

Agent Greeting Fails to play due to conference request 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> with MessageId=31 Category=EnterpriseAgentPIM
Possible Cause	A communication failure occurred between one or more UCCE components. Common causes include: <ul style="list-style-type: none"> • Improperly set up partitions, and • A dialed number that does not have a Calling Search Space (CSS) capable of reaching another dialable partition B. If partition A's CSS does not contain partition B, extension 1 will be unable to call extension 2.
Recommended Action	Check your UCCE, CVP, and UNIFIED CM logs for more information on the source of the error.
Release	Release 8.5(2).
Associated CDETS #	None.