

<Agent Greeting Fails to Play Due to Network Congestion>

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=33 Category=EnterpriseAgentPIM
Possible Cause	Pertains to cross-cluster calls. Heavy network load caused a loss of service or quality.
Recommended Action	Check your UCCE, CVP, and UNIFIED CM logs for more information about the source of the error.
Release	8.5(2)
Associated CDETS #	None