

Menu Choice DTMF does not work

Problem Summary	An error.badfetch is thrown when using the menu element of Voice XML 2.0 with the DTMF attribute set to <i>True</i> .
Error Message	<i>error.badfetch.</i>
Possible Cause	<p>When the menu element is set to true; that is, <menu dtmf="true">, then in the choice element, DTMF values can only be *,#, or 0. For example, the following VXML code is not allowed:</p> <pre><menu id="aa" dtmf="true"> <prompt> Welcome to the automated attendant. To enter the phone number of the person you are trying to reach, press 1. To enter the name of the person you are trying to reach, press 2. To transfer to the operator, press 0. </prompt> <choice dtmf="1" next="#dial_by_extn">1</choice> <choice dtmf="2" next="#dial_by_name">2</choice> <choice dtmf="0" next="#operator">0,</choice> </menu></pre>
Recommended Action	<p>Use an example like the following, which is allowed:</p> <pre><menu id="aa" dtmf="true"> <prompt> Welcome to the automated attendant. To enter the phone number of the person you are trying to reach, press 1. To enter the name of the person you are trying to reach, press 2. To transfer to the operator, press 0.</prompt> <choice next="#dial_by_extn">1</choice> <choice next="#dial_by_name">2</choice> <choice dtmf="0" next="#operator">0 </choice> </menu></pre>
Release	Release 7.0(1)
Associated CDETS #	None.