

## Agent Unable to Record Greeting

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| <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.   |