

Agent Greeting: Agent Greeting Error Messages

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