

## Agent Greeting fails to Play

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|---------------------------|---|
| <b>Problem Summary</b>    | Agent Greeting Fails to Play.   |
| <b>Error Message</b>      | ICM Router indicates "Unable to find schedule script for xxx.PlayAgentGreeting dialed number with Call Type of yyy. " (ICM Router Event ID: 64 ) 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.   |