

Agent Greeting: Agent Greeting Error Messages

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| Problem Summary | This is a list of peripheral error codes values for Agent Greeting their explanations. |
| Error Messages | <ul style="list-style-type: none"> • AGENT_GREETING_ERR_ILLEGAL_CALLSTATE This error occurs if the request is made on a TerminalConnection associated with a call that is in an invalid state. • AGENT_GREETING__CALL_DROPPED This error occurs if the request is made on a TerminalConnection associated with a call that is invalid. • AGENT_GREETING__BIB_NOT_CONFIGURED This error occurs if the Built-In-Bridge (BIB) is not configured on the Agent device. • AGENT_GREETING__RESOURCE_NOT_AVAILABLE This error occurs if the BIB cannot be allocated for the request. • AGENT_GREETING__MEDIA_CONNECTION_FAILED This error occurs if the BIB call fails to connect to the media. • AGENT_GREETING__START_STREAM_MEDIA_FAILED This error occurs if there is a general failure to start the audio stream for the Agent Greeting that is not covered by any of the other error codes. • AGENT_GREETING_STOP_STREAM_MEDIA_FAILED This error occurs if there is a general failure to stop the audio stream for the Agent Greeting that is not covered by any of the other error codes. • AGENT_GREETING__REQUEST_ALREADY_PENDING This error occurs if an application attempts to invoke an Agent Greeting API while another request has already been made. • AGENT_GREETING__NO_STREAMING_MEDIA_SESSION This error occurs if an application attempts to invoke a stop request while there is no existing media stream to stop. • AGENT_GREETING__EXISTING_STREAMING_MEDIA_SESSION This error occurs if an application attempts to invoke an Agent Greeting API while another request has already been made and accepted. |
| Possible Cause | Various |
| Recommended Action | See descriptions. |
| Release | Release 8.5 |
| Associated CDETS # | None |