

## 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 BIB resource not available." (EnterpriseAgent PIM Event ID: 49 )
<b>Possible Cause</b>	Device does not support BIB.  Notes: Not all of the UCM phones support Agent Greeting feature. Refer to Agent Greeting document for the list of supported BIB phones for Agent Greeting feature
<b>Recommended Action</b>	1. Choose correct/supported device to use for the Agent Greeting feature.  2. Enable BIB for device that supports BIB. In Unified CM Admin configuration, select Device > Phone, then select the agent phone. In the Device Information configuration, set the Built In Bridge to "On".
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.