

## Agent Greeting Fails to play when using a conference bridge

<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 Unified CCE Peripheral Gateway:  Failed to play Agent Greeting <type> for the call <call ID>) to Agent <agent ID> with  MessageId=26  Category=EnterpriseAgentPIM
<b>Possible Cause</b>	Incorrect configuration or inadequate conference resources.
<b>Recommended Action</b>	Verify the conference bridge configuration on Unified CM. Ensure that adequate conference resources are available.
<b>Release</b>	8.5(2)
<b>Associated CDETS #</b>	None