Interactive Voice Gateway (IVG) release notes version 3.4.x

Version Number	Release Date
3.4.0	2017-11-08

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> **Note:**
>
> The IVG installation process requires customer implementations running IVG 2.1.0 or earlier to meet specific system prerequisites prior to installing IVG 3.4.0. See IVG Prerequisites for details. Please contact your VHT account representative for further details.

3.4.0

New Features or Major Changes

Agent Priority for IVG Genesys

On a queue-by-queue basis, Callback can now be configured to reserve an agent before calling the customer. For traditional callbacks, the system confirms that the caller is on the line before connecting to an agent. While this is the most efficient use of the contact center agents' time, some customers, queues or industries require an exponentially higher level of customer experience. A customer who receives a callback in an Agent Priority queue can speak to an agent immediately upon confirming their identity, but this means the agent was waiting for the call to be connected in the meantime.

Agent Priority is now available in Genesys environments when using IVG 3.4.0 or later in addition to Avaya environments using IVG 3.1.0 or later.

Operating System Support

IVG 3.4.0 can be installed on the following Linux OS versions:

- CentOS Version 6.8
- CentOS Version 7.3.1611
- Red Hat Enterprise Linux Version 6.8

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- Red Hat Enterprise Linux Version 7.3

Refer to the [Virtual Hold Compatibility and Integration Matrix](#) for detailed information.

Virtual Machine Requirements

IVG software has been tested using the following virtualized environment:

- VMWARE ESXi (version 5.5 or higher), 64-bit compatible.

Supported Integrations

Avaya

Support for Avaya TSAPI:

Avaya component requirements are:

- Communications Manager 6.3 or 7.0
- Session Manager 6.x or 7.x
- System Manager 6.x or 7.x
- Application Enablement Services 6.x or 7.x

Support for Avaya CVLAN

- Communications Manager 6.3
- Session Manager 6.3
- System Manager 6.3
- Application Enablement Services 6.3

Support for Genesys TServer

- TServer for Avaya TSAPI 8.1.0

Cisco

Support for Cisco UCCE

Cisco component requirements are:

- UCCE 10.5
  - Unified Communications Manager 10.5.1
  - Cisco Voice Platform 10.5.1

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- ◦ Intelligent Contact Management 10.5.1
- UCCE 11.5
  - ◦ Unified Communications Manager 11.5.1
  - ◦ Cisco Voice Platform 11.5(1)
  - ◦ Intelligent Contact Management 11.5(1)

Genesys

Support for Genesys

Genesys component requirements are:

- Management Framework 8.1
- IP Tservers (SIP Server) 8.1
- Universal Routing Server (URS) 8.1

> **Note:**
>
> ORS is not supported for Genesys routing with IVG.

Third Party Software

While installing IVG 3.4.0, the installation process also installs the following operating system packaged dependencies:

- cyrus-sasl-plain
- expat
- expect
- gzip
- ksh
- libaio
- libcurl
- libogg
- libvorbis
- libxml2
- libxslt
- libyaml
- mailx
- ncurses
- net-snmp

This article applies to version 3.4.0 or later

- nfs-utils
- openssl
- pcre
- perl
- postgresql95-server
- ruby
- speex
- tcsh
- xerces (CentOS)
- xerces-c (RHEL)
- zsh

Product Compatibility

Callback 8.9.1 or later, VIS 6.5.0 or later, PTK 5.0 or later. For more information, please reference the Virtual Hold Compatibility and Integration matrix.

Fixed Issues

ID	Description	Versions Affected:
152060345	The IVG installer exited when the root directory (/) contained less than 15 GBs of free disk space. Now, updates to the installer ensure it presents a warning message and provides the option to continue the installation when the root directory contains less than 1 GB of free disk space.	3.3.0

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Known Issues

ID	Description	Workaround/Clarification	Versions Affected
163415813	The IVG installer process failed to execute the voice platform patch file using the ssh command in environments with Pluggable Authentication Modules (PAM) restrictions.	None	3.4 or later

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ID	Description	Workaround/Clarification	Versions Affected
163059734	In Avaya integrations, the VXML browser sometimes uses a transfer destination from a previous VXML session. This can cause an inbound call to arrive at the wrong destination after a caller chooses to hold.	None	3.0 to 3.4
156041412	With Tomcat version 8.5, the Tomcat log file rolling fails due to Log4j - Apache Logging Services configuration changes.	Contact VHT Support for instructions on how to update the log4j jar files.	3.3 or later
159331993	The voice platform incorrectly caches call information which results in calls being incorrectly transferred.	None	3.2 or later
168816862	Call Control Interaction Server (CCIS) does not wait for confirmation that all interaction data, such as UCID, has been updated before creating an outbound session. This can cause outbound calls to fail and new holding calls to be created unexpectedly.	None	3.1 - 3.11
133200307	In systems using multiple IVGs when the local Configuration Server fails, configuration data is not available through the local HMS user interface. Configuration data is available through the other HMS user interfaces.	None	3.0 or later
133132221	Reports generated by the Holly Management System (HMS) do not include any detailed call events for calls initiated through CCXML.	None	3.0 or later

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