

## Agent Greeting fails to Play

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| <b>Problem Summary</b>    | Agent Greeting Fails to Play.   |
| <b>Error Message</b>      | UCCE Peripheral Gateway indicates "Failed to play Agent Greeting using BIB due to BIB resource not configured."(EnterpriseAgent PIM Event ID:57 )   |
| <b>Possible Cause</b>     | BIB on device not enabled.<br><br>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.<br><br>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.   |