

Caller hears silence before the greeting plays

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.