VXML Interaction Server (VIS) Release Notes Version 5.12.0.939

Version Number	Release Date	Availability
5.12.0.939	2016-09-23	Generally Available

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

New Features in this Release

Callback Time Zone Selection

By default, the VXML Interaction Server (VIS) uses the local server time when scheduling callbacks. This results in callbacks being scheduled incorrectly when the caller is located in a different time zone. With this new feature enabled, callers can select the time zone to be used when scheduling a callback.

This feature should be employed in implementations where Virtual Hold is offering scheduled Callbacks to callers located in multiple time zones. Each caller would select the appropriate time zone for their callback from the menu list offered, ensuring all callers receive their callback at the selected time.

VIS includes the English, French, and Spanish language time zone selection default prompts. To use this feature in other supported languages, replace the existing default prompts with your custom set of time zone selection prompts in that language.

Software Compatibility and Requirements

This version of VIS is compatible with:

• Virtual Hold 8.6.1 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_5.12.0.939.JBOSS, VIS_5.12.0.939.Tomcat	Voices_5.12.0.939	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.

> **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 Time Zone Selection feature plays the time zone selection prompts supplied with each language (default or custom).

This article applies to version 5.12.0 or later

- 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
121848215	While scheduling a callback, there was no limit to the number of times a caller could return to the main menu. Now, updates to callback scheduling ensures the appropriate settings are applied.	5.11.0
121847831	The Max Invalid Response - AM/PM option within EyeQueue was not being applied. Now, the setting is being applied correctly.	5.11.0

Known Issues

ID	Description	Workaround/ Clarification	Reported In
130204083	Callback integrations using the VXML Interaction Server (VIS), automatic Daylight Savings Time (DST) compensation is not performed when DST occurs after the initial callback is scheduled but before the scheduled callback time.	None.	5.12.0

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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.	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.	4.1.2

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