

## How to integrate MRCP ASR-TTS with Unified CCX

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| <b>Problem Summary</b>    | How to integrate MRCP ASR-TTS with Unified CCX   |
| <b>Error Message</b>      | MRCP ASR and MRCP TTS Provider not able to recognize and play prompts.   |
| <b>Possible Cause</b>     | Unified CCX is not integrated properly.  |
| <b>Recommended Action</b> | Please refer to information available at <a href="http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps1846/prod_bulletin0900aecd80">http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps1846/prod_bulletin0900aecd80</a> |
| <b>Release</b>            | Release 8.0(1)   |
| <b>Associated CETS #</b>  |  |