VXML Interaction Server (VIS) Release Notes Version 6.1.0.1034

Version Number	Release Date	Availability
6.1.0.1034	2016-12-07	Generally Available

Click here for the previous VXML Interaction Server Release Notes.

New Features in this Release

Italian Language Support

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

File Names and Supported Languages

The following table lists the VIS folder, file names, supported languages:

.WAR File Name	Voices Zip Folder Name	Supported Languages (Through EyeQueue)
VIS_6.1.0.1034.Tomcat	Voices_6.1.0.1034	Arabic, Dutch, English, FrenchCanadian, German, Italian, MandarinChinese, SpanishNA, and Turkish

Limitations

The following limitations apply to this release of VXML Interaction Server (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.
- 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 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 Time Zone Selection feature plays the time zone selection prompts published for each language (default or custom).

> **Note:**
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> 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. However, VHT now recommends the use of the Time Zone Selection feature with all supported voice platforms, as described in Configuring Time Zone Selection Support.

The following features are not supported with the VoceXML Interaction Server (VIS):

- Callback Double Check (CBDC) with Rescheduled Callbacks
- Dial Extension
- Dial Department
- Line Status in Queue Watch
- Notify
- Prompt Recorder
- Rapport

Fixed Issues

ID	Description	Affected Versions/ Reported In
128061765, 134064101	In GVP integrations, for abandoned calls (caller hangs up) the MCP was reporting errors because VXML Interaction Server (VIS) was attempting to attach call user-data after the call had terminated. Now, VIS no longer attempts to attach call user-data when the call is abandoned.	All/5.1.0

ID	Description		Affected Versions/ Reported In
128241575	In CVP integrations, for incoming calls the VoiceXML Interaction Server is posting recorded name files with a 0 byte length. CVP is unable to play a 0 byte file and as a result, disconnects the caller on Callback. VIS now checks the length of the recorded name file before playing through CVP on the outbound call.		All/5.0.5

Known Issues

ID	Description	Workaround/ Clarification	Affected Versions/ Reported In
131940383	In systems where the server containing VIS is set to a time prior to the time used by the server containing the primary Core Instance, scheduling a callback for a time in the past causes the caller to be trouble transferred (played a brief message and disconnected).	Ensure all servers in the system are set to the exact same time value.	All/5.9.0
123170601	In CVP 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
66669948	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
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

Generated on December 26, 2019