

Agent Greeting: Agent Greeting StartEvent - CTIOS Server

Problem Summary	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.
Error Message	eCallGreetingStartEvent
Possible Cause	<p>The agent greeting is playing.</p> <p>Parameters for this event:</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 play back • GreetingID (STRING) An ID that uniquely identifies the agent greeting that started to play back • StartTime (STRING) GMT Time at which the greeting started to play back • GreetingLength (SHORT) Duration in seconds of the recorded greeting
Recommended Action	N/A
Release	Release 8.5
Associated CDETS #	None