

## Pressing hash character truncates the prompt and the prompts that follow are not played

<b>Problem Summary</b>	<p>When Cisco Unified CCX is integrated with Cisco Unified CME, pressing '#' (hash character) truncates the prompt and the prompts that follow are not played. The sequence of steps that occur is as follows:</p> <ol style="list-style-type: none"><li>1. Caller calls into ICD and the call is routed to an agent.</li><li>2. The agent presses transfer, dials the ICD route point and then presses # (if '#' is the digit terminating key on Cisco Unified CME setup).</li><li>3. The agent should hear the ICD prompt but either the prompt is played partially or he hears silence.</li><li>4. If the agent commits the transfer, caller will hear no further prompts..</li></ol>
<b>Error Message</b>	None.
<b>Possible Cause</b>	Unknown.
<b>Recommended Action</b>	To resolve this issue, in the Play Prompt step, set 'Flush Input Buffer' to 'yes' for all prompts.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.