## Talk:Cisco\_Unity\_Express\_--\_Custom\_Script\_Editor\_FAQs

Hi legends,

I hope you are very well. I am very thankful to you that you give me a lot of help. Thanks again. I have a little issue and question for you with the AA script.

Our system is: UC540W 8.1 and CUE 8.0.3. Our call flow is:

I have created the script by using the web GUI and downloaded the script and edited it by using CUE Editor. I just want to get rid of "ARE YOU STILL THERE?" and divert the call to reception unless the callers press anything.

Call flow shown as below:

Incoming call ? AA ? PLAYING a prompt message ? dial by extension or select 1 to reception

The issue is we hear the system default prompt message like? Are you still there?? twice unless the caller select anything or press anything and then the system will hang up. So I edited the AA to put ?call redirect to reception? but I couldn?t remove the system message ?Are you still there??.

Could you please let me know how I can remove the system default prompt message ?Are you still there?? even though the caller doesn?t press anything?

I will be very appreciated to you.

Cheers,