

## A media step causes a Could not create PlayPromptDialog Object exception

<b>Problem Summary</b>	Any media step except SendDigitString causes the following exception in the Cisco Unified CCX trace files.
<b>Error Message</b>	<i>Could not create PlayPromptDialog Object:</i>  <i>Exception=com.cisco.channel.ChannelUnsupportedException: com.cisco.dialog.PlayPromptDialog is not supported.</i>
<b>Possible Cause</b>	A Primary Dialog Group was not specified when a trigger was defined.
<b>Recommended Action</b>	After you add an application in the Cisco Unified CCX Application Configuration web page, you must define a trigger. When you define a trigger for the application, you must define both a Call Control Group and a Primary Dialog Group in the JTAPI Trigger Configuration window.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.