

<Agent Greeting Fails to Play Due to Generic Call Failure>

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| Problem Summary | Agent Greeting Fails to play when using a conference bridge. |
| Error Message | Appears in the Windows Event Viewer > Application Log on the UCCE Peripheral Gateway: Failed to play Agent Greeting <type> for the call <call ID> to Agent <agent ID> with MessageId=36 Category=EnterpriseAgentPIM |
| Possible Cause | A Unified CM error has occurred but the UNIFIED CM error code is not understood by UCCE. |
| Recommended Action | Check your Unified CM logs for more information about the source of the error. |
| Release | 8.5(2) |
| Associated CDETS # | None |