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

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> wit` 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