

Agent Greeting Recording Fails

Problem Summary	Agent Greeting Recording Fails. Script aborts at the RunExternalScript node that invokes the CVP recording application.
Error Message	None.
Possible Cause	

The CVP ECC variables for recording are not created and set correctly in the routing script:

Recommended Action

1. If you are using the NON-default media server, check the user.microapp.media_server ECC variable is set correctly in the recording routing script. 2. Check the user.microapp.app_media_lib ECC variable is set correctly to the agent greeting path on the media server in the recording routing script. The default path should be "app/ag_greeting". 3. Check the user.microapp.ToExtVXML[] ECC variable is set to the correct VXML application. The default should be "application=RecordAgentGreeting".

Release

Release 9.0(1)

Associated CDETS

None.