

Agent Greeting Fails to Play

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.