

**Agent Greeting: Agent Greeting FailureEvent - CTIOS Server**

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