

**Names are not recognized**

<b>Problem Summary</b>	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.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The Name Grammar Generator was not run after a new Cisco Unified CCX installation or after you added or changed an existing name.
<b>Recommended Action</b>	<p>Run the Name Grammar Generator.</p> <p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Select <b>Tools &gt; User Management &gt; Name Grammar Generation</b>. (Run the Name Grammar Generator at off-peak times.)</li> <li>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."</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.