

## Agent Greeting Fails to Play

<b>Problem Summary</b>	Agent Greeting Fails to Play.
<b>Error Message</b>	UCCE Peripheral Gateway indicates "Failed to play Agent Greeting since the special dialed number 'PlayAgentGreeting' is not configured on the routing client for the peripheral." (EnterpriseAgent PIM Error ID: 42 )
<b>Possible Cause</b>	The ICM Dialed Number "PlayAgentGreeting" was not properly configured for the peripheral routing client
<b>Recommended Action</b>	Create the ICM Dialed Number "PlayAgentGreeting" for the correct peripheral and schedule an appropriate script for it.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.