

A media step causes a Could not create PlayPromptDialog Object exception

Problem Summary	Any media step except SendDigitString causes the following exception in the Cisco Unified CCX trace files.
Error Message	<i>Could not create PlayPromptDialog Object: Exception=com.cisco.channel.ChannelUnsupportedException: com.cisco.dialog.PlayPromptDialog is not supported.</i>
Possible Cause	A Primary Dialog Group was not specified when a trigger was defined.
Recommended Action	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.
Release	Release 7.0(1)
Associated CDETS #	None.