

## Agent Unable to Record Greeting

<b>Problem Summary</b>	Agent Unable to Record Greeting
<b>Error Message</b>	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
<b>Possible Cause</b>	The script for this Dialed Number "RecordAgentGreeting" was not properly scheduled or "RecordAgentGreeting" DN is not associated with the script.
<b>Recommended Action</b>	Associate "RecordAgentGreeting" DN with the proper script and the script is scheduled.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.