

Caller hears silence before the greeting plays

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| Problem Summary | Caller hears silence before the greeting plays. |
| Error Message | |
| Possible Cause | The copying of Agent Greeting files to the media server is slow due to: Large files are being transferred OR the network connection to the FTP server is slow OR there are multiple FTP servers. |
| Recommended Action | In CVP > Call Studio > FTP_Client Element, consider implementing VXML 'fetchaudio' functionality in the element before the FTP element. |
| Release | Release 9.0(1) |
| Associated CDETS # | None. |