

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

<b>Problem Summary</b>	Agent Greeting Fails to play when using a conference bridge.
<b>Error Message</b>	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
<b>Possible Cause</b>	A Unified CM error has occurred but the UNIFIED CM error code is not understood by UCCE.
<b>Recommended Action</b>	Check your Unified CM logs for more information about the source of the error.
<b>Release</b>	8.5(2)
<b>Associated CDETS #</b>	None