

## <Whisper Announcement Does Not Play - Router Event Disabling Whisper Announcement>

<b>Problem Summary</b>	Whisper Announcement does not play because during a call a router event disabled Whisper Announcement
<b>Error Message</b>	IPIVR Whisper disabled as the target agent and routing client IPCC_RC are not on the or the routing client is at older version.
<b>Possible Cause</b>	Unsupported call flow where a call on one System PG IVR is redirected to an agent on another System P UCCE system.
<b>Recommended Action</b>	Modify routing scripts to prevent this call flow.
<b>Release</b>	8.5(2)
<b>Associated CDETS #</b>	None