

Agent Greeting fails to Play

Problem Summary	Agent Greeting Fails to Play.
Error Message	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)
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.