



VXML Interaction Server (VIS) Release Notes Version 6.2.X

Version Number	Release Date
6.2.1	2017-05-31
6.2.0	2017-03-31

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6.2.1

New Features or Major Changes

Outreach

In addition to VIS Outreach support for IVG with both Avaya and IVG with Cisco UCCE, VIS now supports Outreach with the following voice platforms:

- AVP/AEP
- CVP
- GVP
- IVG-Avaya
- IVG-Cisco UCCE

Prompt Recorder

The VoiceXML Prompt Recorder application is modeled after the Virtual Hold GlobalCall Prompt Recorder IVR call flow. This new Prompt Recorder application allows for the recording of prompts used by the Virtual Hold VoiceXML Interaction Server (VIS). The Prompt Recorder is typically used to customize prompts for Outreach, an outbound feature of the VIS application.

Configurable Grammar Type Support

The VIS grammar type is configurable through the toolkit.properties file. Setting the new



com.virtualhold.toolkit.grammar.type property to **external**, or the absence of this property, enables the usage of an external grammar type (by default) while a setting of **inline** enables the usage of an inline grammar type.

Korean and Norwegian Language Support

VIS now supports Korean and Norwegian languages in addition to the Arabic, Dutch, English, French Canadian, German, Italian, 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_6.2.1.1280.Tomcat	Voices_6.2.1.1280	Arabic, Dutch, English, FrenchCanadian, German, Italian, Korean, MandarinChinese, Norwegian, SpanishNA, and Turkish.

Limitations

The following limitations apply to this release 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 VIS Configuration Guide for details.
- The following EyeQueue QueueSpeak settings function uniquely in systems using VIS. 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 with VIS:

- Callback Double Check (CBDC) with Rescheduled Callbacks
- Dial Extension



- Dial Department
- Line Status in Queue Watch

Fixed Issues

ID	Description	Versions Affected
136738023	In VXML Interaction Server (VIS) integrations using Callback in Virtual Queue mode, the Further Options menu was presented to the caller even when this menu was disabled in EyeQueue. Now, updates to VIS logic ensure the Further Options menu is not presented when it is disabled.	5.4.0 - 6.2.0

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New Features in this Release

IVG (Cisco UCCE) Support

VXML Interaction Server (VIS) introduces support for IVG 3.2 (Cisco UCCE). For more information, please reference the [Callback Version 8.8.0](#) release notes.

Outreach

VIS now supports Outreach in the following integrations:

- IVG with Avaya
- IVG with Cisco UCCE

For more information, please reference the [Callback Version 8.8.0](#) release notes.

Tomcat 9 Compatibility

VIS is now compatible with Tomcat 9 in addition to 6, 7, and 8. For more information, please reference the [Virtual Hold Compatibility and Integration Matrix](#).



Time Zone Selection Language Support

VIS now includes all time zone selection default prompts for all supported 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_6.2.0.1139.Tomcat	Voices_6.2.0.1139	Arabic, Dutch, English, FrenchCanadian, German, Italian, MandarinChinese, SpanishNA, and Turkish

Limitations

The following limitations apply to this release of VXML Interaction Server (VIS):

- 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
- When using Outreach, the Name File Required function is not supported.

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

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



Fixed Issues

None for this release.

Known Issues

ID	Description	Workaround/ Clarification	Affected Versions
131940383	In systems where the server containing VIS is set to a time prior to the time on the primary Core Instance server, 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 utilize the same time.	All
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
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 or later
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 or later