



VXML Interaction Server (VIS) Release Notes Version 5.4.0.1019

Version Number	Release Date	Availability
5.4.0.1019	2015-05-15	Generally Available

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

Overview

VIS is a Java-based VoiceXML (VXML) application. It uses the open VXML standard to send and receive media and voice dialogs from any VXML-compliant voice browser. VIS uses a standard deployment process across all platforms and does not require proprietary hardware or software.

Features in this Release

IVG with Genesys Support

VIS has been updated to work in combination with the IVG platform in Genesys environments to provide inbound and outbound call processing in environments that do not support a VXML IVR platform capable of executing Virtual Hold's callbacks.

AEP Version 7 Support

Refer to the [Virtual Hold Compatibility and Integration Matrix](#) for detailed information.

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 8.2.0
Platform Toolkit	4.0
Open Toolkit Library	5.1.0
Interactive Voice Gateway (IVG)	2.0.0
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



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		
Genesys VXML IDriver	SIP	AEP		
IVG with Avaya		N/A		Controlled Release
IVG with Genesys				

File Names and Folders

VIS folder and file names and supported languages:

.WAR File Name	Voices Zip Folder Name	Supported Languages
VIS_5.4.0.1019.JBOSS VIS_5.4.0.1019.Tomcat VIS_5.4.0.1019.Weblogic	Voices_5.4.0.1019	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.

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:
68741382	In Platform Toolkit (PTK) calls, special characters (e.g., backslash '\', less than '<' or greater than '>') in the URL were getting dropped from user data by the time the call arrived at Queue Manager, which caused problems in the call. The contents of the SOAP message body needed to be XML encoded before requests were sent to PTK and XML decoded when returned from the PTK. This issue has been corrected.	7.6.13
75510288	When a caller abandons the call when in the holding queue, it was reported as a transfer error instead of Abandon on Hold Queue. This issue has been corrected.	5.2.0
86451438	With Datebook mode enabled, interactions were not properly cleaned up when choosing Datebook End Call (option #2 in the main menu) resulting in the number of calls not being decremented in Queue Statistics under the "Calls in IVR" and "Total Calls in VH" columns. This issue has been corrected.	7.6.27
89199676	In AACC with AEP, the "beep" tone was not heard when signaling that the name recording is about to begin unless a key is pressed by the caller on their telephone. This issue has been corrected.	5.2.0
90046332	With Datebook Choose Hold enabled, the number of Max Invalid attempts were reached and calls were disconnected instead of being transferred to the holding queue. Now, no disconnect occurs and the caller waits on hold until the call is connected to an agent.	5.3.0
90125148	An incorrect fate of "Transfer Error" for calls that abandoned during transfer was being used which was not accurate. The correct fate is now Abandon on Incoming.	5.2.0
90499250	Scripting issues were causing incorrect call fates to occur when a caller tried to enter a scheduled callback time that was within the current Estimated Wait Time (EWT). The call was cleaned up as Q19 but should have been Q4. This issue has been corrected.	5.3.0
90643032	During the confirmation step of scheduling a callback, VIS announced that the caller can press 2 to return to the options menu, but pressing 2 actually took the caller back to the "time entry" step. Option 2 now takes the caller back to the main menu while a new menu option (3) has been added that takes the caller to the time entry step.	5.0.6



91221380	When in VirtualQueue mode, Callback Double Check (CBDC) was trouble transferring callers when they had an appointment for a callback scheduled. This issue has been corrected.	5.3.0
91859812	An incorrect fate of "InteractionExpired" for calls that abandoned during a reschedule was being reported, but was not the correct fate. This issue has been corrected to use the correct fate of "Abandoned".	5.2.0

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
68063410	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
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
94335272	In CVP systems during Normal mode, calls disconnect instead of being transferred successfully to an agent when the maximum number of invalid attempts is reached for selecting the time of a scheduled callback.	None.	5.4.0



ID	Description	Workaround/ Clarification	Reported In
94417822	In UCCX systems with Datebook mode enabled, when rescheduled calls are placed and the prompts are played, calls do not hang up. Instead, calls attempt to connect to an agent. The rescheduled call is still placed into the system, but does not work appropriately. This occurs when the rescheduled call is a different phone number.		
94421004	When scheduling a call in systems with AVPIDriver and the maximum number of invalid attempts is reached when selecting the time of an appointment, a new call is created in the system and is immediately routed to the holding queue with a reason of "Under Threshold". The old call fails to transfer to the queue.		
94593736	When scheduling a callback in IVG Avaya systems with ANI Playback Enable set to TRUE, VIS attempts to play back and register an unknown number. If this number is accepted and you continue through the rest of the scheduling steps, the call trouble transfers.		

Related Documentation

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