VXML Interaction Server (VIS) Release Notes Version 5.11.0.804

Version Number	Release Date	Availability
5.11.0.804	2016-08-04	Generally Available

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

New Features in this Release

Turkish Language Support

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

Strip Leading Zero from Phone Number Support

The **Strip Leading Zero from Phone Number** feature within EyeQueue now works in integrations using the VXML Interaction Server (VIS) with all supported languages (Arabic, Dutch, English, French Canadian, German, Mandarin Chinese, Spanish, and Turkish). When enabled, this feature removes the leading zero (if entered) of telephone numbers specified by callers.

VH_EWT Key Value Attachment

In Genesys integrations the EWT value returned from GetSegmentState is now attached in a new VH_EWT Key Value Pair for the following integration models:

- PlatformSupport_GVP with MODE=GVP
- PlatformSupport_AVPIDriver with MODE=AVPIDriver
- PlatformSupport_AVPIDriver with MODE=GENESYSVXMLIDRIVER

24-Hour Time Format Support

The 24-hour time format for prompts is now supported by the VXML Interaction Server for all languages. This feature allows callers to enter time values using the 24-hour time format.

> **Important:**
>
> Ensure the **System Settings > International > 24-Hour Time for Prompts** option in EyeQueue is set to **True** when

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installing or upgrading a VIS system that uses the 24-hour time format (mandatory for Dutch and German languages).

Software Compatibility and Requirements

This version of VIS is compatible with:

- Virtual Hold 8.6.0 (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_5.11.0.804.JBOSS, VIS_5.11.0.804.Tomcat	Voices_5.11.0.804	Arabic, Dutch, English, FrenchCanadian, German, MandarinChinese, SpanishNA, and Turkish

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.
- The colon character cannot be used in KVP data (use the com.virtualhold.toolkit.transferprefix option in the toolkit.property file). Refer to the Configuring the VXML Interaction Server (toolkit.properties) topic in the VXML Interaction Server Configuration Guide for details.
- 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

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Fixed Issues

ID	Description	Reported In
119798635	In Virtual Hold systems utilizing VIS and AVP-IDriver, logic used by the **Callback Double Check - Time Remaining Threshold** setting incorrectly transferred calls to the Holding queue instead of the Priority queue when the caller's wait time was less than this setting. Now, updates to this logic ensure callers are transferred to the correct queue when Callback Double Check is enabled and the EWT is less than the Time Remaining Threshold. When H.323 is used for inbound call processing and callers are sent to the Priority queue, they are placed at the end of the Priority queue.	5.10.0
119798573	In Virtual Hold systems utilizing VIS and IVG-Genesys, logic used by the Callback Double Check - Time Remaining Threshold setting incorrectly transferred calls to the Holding queue instead of the Priority queue when the caller's wait time was less than this setting. Now, updates to this logic ensure callers are transferred to the correct queue when Callback Double Check is enabled and the EWT is less than the Time Remaining Threshold.	5.10.0
119641347	In Callback integrations using VIS, incoming calls were incorrectly directed to the Holding queue when no Callback licenses were available. Now, updates to the call treatment logic ensure incoming calls are directed to the Under Threshold queue when no Callback licences are available.	5.10.0
119210829	In VIS integrations with AVP and AACC platforms, all calls through subdialogs were sent to the Hold queue. Now, updates to the transfer destination logic ensure under threshold calls are sent to the Under Threshold queue.	5.10.0
118448389	In VIS integrations using the AVP IDriver, customer KVP data containing colon characters causes calls to fail and generates missing information error messages. Colon characters are not supported in KVP data. As a workaround, configure VIS to prefix the call destination with tel: 1. Remove colon characters from KVP data. 2. Set the VH_TransferDestination variable (toolkit.property file) to the destination number. 3. Set the new com.virtualhold.toolkit.transferprefix option to **tel:**.	5.10.0

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ID	Description	Reported In
111716612	In Virtual Hold systems utilizing VIS and ININ-CIC, logic used by the **Callback Double Check - Time Remaining Threshold** setting incorrectly transferred calls to the Holding queue instead of the Priority queue when the caller's wait time was less than this setting. Now, updates to this logic ensure callers are transferred to the correct queue when Callback Double Check is enabled and the EWT is less than the Time Remaining Threshold. **Note:** This fix is dependent on CIC Handler Version 1.0.4.	5.10.0
105763834	In Virtual Hold systems utilizing VIS and Genesysy GVP, logic used by the **Callback Double Check - Time Remaining Threshold** setting incorrectly transferred calls to the Holding queue instead of the Priority queue when the caller's wait time was less than this setting. Now, updates to this logic ensure callers are transferred to the correct queue when Callback Double Check is enabled and the EWT is less than the Time Remaining Threshold.	5.10.0
118878285	In Callback integration using VIS when EWT was less than 1 hour, the lower range unit was never spoken (**Current hold time is between 4 and 7 minutes** for example). Now, updated range logic checks the ALWAYSQUOTEUNITSINEWT setting value and speaks the lower range as specified (**Current hold time is between 4 and 7 minutes** for example when set to **TRUE** or **Current hold time is between 4 and 7 minutes** for example when set to **FALSE**).	5.9.0

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 file due to the fact the NFS file store is offline and it cannot upload the file.	Reconfigure the NFS mount.	VIS 4.1.2

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