



VXML Interaction Server (VIS) Release Notes Version 5.6.0.21

Version Number	Release Date	Availability
5.6.0.21	2015-07-24	Generally Available

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

Features in this Release

Genesys 'CTI through IVR Server' Integration

With this VIS release, VHT Callback can now be integrated with the Genesys Voice Platform (GVP) version 8 utilizing the Genesys IVR Server as a mechanism for CTI messaging.

This new VIS feature provides additional integration flexibility for GVP 8 deployments that either require backwards compatibility for legacy voice applications (e.g. GVPI based), or for switch configurations where SIP Server cannot provide the CTI connectivity between GVP and the rest of the Genesys suite. Customers can now deploy VHT solutions with either Genesys SIP Server (previously supported) or Genesys IVR Server.

Software Compatibility and Requirements

This version of VIS is compatible with and requires **Virtual Hold Version 8.3.0** and **Platform Toolkit Version 5.0**.

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



Note:

The "CTI Through SIP Server" integration model is supported with GVP 8.1 and higher. However, the "CTI Through IVR Server" integration model is supported with GVP 8.1 only.

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_5.6.0.21.JBOSS VIS_5.6.0.21.Tomcat VIS_5.6.0.21.Weblogic	Voices_5.6.0.21	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 In
97836192	In systems using GVP, when no Virtual Hold licenses were available, calls were being transferred to the hold queue and the VHT_VIS_DISPOSITION was set as None instead of Hold . This has been corrected. Hold is now set appropriately for VHT_VIS_DISPOSITION if no Virtual Hold licenses are available.	5.5.0



Known Issues

ID	Description	Workaround/ Clarification	Reported In
66669946	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
75543360 75543782	An error is played to the caller after attempting to store their name due to the fact the NFS file store is offline and it cannot upload the file.	Reconfigure the NFS mount.	4.1.2
97753750	When no licenses are available while calling VIS as the Subdialog, there are no returned values.	None.	5.5.0
98014650	When the VH operation mode is in Shutdown, VIS tries to create a call and fails with an error. This applies to AVP with Subdialog and GVP with Subdialog.		