

Agent Unable to Record Greeting

Problem Summary	Agent Unable to Record Greeting
Error Message	When the Agent Greeting record button is pressed, desktop shows "Routing error while trying to record Agent Greeting." ICM Router Event ID: 63, 66 EnterpriseAgent PIM Event ID: 44
Possible Cause	The script for this Dialed Number "RecordAgentGreeting" was not properly scheduled or "RecordAgentGreeting" DN is not associated with the script.
Recommended Action	Associate "RecordAgentGreeting" DN with the proper script and the script is scheduled.
Release	Release 9.0(1)
Associated CDETS #	None.