



Interactive Voice Gateway (IVG) Release Notes Version 3.1.0

Version Number	Release Date	Availability
3.1.0	2016-12-22	General Availability

[Click here for the previous IVG Release Notes.](#)

[Click here to jump to Known Issues.](#)

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 is used in conjunction with the Virtual Hold and Avaya 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 prerequisites prior to installing IVG 3.1.0. See [IVG Prerequisites](#) for details. Please contact your VHT account representative for further details.

Note:

This version of IVG does not support UUI-based routing of calls.

Features in this Release

Agent Priority

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 available for Avaya environments when using IVG 3.1 or later.

Enhanced Installation and Configuration Automation

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

- **Password Encryption** - The Installer package now includes a bundled application for the encryption of all passwords employed with each IVG component. This encryption protects the credentials for the associated components, and increases the security of the IVG system overall.
- **Sentinel** – The Installer automates the setup and running of the Sentinel component. The Sentinel monitors both the Foreman and Configuration Manager components, and restarts them if they stop or fail. In this way, the Sentinel acts as a “last resort” system check to provide high availability of these two critical components. The Sentinel is executed itself through a Cron job, also configured by the Installer.

Name File Sharing

IVG now includes a documented procedure for sharing the recorded “Name Files” across multiple IVG servers. This feature makes the customers recorded name-file available for playback during outbound treatment, independent of the voice platform used for the callback. Refer to [Name File Sharing](#) for more information.

Operating System Support

IVG 3.1 can be installed on the following Linux platforms:



- 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

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

Third Party Software

While installing IVG 3.1.0, the installation process also installs the following components:

- expat
- gzip
- ksh
- libaio
- libcurl
- libogg



- libvorbis
- libxml2
- libxslt
- libyami
- ncurses
- net-snmp
- openssl
- pcre
- perl
- postgresql92-server
- postgresql92-libs
- speex
- tcsh
- xerces
- zsh
- mailx (CentOS 6.8 integrations only)
- cyrus-sasl-plain (CentOS 6.8 integrations only)

Fixed Issues

ID	Description	Versions Affected:
133025407	In systems using multiple IVG servers, the Log Manager (logmgr) , License Manager (licensemanager), and Holly License Manager Peering (hlms) parameters were configured incorrectly at the pool level, instead of at the host level by the IVG Installer. As a result, redundancy for these components was not enabled. Now, updates to the IVG installer configures these parameters which provides for the redundancy of these components.	3.0.0



Known Issues

ID	Description	Workaround	Version Affected
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
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
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 and 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 and later
132908381	Outbound calls are reported incorrectly as inbound calls in the Holly Management System (HMS) Dashboard.	None	3.0 and later

Related Documentation

Documents associated with this release:

- [Interactive Voice Gateway \(IVG\) Installation Guide](#)
- [Interactive Voice Gateway \(IVG\) Configuration Guide](#)
- [Interactive Voice Gateway \(IVG\) Technical Overview](#)
- [VXML Interaction Server \(VIS\) Release Notes](#)
- [Callback Version 8.7 Installation Guide](#)
- [Virtual Hold Compatibility and Integration Matrix](#)