



VXML Interaction Server (VIS) Release Notes Version 5.9.0.408

Version Number	Release Date	Availability
5.9.0.408	2016-01-15	Generally Available

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

Features in this Release

Arabic Language Support

VXML Interaction Server (VIS) now supports the Arabic language in addition to the Dutch, English, French Canadian, Spanish and Mandarin Chinese languages.

VXML Interaction Server-supported IVRs build sentences that are spoken to callers by using special callflow logic to piece recorded prompts together. For some languages, the expressing of entered digits, EWT time values and scheduled time values is better handled by capturing or using prerecorded language-specific values in five additional directories located in the Default directory. These directories are:

- ENTERED_DIGITS - Contains the numbers zero through nine, and will be used for phone numbers and extensions.
- EWT_MINUTES - Contains the numbers zero through fifty-nine and will be used to play minutes that need to be spoken for EWT.
- EWT_HOURS - Contains the numbers zero through twenty-three and will be used to play hours that need to be spoken for EWT.
- SCHED_MINUTES - Contains the numbers zero through fifty-nine and will be used to play any minutes that need to be spoken for time.
- SCHED_HOURS - Contains the numbers zero through twenty-three and will be used to play any hours that need to be spoken for time.

These additional directories are currently employed for the VIS Arabic language only. Be sure to replace these prerecorded voice prompts when creating new Brands.

IVG with Avaya UII-Based Routing Integration Support

VXML Interaction Server (VIS) now supports Avaya UII-Based Routing Integrations when using the Interactive Voice Gateway (IVG) Version 2.1 and later with VIS Version 5.9.0. This version of the VIS-IVG Platform Support Module also supports the **VH Treatment Decision in UII** and **Read VH Segment from UII** features for reducing the number of entry or queuing VDN's required for integration with Virtual Hold (Callback) version 8.4.2 and later.



Software Compatibility and Requirements

This version of VIS is compatible with:

- Virtual Hold 8.4.2 (and later) and Platform Toolkit 5.0
- Virtual Hold 7.6.31 (and later) and Platform Toolkit 4.0

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

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_5.9.0.408.JBOSS VIS_5.9.0.408.Tomcat	Voices_5.9.0.408	Arabic, 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
110357242	In VXML Interaction Server integrations, the value of the EyeQueue > ASAP Callback > Call Flow Settings > Max Invalid Response - Menu After Description menu option was used differently when limiting the maximum number of consecutive invalid responses allowed (actual value utilized) and when limiting the maximum number of times the further options menu option can be used consecutively (value minus one utilized). Now, this value is used consistently (actual value utilized) in both scenarios.	VIS 5.6
109927636	In VXML Interaction Server (VIS) integrations, VIS incorrectly spoke a platform error message as the seconds value when EWT was between x hours, 59 minutes and the next hour (for example, ...EWT is <i>platform_error_message</i> ..., ...EWT is 1 hour and <i>platform_error_message</i> ..., etc.). Now, VIS speaks the next hour in this scenario (for example, ...EWT is 1 hour, ...EWT is 2 hours..., etc.).	ALL

Known Issues

ID	Description	Workaround/ Clarification	Reported In
128143675	Callback integrations using VIS with Cisco UCCX platforms, when the Max Invalid Attempts threshold is reached, calls are incorrectly placed in queue instead of being disconnected.	None.	VIS 5.9
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.	VIS 5.0.2
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.	VIS 4.1.2