

Names are not recognized

Problem Summary	For calls that have been allocated a channel from a MRCP ASR Dialog Control Group, names are not consistently recognized by the Name to User step.
Error Message	None.
Possible Cause	The Name Grammar Generator was not run after a new Cisco Unified CCX installation or after you added or changed an existing name.
Recommended Action	<p>Run the Name Grammar Generator.</p> <p>Complete the following steps:</p> <ol style="list-style-type: none"> 1. Select Tools > User Management > Name Grammar Generation. (Run the Name Grammar Generator at off-peak times.) 2. Verify that you have select the correct Grammar Variant. If you use Nuance, select "Nuance." If you use any other vendor, select "Standard," and in the case of a mixed environment, select "Both."
Release	Release 7.0(1)
Associated CDETS #	None.