

<Caller Cannot Hear Ringback Tone>

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| Problem Summary | After initiallly configuring Whisper Announcement for UCCX, the caller cannot hear the ring back tone when Whisper Announcement plays to the agent. |
| Error Message | None |
| Possible Cause | Configuration steps were missed. |
| Recommended Action | For complete configuration instructions, see the Agent Greeting and Whisper Announcement Feature Configuration Guide. |
| Release | 8.5(2) |
| Associated CDETS # | None |