



Interactive Voice Gateway (IVG) Release Notes Version 3.0.0.20161104

Version Number	Release Date	Availability
3.0.0.20161104	2016-11-4	General Availability

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Overview

Virtual Hold Technology's 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.
- **VXML Interaction Server** - is the VHT voice application which when executed from the integrated Apache Tomcat application server, serves VoiceXML to the Holly Voice Platform to deliver Virtual Hold Callback treatment.
- **Outbound Dialer** - is the VHT CCXML application which on receipt of a Callback request from the Outbound Contact, initiates an outbound call to deliver Callback treatment to the registered caller.

Note:

The IVG installation process for 3.0.0 requires customers running IVG 2.1.0 or earlier to meet specific prerequisites prior to installing IVG 3.0.0. 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

- **Offline Installation** - After the installer package is downloaded from Flexera, installation can be performed in an offline environment.
- **Automated Installation and Configuration** - The IVG Installer installs the application and its dependencies on each VM in an automated installation process
- **Single and Multiple IVG Instances** - IVG may be installed as a single instance or as multiple instances. Each VM installed with a single IVG instance contains the voice platform, VIS, and Outbound Dialer. The PostgreSQL database may be installed locally, remotely, or standalone, depending on the deployment model being used.
- **Standalone and High Availability deployments** - IVG can be installed in a standalone or high availability Callback deployment.
- **Integration Support** - Support for Avaya TSAPI.
- **Centralized Management** - The web-based management system provides a centralized user interface to administer one or more IVG voice platforms.
- **Improved Performance** - The Standalone Virtual Hold with Single IVG deployment model in IVG 3.0, running on the baseline IVG Hardware specifications, now supports 250-300 concurrent calls. By comparison, IVG Versions 2.1 and earlier only supported 50 concurrent calls.

Operating System Support

IVG 3.0 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

Requirements for Queued Events are:

- AES 6.x or 7.x
- Works with an existing Avaya AES implementation (6.x - 7.x)
- TSAPI

Third Party Software

While installing IVG 3.0.0, the installation process also installs the following components:

- expat
- gzip
- ksh
- libaio
- libcurl
- libogg
- libvorbis
- libxml2
- libxslt
- libyaml
- ncurses
- net-snmp
- openssl
- pcre
- perl
- postgresql92-server
- postgresql92-libs
- speex



- tcsh
- xerces
- zsh

Fixed Issues

None for this release.

Known Issues

ID	Description	Workaround/Clarification	Version Affected/ Reported In
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	3.0.0 - 3.4.0
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	3.0.0 and later/ 3.0.0
133132221	Reports generated by the Holly Management System (HMS) do not include any detailed call events for calls initiated through CCXML.	None	3.0.0 and later/ 3.0.0
133025407	In systems using multiple IVG servers, the Log Manager (logmgr) , License Manager (licensemanager), and Holly License Manager Peering (hlms) parameters are configured incorrectly at the pool level, instead of at the host level by the IVG Installer. As a result, redundancy for these components is not enabled.	Configure the logmgr, licensemanager, and hlms parameters with individual host names in the hyp_params.cfg file prior to installation.	3.0.0 and later/ 3.0.0
132908381	Outbound calls are reported incorrectly as inbound calls in the Holly Management System (HMS) Dashboard.	None	3.0.0 and later/ 3.0.0



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 8.6 Installation Guide](#)
- [Virtual Hold Compatibility and Integration Matrix](#)