

Agent Unable to Record Greeting

Problem Summary	Agent Unable to Record Greeting
Error Message	When the Agent Greeting record button is pressed, desktop shows "No recording Dialed Number is configured." The Unified CCE Peripheral Gateway indicates "Failed to play Agent Greeting since the special dialed number 'Record Agent Greeting' is not configured on the routing client for the peripheral." (EnterpriseAgent PIM Error ID: 43) ICM Router Event ID: 63, 66
Possible Cause	The Dialed Number "RecordAgentGreeting" was not properly configured.
Recommended Action	Create the ICM Dialed Number "RecordAgentGreeting" for the correct peripheral and schedule an appropriate script for it.
Release	Release 9.0(1)
Associated CDETS #	None.