

## Whisper Announcement Fails to Play

<b>Problem Summary</b>	Whisper fails to play on an internally routed transferred/conferenced call to another agent.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Call must be sent back to the VRU (CVP) within the ICM script which runs as a result of the transfer request.
<b>Recommended Action</b>	Insert a "Send to VRU" node or "Run external script" node at the start of the ICM script which runs as a result of the transfer request.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.