

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

Problem Summary	<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">1. Caller calls into ICD and the call is routed to an agent.2. The agent presses transfer, dials the ICD route point and then presses # (if '#' is the digit terminating key on Cisco Unified CME setup).3. The agent should hear the ICD prompt but either the prompt is played partially or he hears silence.4. If the agent commits the transfer, caller will hear no further prompts..
Error Message	None.
Possible Cause	Unknown.
Recommended Action	To resolve this issue, in the Play Prompt step, set 'Flush Input Buffer' to 'yes' for all prompts.
Release	Release 7.0(1)
Associated CDETS #	None.