



## VXML Interaction Server (VIS) Release Notes Version 5.2.0.783

Version Number	Date	Availability
Version 5.2.0.783	2015-03-06	Generally Available

Jump to [Limitations](#) or jump to [Known Issues](#).

## Features in this Release

### AACC CS 1000 Support

Avaya Aura Contact Center (AACC) CS 1000 aml-based only integration is now supported. This integration employs a new CCT Connector component. Refer to the [CCT Connector Release Notes](#) for more information.

### Interactive Voice Gateway (IVG)

IVG is an application that can be deployed in combination with VIS in environments that do not have a supported VXML IVR platform that can execute and render VHT's Callback Application via VIS. 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. IVG is used in conjunction with the Virtual Hold and Avaya applications to process incoming calls through to successful callback.

## Integration Matrices

Contact Virtual Hold Technology's Product Management team ([ProductManagement@virtualhold.com](mailto:ProductManagement@virtualhold.com)) if you are interested in deploying a Controlled Release feature. VIS integrations with their protocols, IVRs, and statuses:

Integration	Protocol	3rd Party IVR	Status
Avaya Aura Contact Center (AACC)	AML	AEP	Generally Available



Integration	Protocol	3rd Party IVR	Status
Avaya TSAPI and VIS Genesys IDriver	H.323	AVP	
Avaya TSAPI	H.323/SIP		
Genesys T-Server			
Genesys T-Server (ORS/URS)	SIP	GVP	
Cisco UCCX	N/A	N/A	
Cisco UCCE	H.323/SIP	CVP	
ININ (i3)	N/A	CIC	
IVG with Avaya	SIP	N/A	Controlled Release
Genesys VXML IDriver	SIP	AEP	Generally Available

## File Names and Folders

VIS folder and file names and supported languages:

.WAR File Name	Voices Zip Folder Name	Supported Languages	Toolkit Properties
VIS_5.2.0.783.JBoss VIS_5.2.0.783.Tomcat VIS_5.2.0.783.Weblogic	Voices_5.2.0.783	Dutch, English, FrenchCanadian, SpanishNorthAmerican (or SpanishNA for VIS 5.0), and MandarinChinese	aacc.toolkit.properties (found in the Sample_Configuration_x file)

## Related Documentation

- [VXML Interaction Server Installation Guide](#)
- [VXML Interaction Server Configuration Guide](#)
- [VXML Interaction Server Maintenance Guide](#)
- [CCT Connector Release Notes](#)



- [AACCC Integration Guide](#)
- [Interactive Voice Gateway \(IVG\) Release Notes](#)

## Fixed Issues

ID	Description	Reported as a Known Issue in:
88514060	In Voxeo integrations, callback calls were being disconnected during transfers to priority queue when the User-to-User information was blank. This has been corrected by not including the User-to-User information when it is blank.	5.1.0

## 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 is supported only with AVP, CIC, GVP, and Cisco CVP platforms but NOT with Cisco UCCX and IVG.
- 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. Name Files can be played from IIS. Refer to the appropriate [VIS guides](#) for more information.
- For AVP environments using Subdialog on an outbound call, if the Subdialog fails, the call is reported as AgentAnswered even though the call was TroubleDisconnected when the outbound.cleanupcallbeforesubdialog is set to TRUE.
- 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 Range - Speak "Hours" for Lower EWT
- 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

## Known Issues

ID	Description	Workaround/Clarification	Reported In
66669948	Call is getting cleaned up even though there is a problem launching subdialog -> submit option. InteractionQueued and InteractionDequeued 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
68063412	In DateBook mode with the DateBook End Call queue variable set to TRUE, the caller can select option 2 in the menu to disconnect the call. This should fate the call as a Q32 datebook disconnect, instead the call will wait until the interaction times out in Queue Manager.		4.3.2



ID	Description	Workaround/Clarification	Reported In
68279308	Platform Toolkit method InteractionDisconnectedByApplication currently only accepts AfterHours and SmartCallBlock. Because of this VirtualQDisconnect and DateBookDisconnect do not work correctly from VIS.		7.6.1
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
84856840	Queue Stats continues to report that call as stuck in IVR when a caller disconnects "abandon" during the "Name Recording" process of scheduling a callback. This happens because VIS does not send an "InteractionDisconnectedByCaller" PTK command when the caller disconnects.	The call does not clean up until the interaction times out.	5.0.6
85655826	When recording a name file, recordings in excess of 30 seconds results in odd voice platform behavior.	The maximum time limit allowed to record is currently set to 300 seconds (5 minutes). Change this to 10 seconds in the associated VoiceXML <record> 'maxtime' attribute.	5.1.0
89199676	In AACC with AEP, the "beep" tone is not heard to signal that the name recording is about to begin unless a key is pressed by the caller on their telephone.	Add the <b>com.virtualhold.toolkit.disableNameRecording</b> setting to the toolkit.properties file and set it to True to skip the name recording feature.	5.2.0