

**Agent Greeting: Agent Greeting StartEvent - CTIOS Server**

<b>Problem Summary</b>	This page explains the StartEvent that the CTIOS Server exposes for Agent Greeting. This event indicates that the agent greeting started to play on the agent's current call connection.
<b>Error Message</b>	eCallGreetingStartEvent
<b>Possible Cause</b>	<p>The agent greeting is playing.</p> <p>Parameters for this event:</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 play back</li> <li>• GreetingID (STRING) An ID that uniquely identifies the agent greeting that started to play back</li> <li>• StartTime (STRING) GMT Time at which the greeting started to play back</li> <li>• GreetingLength (SHORT) Duration in seconds of the recorded greeting</li> </ul>
<b>Recommended Action</b>	N/A
<b>Release</b>	Release 8.5
<b>Associated CDETS #</b>	None