VXML Interaction Server (VIS) Release Notes Version 5.7.0.119

Version Number	Release Date	Availability
5.7.0.119	2015-10-12	Generally Available

Click here for the previous VXML Interaction Server Release Notes.

Features in this Release

Holding Queue DN Returned in Subdialog Namelist

In Virtual Hold integration(s) where VIS is executed through <subdialog>, the holding queue DN is now returned in the name list to the third-party inbound IVR voice application when the call is under threshold or the caller chooses to remain on hold. This provides the inbound IVR application with the configured Holding Queue DN in these call scenarios.

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, 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
- 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 integration(s) 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_5.7.0.119.JBOSS VIS_5.7.0.119.Tomcat VIS_5.7.0.119.Weblogic	Voices_5.7.0.119	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 only supported with AVP/AEP, GVP, CIC, 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, 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.
- 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
101211128	In Virtual Hold systems utilizing VIS and CVP, failure to provide any recordable sound when prompted for a caller name (for example, the phone was muted or recording was stopped before anything was recorded) resulted in call disconnection and termination of call treatment. Now, an internal error is logged and call treatment progresses normally using either a blank or default name recording.	VIrtual Hold 8.0.8
100448498	In Virtual Hold systems utilizing VIS and CVP, logic used by the "Callback Double Check - Time Remaining Threshold" setting incorrectly transferred calls to the holding queue instead of the ACD priority queue when the caller's wait time was less than this setting. Now, updates to this logic ensure callers are transferred to the correct queue when Callback Double Check is enabled and the EWT is less than the Time Remaining Threshold.	Virtual Hold 8.0.8
68279308 93021562	In systems using the VXML Interaction Server, the final fates of calls (while in Virtual Queue and Date Book modes) were recorded incorrectly when they were disconnected. The updating of the Platform Toolkit method InteractionDisconnectedByApplication and usage of a newly created reason (Other) in VXML Interaction Server allow the successful fating of disconnected calls.	Virtual Hold 7.6

100020742	In Virtual Hold systems utilizing VIS and GVP, an error was generated when the phone receiving a callback was muted. Updates to call progress detection now ensure the callback is handled correctly (normal prompts played).	VIS 5.6.0
98014650	When the VH operation mode is in Shutdown, VIS tries to create an interaction and fails with an error. Now, VIS no longer errors in this manner for this mode.	VIS 5.5.0
97753750	In Virtual Hold integrations where VIS is executed through subdialog, and no licenses are available, the response code did not indicate this failure condition. Now, the response code returns an inbound_result value of "nolicense". The calling application can use this value to initiate the desired customer behavior.	VIS 5.5.0
100122224	In Virtual Hold integrations using VIS, the Callback Double Check prompt indicating callback existence was not being played. Now, Callback Double Check prompting functions correctly.	VIS 5.1
68063412	In Date Book mode with the DateBook End Call queue variable set to **TRUE**, the caller could select option 2 in the menu to disconnect the call. However, incorrect internal fating of the call prevented disconnection and the call remained until Queue Manager timed out the call. Now, the call is correctly fated and disconnected.	VIS 5.0.2
99789378	In Virtual Hold integrations with CVP and VIS, inadvertently pressing # when trying to manually enter a callback phone number incorrectly disconnected the call. Now, with changes to the callflow logic the inadvertent pressing of # generates an invalid entry callback number message.	N/A
99444008	After configuring the "Virtual Queue - Press Zero to Hold" setting to **TRUE**, the pressing of zero in the main menu was ignored in Virtual Hold deployments using CVP. Changes in CVP platform support now accept the pressing of zero to transfer the customer to the hold queue.	N/A
99030134	In Virtual Hold deployments using GVP, when VIS was invoked via SUBDIALOG, incoming call data was not retrieved from VIS, hence did not get stored by Queue Manager. Instead, call data passed via subdialog was stored. Now, the VIS UserDataSource variable determines which call data or combinations of call data are attached to the call. Refer to Selecting Call Data Source within the Inbound Application Transfer Through Subdialog for GVP topic contained in the Virtual Hold for Genesys GVP Integration Guide for more information about this variable.	N/A

Known Issues

ID	Description	Workaround/ Clarification	Reported In
6666994	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.	VIS 5.0.2
7554336 7554378	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.	VIS 4.1.2