

## 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 ... due to the call failure cause:...." (EnterpriseAgent PIM Event ID: 36)
<b>Possible Cause</b>	Unified CM detected an error while playing Agent Greeting .
<b>Recommended Action</b>	Check Call Manager and CVP for errors.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.