

<Long Delay Before Whisper Announcement Plays>

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| Problem Summary | A long delay occurs before the Whisper Announcement plays. |
| Error Message | The CallManager PIM log traces Whisper Announcement calls that are delayed more than 0.5 seconds. For an example: Agent Whisper (IPIVR) Media Delay: 505(ms), Delay Threshold: 500(ms) |
| Possible Cause | Network delays, Voice gateway |
| Recommended Action | Collect and analyze UCCE, UCCX, UCM, and voice gateway logs. |
| Release | 8.5(2) |
| Associated CDETS # | None |