

Agent Greeting Fails to Play

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| Problem Summary | Agent Greeting Fails to Play. |
| Error Message | 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) |
| Possible Cause | The ICM Dialed Number "PlayAgentGreeting" was not properly configured for the peripheral routing client |
| Recommended Action | Create the ICM Dialed Number "PlayAgentGreeting" for the correct peripheral and schedule an appropriate script for it. |
| Release | Release 9.0(1) |
| Associated CDETS # | None. |