

Agent Greeting fails to Play

Problem Summary	Agent Greeting Fails to Play.
Error Message	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)
Possible Cause	There is no routing script associated with the Agent Greeting dialed number
Recommended Action	In Script Editor, create a script for the Agent Greeting calls and associate it with the PlayAgentGreeting dialed number
Release	Release 9.0(1)
Associated CDETS #	None.