

## The Simple Recognition step takes the unsuccessful branch

<b>Problem Summary</b>	The Simple Recognition step in a script takes the unsuccessful branch even when the word spoken or DTMF key pressed is defined in the grammar.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The Simple Recognition step is configured with a set of tags and output points. Most likely, the tag names defined in the step do not exactly match the tag names defined in the grammar used by the step. Such a mismatch can occur when a tag name is defined in the grammar.
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Verify that all tag names defined in the grammar are configured in the Simple Recognition step with matching spelling and case.</li> <li>2. If the grammar contains tag names that are not configured in the Simple Recognition step, either configure the same tag name in the Simple Recognition step or remove the tag names from the grammar.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.