

## Some prompts do not play

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| <b>Problem Summary</b>    | A prompt in a script does not play. The script may or may not continue executing.  |
| <b>Error Message</b>      | None.  |
| <b>Possible Cause</b>     | A prompt is missing in the language directory for the language used by the script. By default, the Play Prompt step is set to continue if it encounters an error and the script will continue to play if it encounters a missing prompt. If you have changed the Play Prompt step to not continue if it encounters an error, the script will stop executing. |
| <b>Recommended Action</b> | Refer to the Cisco Unified CCX trace files to find the missing prompt. Provide the missing prompt in the language folder shown in the Cisco Unified CCX trace files.   |
| <b>Release</b>            | Release 7.0(1)   |
| <b>Associated CDETS #</b> | None.  |