Interactive Voice Gateway (IVG) Release Notes Version 3.2.x

Version Number	Release Date	Availability
3.2.0	2017-03-31	General Availability

Click here for the IVG 3.1 release notes.

Click here for the IVG 3.3 release notes.

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Overview

Virtual Hold Technology's Interactive Voice Gateway (IVG) is an application that can be deployed in combination with Virtual Hold Technology's VXML Interaction Server (VIS) in environments that do not have a supported VXML IVR platform to execute and render VHT's Callback Application. All current VIS supported features are available as part of this release; refer to VIS Release Notes for a complete list.

IVG provides both inbound and outbound Callback Application processing within a standards compliant SIP based environment enabling customers to take full advantage of VHT's market-leading Scheduled and ASAP callback offering and patented virtual queuing technology. The IVG application uses Virtual Hold in combination with Avaya or Cisco applications to process incoming calls through to successful callback.

The IVG consists of the following self-contained components that are installed on a single Virtual Machine (VM) per the supported deployment models:

- **Holly Voice Platform (HVP)** - is a VoiceXML-based Interactive Voice Response system. It is an open-standards environment consisting of Telephony, CTI interfaces, and IVR applications. The components of HVP are engineered as independent modules which communicate with each other over IP messaging protocols. They are designed to be deployed redundantly, with several instances of a component running simultaneously within the same distributed environment. HVP also includes a web-based portal which features configuration forms, management tools, system reports, and utilities for the administration and management of the platform.
- **VoiceXML Interaction Server (VIS)** - is the VHT voice application published to an integrated Apache Tomcat application server, which when executed, serves VoiceXML to the HVP voice browser to deliver Virtual Hold Callback treatment.
- **Call Control Interaction Server (CCIS)** - is the VHT CCXML application published to an integrated Apache Tomcat application server, which handles all inbound and outbound call control for the VIS application, including the call legs for an Agent Priority call.

Note:

The IVG installation process requires customer implementations running IVG 2.1.0 or earlier to meet specific system prerequisites prior to installing IVG 3.2.0. See IVG Prerequisites for details. Please contact your VHT account representative for further details.

Features in this Release

Support for Cisco Unified Contact Center Enterprise (UCCE)

For Avaya, in addition to the TSAPI and CVLAN telephony interfaces, IVG now supports use of the Genesys T-Server interface. With Cisco, IVG supports the UCCE-ICM interface. For more information, please reference the Callback Version 8.8.0 release notes.

Automated Uninstall

IVG now provides a streamlined, automated uninstall procedure that uninstalls all components and dependencies of IVG from the Virtual Machine (VM).

Enhanced Installation and Configuration Automation

The **IVG Installer** has been enhanced to perform further automated configuration including the following key functions:

- **Optional Password Encryption** - The installer package provides the option to enable or disable the use of password encryption.
- **Name File Sharing** - The installer package automates the sharing of Name Files across multiple IVG servers. This feature makes the customer's recorded name-file available for playback during outbound treatment, independent of the voice platform used for the callback.
- **Call Control Interaction Server (CCIS)** - The CCIS is now installed as its own, separate component in the installer package.
- **Environment-Based Automated Configuration**
- **Voice Platform Upgrade** - Existing IVG (Avaya) 3.1 installations may perform a voice platform upgrade by modifying the existing **install_ivg.cfg** file and running the IVG 3.2 installer.

UUI Based Routing

IVG supports UUI-based routing for Avaya. UUI-based routing can be leveraged for VDN reduction for both queues and/or segments.

Operating System Support

IVG 3.2 can be installed on the following Linux OS versions:

This article applies from version 3.2.0 to 3.2.0

- CentOS Version 6.8
- Red Hat Enterprise Linux Version 6.8

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 for Avaya TSAPI 8.1.0

Cisco

Support for Cisco UCCE

Cisco component requirements are:

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

Third Party Software

While installing IVG 3.2.0, 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
- nfs-utils
- openssl
- pcre
- perl
- postgresql92-server
- speex
- xerces (CentOS)
- xerces-c (RHEL)

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- tcsh
- zsh

Fixed Issues

ID	Description	Versions Affected:
132908381	Outbound calls were incorrectly reported as inbound calls in the IVG Management System dashboard. Now, updates to the IVG Management System ensure outbound calls are correctly reported.	3.0.0 - 3.1.0

Known Issues

ID	Description	Workaround/Clarification	Version 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 - 3.4
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