

Voice Browser Step troubleshooting steps

Problem Summary	Some guidelines must be followed to avoid troubles when using the Voice Browser step.
Error Message	None.
Possible Cause	Not applicable here.
Recommended Action	<p>To avoid problems, use the following steps:</p> <ol style="list-style-type: none"> 1. Use Cisco Unified CCX Administration to check to be sure subsystems are in service, such as CMT, JTAPI, MRCP ASR, MRCP TTS, and Voice Browser. 2. Make sure the Universal Resource Identifier (URI) is reachable by testing the URI in a web browser. 3. Make sure the Provider selection is set correctly. 4. If using VXML scripts, specify the desired TTS provider. For example, for Nuance Vocalizer 3.0, the configuration is as follows: <code><property name="com.cisco.tts.provider" value="Nuance Vocalizer 3.0"/></code> 5. Make sure that VXML, grammar, and audio files are correct by validating each piece separately before connecting them all together. 6. Tracing subfacilities that are helpful in debugging the Voice Browser steps include: SS_VB, SS_MRCP_TTS, SS_MRCP_ASR, and SS_CMT. See the Tracing chapter of this book for additional information. 7. Make sure the file fetching locations are reachable and correct. 8. Check the syntax of the application by including VoiceXML DTD shipped with Cisco Unified CCX.
Release	Release 7.0(1)
Associated CDETS #	None.