

## Agent Greeting Fails to Play

<b>Problem Summary</b>	Agent Greeting Fails to Play.
<b>Error Message</b>	UCCE Peripheral Gateway indicates "Agent greeting disabled for agent"
<b>Possible Cause</b>	The agent has manually disabled their greeting using the Disable greeting toggle button on their desktop.
<b>Recommended Action</b>	Re-enable the particular Agent Greeting using the button on the desktop.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.