

## Mobile Agent Conference Bridge: Agent Greeting Fails to play due to consult request 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=29 Category=EnterpriseAgentPIM
<b>Possible Cause</b>	<ol style="list-style-type: none"> <li>1. The VRU label for the Call manager peripheral routing client is not configured correctly.</li> <li>2. The Call manager Route Pattern is not configured correctly for the CVP VRU Label.</li> <li>3. The VRU label for the Unified CM peripheral routing client doesn't match the Unified CM Route Pattern.</li> <li>4. CVP is not configured or working properly.</li> </ol>
<b>Recommended Action</b>	<p>Verify that these are configured correctly:</p> <ol style="list-style-type: none"> <li>1. In ICM Network VRU configuration, check the VRU label for the Call Manager peripheral routing client.</li> <li>2. In Call manager Admin configuration, select Call Routing &gt; Route/Hunt &gt; Route Pattern. Check the route pattern associated with the a sip trunk pointed to the Agent Greeting CVP Call Server.</li> <li>3. In CVP, check all of the services are up and running.</li> </ol>
<b>Release</b>	Release 8.5(2)
<b>Associated CDETS #</b>	None