VXML Interaction Server (VIS) Release Notes Version 5.3.0.908

Version Number	Release Date	Availability
5.3.0.908	2015-04-08	Generally Available

Click here for the previous VXML Interaction Server Release Notes.

Features in this Release

Licensing Management Support

This feature adds license management for VIS integrations by limiting the total number of concurrent inbound calls to the VIS application. License management is disabled by default. For enablement of this feature, contact your Virtual Hold Technology representative.

ANI Call Attribute Capture

The ANI call attribute is now captured as part of the inbound call.

Software Compatibility and Requirements

This version of VIS is compatible with the following software components:

Component	Version
Virtual Hold	7.6.26 8.0.8 8.1.0
Platform Toolkit	4.0
Open Toolkit Library	5.1.0
Interactive Voice Gateway (IVG)	1.1.0

Component	Version
VIS Genesys IDriver for AVP/AEP	2.0.1

VIS has been validated with the following Web servers:

- Apache Tomcat 6 and 7 (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 and 7
- Microsoft IIS 6 and 7
- Apache HTTP Server 2.x
- Red Hat JBoss EAP 6.0

Integration Matrices

Contact Virtual Hold Technology's Product Management team (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
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	

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Integration	Protocol	3rd Party IVR	Status
ININ (i3)	N/A	CIC	
Genesys VXML IDriver	SIP	AEP	
IVG with Avaya	SIP	N/A	Controlled Release

File Names and Folders

VIS folder and file names and supported languages:

.WAR File Name	Voices Zip Folder Name	Supported Languages
VIS_5.3.0.908.JBOSS VIS_5.3.0.908.Tomcat VIS_5.3.0.908.Weblogic	Voices_5.3.0.908	Dutch, English, FrenchCanadian, 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 only with AVP, CIC, GVP, IVG, and Cisco CVP platforms but NOT with 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. 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.

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> **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 as a Known Issue in:
84856840	Queue Statistics continued to report that a call was stuck in the IVR when a caller disconnects "abandons" during the name recording process of scheduling a callback. This happened because VIS did not send an "InteractionDisconnectedByCaller" PTK command when the caller abandoned and the call did not clean up until the interaction timed out. This has been corrected. Now, Queue Statistics reports this correctly.	5.0.6

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84899826	When the Smart Feature "Smart Virtual Queue Threshold" was set to any value between 1-99999 seconds, VIS was NOT prompting the caller to be placed in the Virtual Queue for a callback resulting in too many active calls. When set to 0, prompts were given as normal. This has been fixed such that VIS plays prompts to be placed in the Virtual Queue for a callback when set between 0-99999 seconds.	
84944848	When the Smart Feature "Smart Call Block Threshold" was set to any value between 1-99999 seconds, VIS was NOT blocking calls resulting in calls NOT being disconnected. When set to 0, calls were disconnected as normal. This has been fixed such that calls are now blocked when set between 0-99999 seconds.	
85329430	When the QueueSpeak Setting "EWT Range - Speak "Hours" for Lower EWT" was set to False (do not speak "hours"), "hours" was still being spoken. This has been corrected. Setting to False will not speak "hours" when announcing the lower EWT.	
85655826	When recording a name file, recordings in excess of 30 seconds resulted in odd voice platform behavior. The maximum time limit allowed to record had to be manually changed to 10 seconds in the associated VoiceXML <record> 'maxtime' attribute to correct this. This has been corrected.	5.1.0
86158018	During the confirmation step of scheduling a callback, VIS did not announce the day of the scheduled callback making it ambiguous to the caller as to which day the callback was scheduled for. For example, if caller chose a scheduled callback for Thursday at 4PM, the confirmation that was played did not include the day, only the time. This has been corrected, the day is now announced during the confirmation step.	5.0.6

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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.		
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.x 8.0.x
68741382	In PTK calls, special characters (e.g., backslash '\' , less than '<' or greater than '>') in the URL get dropped from user data by the time the call arrives at Queue Manager, which causes problems in the call.		7.6.13 8.0.x 8.1.0
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
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 **com.virtualhold.toolkit. disableNameRecording** setting to the toolkit.properties file and set it to True to skip the name recording feature.	5.2.0
90643032	During the confirmation step of scheduling a callback, VIS announces that the caller may press 2 to return to the options menu, but pressing 2 actually takes the caller back to the "time entry" step.	None.	5.0.6

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Related Documentation

- [VXML Interaction Server Installation Guide](#)
- [VXML Interaction Server Configuration Guide](#)
- [VXML Interaction Server Maintenance Guide](#)

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