



VXML Interaction Server (VIS) Release Notes Version 6.0.0.982

Version Number	Release Date	Availability
6.0.0.982	2016-10-21	Generally Available

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

New Features in this Release

Support for IVG (Avaya)

VXML Interaction Server (VIS) introduces support for the IVG 3.0 (Avaya). For more information, please refer to the [IVG guides](#).

VIS continues to support IVG 2.1.0 (Genesys) in 6.0.0.

Software Compatibility and Requirements

This version of VIS is compatible with:

- Virtual Hold 8.6.2 and Platform Toolkit 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)

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

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_6.0.0.982.Tomcat	Voices_6.0.0.982	Arabic, Dutch, English, FrenchCanadian, German, MandarinChinese, SpanishNA, and Turkish

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 on all platforms except 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.
- 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.
- The colon character cannot be used in KVP data (use the com.virtualhold.toolkit.transferprefix option in the toolkit.property file). Refer to the Configuring the VXML Interaction Server (toolkit.properties) topic in the VXML Interaction Server Configuration Guide for details.
- The Time Zone Selection feature plays the time zone selection prompts supplied with each language (default or custom).

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
130204083	In Callback integrations using the VXML Interaction Server (VIS), automatic Daylight Savings Time (DST) compensation was not performed when DST transitioned after the initial callback was scheduled but before the scheduled callback time. Now, DST compensation occurs at the correct time.	5.12.0
130847605	In Callback integrations using the VXML Interaction Server (VIS) and Agent Priority, agents were not receiving whisper prompts. Now, agents are played whisper prompts while outbound calls are dialed.	5.9.0
130545921	In Callback integrations using the VXML Interaction Server (VIS) while in operation modes After Hours, Date Book (Choose Hold set to FALSE), Virtual Queue (Disconnect On Max Invalid Attempts set to TRUE) and Standby, VIS was transferring inbound calls to the hold queue, instead of disconnecting them, when licenses were not available. Now, these calls are played a prompt (Please call back later) and disconnected when no licenses are available.	5.9.0

Known Issues

ID	Description	Workaround/ Clarification	Affected Versions/ Reported In
123170601	ICVP integrations, calls are not reported as complete to ICM after the caller hangs up. The calls are actually completed but no signal is being sent to ICM to complete the call.	None.	All/5.7.0



ID	Description	Workaround/ Clarification	Affected Versions/ Reported In
128061765	GVP integrations, abandoned calls (caller hangs up) are generating errors because VXML Interaction Server (VIS) is attaching call data to these calls when it should not.	None.	All/5.1.0
128241575	CVP integrations, random incoming calls are sending 0 byte length name files to VXML Interaction Server (VIS) resulting in dropped outbound calls. This occurs because VIS cannot handle 0 byte length name files.	None.	All/5.0.5
66669946	Calls are getting cleaned up even though there is a problem launching subdialog -> submit option. The problem is that InteractionQueued and InteractionDequeued are 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
7554336A 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