

## Agent Greeting fails to Play

<b>Problem Summary</b>	Agent Greeting Fails to Play.
<b>Error Message</b>	ICM Router indicates "Unable to map dialed number xxx.PlayAgentGreeting to a call type" (ICM Router Error Code: 63 ) UCCE Peripheral Gateway indicates "Fail to play Agent greeting due to routing error." ( EnterpriseAgent PIM Event ID:27)
<b>Possible Cause</b>	There is no routing script associated with the Agent Greeting dialed number
<b>Recommended Action</b>	In Script Editor, create a script for the Agent Greeting calls and associate it with the PlayAgentGreeting dialed number
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.