

Agent Greeting: Agent Greeting FailureEvent - CTIOS Server

Problem Summary	The event is generated if the agent greeting failed to play back
Error Message	eControlFailure
Possible Cause	<p>The agent greeting failed to play.</p> <p>Parameters:</p> <ul style="list-style-type: none"> • PeripheralID INTEGER The ICM Peripheral ID of the UCCE where the greeting call action occurred • UniqueObjectID STRING An object ID that uniquely identifies the call on which the greeting should playback • PeripheralID INTEGER The ICM Peripheral ID of the UCCE where the greeting call action occurred • FailureCode SHORT Error code • PeripheralErrorCode INTEGER Peripheral--specific error data if available. See http://docwiki-dev.cisco.com/wiki/Agent_Greeting:_Agent_Greeting_Error_Messages • AgentID STRING The agent ID that represents a specific client • MessageType INTEGER Contains the ID of the command request that failed to execute the greeting action • ErrorMessage STRING String text containing the description of the failure
Recommended Action	None
Release	Release 8.5
Associated CDETS #	None