

**<Caller Cannot Hear Ringback Tone>**

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