

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