



## VXML Interaction Server (VIS) Release Notes Version 5.10.0.689

Version Number	Release Date	Availability
5.10.0.689	2016-05-19	Generally Available

Click here for the previous [VXML Interaction Server Release Notes](#).

## Features in this Release

### German Language Support

VXML Interaction Server (VIS) now supports the German language in addition to the Arabic, Dutch, English, French Canadian, Spanish and Mandarin Chinese languages.

## Software Compatibility and Requirements

This version of VIS is compatible with:

- Virtual Hold 8.5.1 (and later) and Platform Toolkit 5.0

VIS has been validated with the following Web servers:

- Apache Tomcat 6, 7 and 8 (Windows only)
- Apache Tomcat 7 (Red Hat Enterprise Linux 6.5 only)
- WebLogic (10.3.6 only)
- Red Hat JBoss EAP 6.0

VIS has been validated with the following media servers:

- Apache Tomcat 6, 7 and 8 (Windows only)
- Microsoft IIS 6 and 7
- Apache HTTP Server 2.x

The Virtual Hold [Integration and Compatibility Matrix](#) details the integrations, components, and versions for the Virtual Hold Technology lab and field environments where Virtual Hold has been successfully tested. Refer to this matrix for more information on types of integrations VIS has been validated against.



## File Names and Supported Languages

VIS folder and file names and supported languages:

.WAR File Name	Voices Zip Folder Name	Supported Languages
VIS_5.10.0.689.JBOSS, VIS_5.10.0.689.Tomcat	Voices_5.10.0.689	Arabic, Dutch, English, FrenchCanadian, German, SpanishNorthAmerican (or SpanishNA for VIS 5.0), and MandarinChinese

## Limitations

The following limitations apply to this release of VIS:

- AVP environments using H.323 as the outbound protocol have callback transfers incorrectly are reported as transfer errors. This is a limitation of the H.323 protocol. Using SIP as the outbound protocol correctly reports callback transfers. For more information, please see [Choosing a Signaling Protocol for AVP/AEP Integration](#).
- Answering Machine Detection (AMD) is supported all platforms except Cisco UCCX.
- Calls in IVR displayed in Queue Statistics screen of Queue Watch is supported only with Virtual Hold Releases 8.0.3 and later.
- Name Recording for UCCX is supported only with UCCX Releases 8.5 and 9.0.
- Name Files cannot be played from WebLogic, but should be played from IIS instead. Refer to the appropriate [VIS guides](#) for more information.
- For AVP/AEP environments using Subdialog to transfer to a third-party application on an outbound call; if the Subdialog fails and outbound.cleanupcallbeforesubdialog is set to **TRUE**, the call is reported as AgentAnswered even though the call was TroubleDisconnected.
- For scheduled callbacks, VIS assumes the caller is in the same time zone as the VIS application.

**Note:**

In GVP environments, a time zone offset key value pair (VH\_TZ\_OFFSET) can be passed to VIS to provide the time difference between the caller time zone and VIS local time zone.

- The following EyeQueue QueueSpeak settings function uniquely in systems using the VXML Interaction Server. Refer to the EyeQueue User Guide for detailed information.
  - EWT Phrase - Normal File
  - EWT Range Phrase File
  - EWT Range Phrase - Between File
  - EWT Phrase - Speak Max EWT File
  - EWT Phrase - Speak Min EWT File

The following features are not supported in this release:



- Callback Double Check (CBDC) with Rescheduled Callbacks
- Dial Extension
- Dial Department
- Line Status in Queue Watch
- Notify
- Prompt Recorder
- Rapport

## Fixed Issues

ID	Description	Reported In
128143675	In Callback integrations using VIS with Cisco UCCX platforms, when the <b>Max Invalid Attempts</b> threshold was reached, calls were incorrectly placed in queue instead of being disconnected. Now, calls are correctly disconnected when the <b>Max Invalid Attempts</b> threshold is reached.	5.9.0
118268031	In VIS integrations using the Smart QueueSpeak feature when EWT was less than the time remaining in the work day, the rescheduling of calls generated errors and played an incorrect prompt. Now, the calls being rescheduled are trouble disconnected with an appropriate prompt.	5.9.0
117675887	In VIS integrations, changing operation mode from Normal or Virtual Queue to After Hours, Shutdown or Standby during ASAP Callback did not execute a callback until operation mode returned to Normal or Virtual Queue. Now, the ASAP callback is terminated and the call is routed to the Hold queue (trouble transferred) when the mode changes to After Hours, Standby or Shutdown.	5.9.0
114311237	In VIS integrations when EWT was greater than the time remaining in the work day, scheduling a callback during activation of Smart QueueSpeak resulted in the call being directly routed (trouble transferred) to the Hold queue and generation of an error message. Now, in this scenario, scheduled callbacks are routed through a special prompt and on to the correct queue (without errors).	5.9.0
113943301	In VIS integrations using AVP and the <subdialog> feature, inbound calls were assigned an initial ID (External Tracking ID) while outbound calls were assigned a different ID (UCID). The new outbound UCID was not updated in and used by Queue Manager which caused transfer errors. Now Queue Manager is updated with new outbound UCIDs eliminating any transfer errors and correctly final fating calls.	5.9.0
108643558	In Callback integrations using Treatment Type 20 and different Hold and Under Threshold queues, VIS incorrectly transferred under threshold calls to the Hold queue. Now, updates to VIS ensure under threshold calls are routed to the Under Threshold queue.	5.9.0



ID	Description	Reported In
107729656	In VIS integrations, EWT values were incorrectly required to be in the hh:mm:ss time format in order for the IVR messages to play correctly. Now, EWT values can also be specified in the hh:mm time format and the IVR will play the correct messages ( <b>You will receive a callback in less than ...</b> instead of the incorrect message <b>You will receive a callback within ...</b> for example).	5.7
113401437	In integrations using Callback with Fast Forward feature enabled and the VXML Integration Server, exceeding the maximum number of invalid responses resulted in the call being sent through trouble transfer logic. Now, updates to Fast Forward logic ensure the call is handled by the appropriate Max Invalid Response logic.	5.6
113400759	In integrations using VXML Interaction Server Versions 5.3.0 through 5.9.0, the scheduling of ASAP callbacks was terminated when callers hung up while recording their names. Now, the pre-Version 5.3.0 behavior (completing the call using valued customer as caller name) is restored.	5.3
107753474	In Callback integrations with Datebook mode enabled and Choose Hold disabled using VIS, exceeding Max Invalid Attempts limits while scheduling a Callback incorrectly placed calls on hold for the next representative. Now, updated Datebook logic ensures calls are disconnected in this scenario.	5.0.4

## Known Issues

ID	Description	Workaround/ Clarification	Reported In
66669948	Calls are getting cleaned up even though there is a problem launching subdialog -> submit option. The problem is that InteractionQueued and InteractionDequeued are called before the sub dialog application. Upon a successful submit, VIS no longer has application control and stops processing. If the submit fails then control returns to VIS.	None.	VIS 5.0.2
75543360 75543782	An error is played to the caller after attempting to store their name due to the fact the NFS file store is offline and it cannot upload the file.	Reconfigure the NFS mount.	VIS 4.1.2