripts or prompts created using the workflow CreateTTSPromptStep are played out using TTS. Such prompts can mix text with audio files. Cisco Unified CCX supports wave file formats with RIFF headers. For details on where prompts are played out, see the *Cisco Unified CCX Administration Guide*.
Error Message	None.
Possible Cause	Nuance TTS may be configured as the system default TTS provider, in which case, the wave file prompt is played out by Nuance TTS. Nuance TTS does not support RIFF header wave files.
Recommended Action	Translate the RIFF header wave file into a Sphere header wave file using the utility provided by Nuance. The utility can be found under the Nuance installation folder: <$Nuance>V8.5.0\bin\win32\wavconvert.exe
Release	Release 7.0(1)
Associated CDETS #	None.