VXML Interaction Server (VIS) configuration guide version 6.4-6.6

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Installing the VXML Interaction Server toolkit.properties

Overview

Platform-specific toolkit.properties files contain the various VXML Interaction Server (VIS) configuration options, which include:

- routing decisions
- caller experience customization
- prompt level configuration

Each toolkit.properties file contains platform-specific properties, and common properties shared across each platform.

Installing toolkit.properties file

Use the following instructions to install the toolkit.properties file:

1. **For Windows** - Create a VirtualHold folder in the root of the same drive as Apache Tomcat Web server.
2. **For Linux** - Create an /etc/VirtualHold folder in the root of the same drive as Apache Tomcat Web server.
3. Select the toolkit.properties file from the **Sample_Configuration_***x.x.x.xxx***.zip** from the VIS download package that corresponds to your integration, and open the file in a text editor to configure the properties.
    - Use the following table to identify each supported integration type and its corresponding toolkit.properties file:

Integration	toolkit.properties file
Avaya Aura Contact Center	aacc.toolkit.properties
H.323 Avaya Voice Portal (AVP)	avp.h323.toolkit.properties
SIP Avaya Voice Portal (AVP)	avp.sip.toolkit.properties
I3 CIC	cic.toolkit.properties
Genesys VXML iDriver	genesys.vxmlidriver.toolkit.properties
Genesys Voice Platform (GVP)	gvp.toolkit.properties
IVG Avaya (IVG version 3.0 or later)	hvp.avaya.toolkit.properties
IVG Genesys (IVG version 3.3.0 or later)	hvp.genesys.toolkit.properties

Integration	toolkit.properties file
IVG Avaya (IVG versions 1.0-2.1 only) IVG Genesys (IVG versions 2.0-2.1 only)	ivg.avaya.toolkit.properties
IVG Cisco UCCE	ivg.cisco.toolkit.properties
Cisco UCCE Cisco Voice Platform (CVP)	ucce.toolkit.properties
Cisco UCCX	uccx.toolkit.properties
Voxeo	voxeo.toolkit.properties
VTOP	vtop.toolkit.properties

4. Save the file to the VirtualHold folder as **toolkit.properties**, and then close.

Note:

A restart is not required for any changes to take effect.

Return to top.

Next Steps

After installing and configuring the VIS toolkit.properties file, proceed to customizing external media files or return to the VIS configuration guide.

aacc.toolkit.properties

Overview

The aacc.toolkit.properties files contains the properties for Avaya Aura Contact Center (AACC). Use the file when configuring the AACC properties as part of installing the VIS toolkit.properties.

Configuring the common properties

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the AACC properties

Use the following table to configure the additional properties used by AACC:

Property	Description	Default value
com.virtualhold.toolkit.useDnisAsSegment	Determines whether to use the call's DNIS as the incoming Platform ToolKit segment. **true** - use the call's DNIS as the incoming PTK segment. **false** - do not use the call's DNIS as the incoming PTK segment.	true
com.virtualhold.toolkit.aacc.url	Identifies the URL of the AACC Open Networking SOAP endpoint.	**http://***AACC_SOAP_Address***:***AACC_S***Services/OpenNetworking**
com.virtualhold.toolkit.aacc.username	Identifies the username for authenticating with AACC Open Networking SOAP API.	*AACC_Username*
com.virtualhold.toolkit.aacc.password	Identifies the password for authenticating with AACC Open Networking SOAP API	*AACC_Passowrd*
com.virtualhold.toolkit.aacc.domain	Identifies the domain to use for authenticating with AACC Open Networking SOAP API.	*AACC_Domain*
com.virtualhold.toolkit.avp.troubletransferdtmf	Avaya code for a trouble transfer call after a callback is requested.	*Converse_on_return_code_to_queue*

Unrelated properties

The following table contains the properties not related to AACC:

Property	Description	Default value
com.virtualhold.toolkit.outbound.cleanupcallbeforesubdialog	Determines whether to queue and dequeue the outbound call before control is passed off in the submit. **true** - will queue and dequeue the outbound call **false** - will not queue and dequeue	true

Property	Description	Default value
com.virtualhold.toolkit.defaultdestination	Determines the default transfer destination during an inbound call in the event a destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN inbound calls should be transferred to if call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.outbound.defaultdestination	Determines the default transfer destination during an outbound call in the event a fransfer destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN outbound calls should be transferred to if a call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.inbound.useexternalrouting	Determines whether VIS will control inbound call routing, or pass control back to the Avaya CM. **true** - VIS controls the call routing. **false** - Avaya CM controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false

Property	Description	Default value
com.virtualhold.toolkit.outbound.useexternalrouting	Determines whether VIS will control outbound call routing, or pass control back to the Avaya CM. **true** - VIS controls the call routing. **false** - Avaya CM controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false

What's next?

After configuring the toolkit.properties file, return to Installing the VXML Interaction Server toolkit.propertie.

avp.h323.toolkit.properties

Overview

The avp.h323.toolkit.properties files contains the properties for Avaya Voice Platform (AVP) with H.323. Use the file when configuring the AVP with H.323 properties as part of installing the VIS toolkit.properties.

Configuring the common properties

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the AVP H.323 properties

Use the following table to configure the additional properties used by AVP with H.323:

Property	Description	Default value
com.virtualhold.toolkit.useDnisAsSegment	Determines whether to use the call's DNIS as the incoming Platform ToolKit segment. **true** - use the call's DNIS as the incoming PTK segment. **false** - do not use the call's DNIS as the incoming PTK segment.	true
com.virtualhold.toolkit.defaultdestination	Determines the default transfer destination during an inbound call in the event a destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN inbound calls should be transferred to if call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.outbound.defaultdestination	Determines the default transfer destination during an outbound call in the event a transfer destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN outbound calls should be transferred to if a call default transfers from VIS to queue.	*default_transfer_destination*

Property	Description	Default value
com.virtualhold.toolkit.inbound.useexternalrouting	Determines whether VIS will control inbound call routing, or pass control back to the Avaya CM. **true** - VIS controls the call routing. **false** - Avaya CM controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.outbound.useexternalrouting	Determines whether VIS will control outbound call routing, or pass control back to the Avaya CM. **true** - VIS controls the call routing. **false** - Avaya CM controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.avp.disconectdtmf	Avaya code for a disconnected call after a callback is requested.	*converse_on_return_code_to_disconnect*
com.virtualhold.toolkit.avp.normaltransferdtmf	Avaya code for a normal transferred call after a callback is requested.	*converse_on_return_code_to_queue*
com.virtualhold.toolkit.avp.troubletransferdtmf	Avaya code for a trouble transfer call after a callback is requested.	*Converse_on_return_code_to_queue*
com.virtualhold.toolkit.avp.uuistoredinascii	Determines the format QueueManager uses when storing UUI data for reattaching to a callback. **true** - uses ASCII format **false** - uses hexidecimal format	false

Property	Description	Default value
com.virtualhold.toolkit.outbound.cleanupcallbeforesubdialog	Determines whether to queue and dequeue the outbound call before control is passed off in the submit. **true** - will queue and dequeue the outbound call **false** - will not queue and dequeue	true
com.virtualhold.toolkit.transferprefix	Identifies the transfer prefix. Required when using the AVP IDriver.	**tel:**

What's next?

After configuring the toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

avp.sip.toolkit.properties

Overview

The avp.sip.toolkit.properties files contains the properties for Avaya Voice Platform (AVP) SIP for inbound or outbound. Use the file when configuring the AVP SIP properties as part of installing the VIS toolkit.properties.

Configuring the common properties

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the AVP SIP properties

Use the following table to configure the additional properties used by AVP SIP:

Property	Description	Default value
com.virtualhold.toolkit.outbound.cleanupcallbeforesubdialog	Determines whether to queue and dequeue the outbound call before control is passed off in the submit. **true** - will queue and dequeue the outbound call **false** - will not queue and dequeue	true
com.virtualhold.toolkit.useDnisAsSegment	Determines whether to use the call's DNIS as the incoming Platform ToolKit segment. **true** - use the call's DNIS as the incoming PTK segment. **false** - do not use the call's DNIS as the incoming PTK segment.	true
com.virtualhold.toolkit.defaultdestination	Determines the default transfer destination during an inbound call in the event a destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN inbound calls should be transferred to if call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.outbound.defaultdestination	Determines the default transfer destination during an outbound call in the event a fransfer destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN outbound calls should be transferred to if a call default transfers from VIS to queue.	*default_transfer_destination*

Property	Description	Default value
com.virtualhold.toolkit.inbound.useexternalrouting	Determines whether VIS will control inbound call routing, or pass control back to the Avaya CM. **true** - VIS controls the call routing. **false** - Avaya CM controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.outbound.useexternalrouting	Determines whether VIS will control outbound call routing, or pass control back to the Avaya CM. **true** - VIS controls the call routing. **false** - Avaya CM controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.avp.uuistoredinascii	Determines the format QueueManager uses when storing UUI data for reattaching to a callback. **true** - uses ASCII format **false** - uses hexidecimal format	false
com.virtualhold.toolkit.transferprefix	Identifies the transfer prefix.	**tel:**

What's next?

After configuring the toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

Changing location of toolkit.properties file

Overview

By default, the toolkit.properties file is located at **C:/VirtualHold.** use these instructions to change the location in Windows or Linux.

Changing the location of toolkit.properties file in Windows

On Windows machines, change the location of the toolkit.properties file by creating an environment variable. Perform the following steps on the server that contains VIS:

1. Right-click **My Computer** and select **Properties**.
2. **For Windows 7** - In the System window, click **Advanced system settings** in the left pane.
3. In the System Properties window, select the Advanced tab, then click **Environment Variables ...**.
4. Under System Variables, click **New...** to add a new environment variable.
5. Enter the Variable name as **VHT_VIS_PATH**.
6. Enter the Variable value as the path to the toolkit.properties file.
7. Click **OK** twice, then close the *System* window.
8. Restart the server.

Changing the location of the toolkit.properties file in Linux

On Linux machines, change the location of the toolkit.properties file by configuring the Apache Tomcat web server. Perform the following steps on the server that contains Apache Tomcat:

1. Enter **/tomcat/bin** in a command prompt.
2. Create a file named **setenv.sh** if not already done (refer here for more information).
3. Open the setenv.sh file.
4. Edit the file with a new location.
    a. Add **export JAVA_OPTS="-DVHT_VIS_PATH=***/var/lib/sample/***"** to the file where */var/lib/sample/* is your specific location.
5. Put the toolkit.properties file in the location specified in the setenv.sh file.
6. Restart Apache Tomcat.

cic.toolkit.properties

Overview

The aacc.toolkit.properties files contains the properties for CIC I3. Use the file when configuring the CIC I3 properties as part of installing the VIS toolkit.properties.

Configuring the common properties

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the CIC properties

Use the following table to configure the additional property used by CIC:

Property	Description	Default value
com.virtualhold.toolkit.useDnisAsSegment	Determines whether to use the call's DNIS as the incoming Platform ToolKit segment. **true** - use the call's DNIS as the incoming PTK segment. **false** - do not use the call's DNIS as the incoming PTK segment.	true

What's next?

After configuring the toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

genesys.vxmlidriver.toolkit.properties

Overview

The genesys.vxmlidriver.toolkit.properties files contains the properties for Genesys VXML IDriver. Use the file when configuring the Genesys properties as part of installing the VIS toolkit.properties.

Configuring the common properties

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the Genesys VXML IDriver properties

Use the following table to configure the additional properties used by Genesys VXML IDriver:

Property	Description	Default value
com.virtualhold.toolkit.useDnisAsSegment	Determines whether to use the call's DNIS as the incoming Platform ToolKit segment. **true** - use the call's DNIS as the incoming PTK segment. **false** - do not use the call's DNIS as the incoming PTK segment.	true
com.virtualhold.toolkit.genesys.vxmlidriver.url	Identifies the location of the VXML IDriver instance or virtual IP for a load balanced solution.	**http:***IIDriver_Instance_Server_Address* **ivrdriver_vg**
com.virtualhold.toolkit.genesys.vxmlidriver.userdatakeys	Comma delimited list of KVP names to retrieve from Genesys.	**vht_vis_segment:***Key_Name2***:***Key_Na*
com.virtualhold.toolkit.defaultdestination	Determines the default transfer destination during an inbound call in the event a destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN inbound calls should be transferred to if call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.outbound.defaultdestination	Determines the default transfer destination during an outbound call in the event a fransfer destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN outbound calls should be transferred to if a call default transfers from VIS to queue.	*default_transfer_destination*

Property	Description	Default value
com.virtualhold.toolkit.inbound.useexternalrouting	Determines whether VIS will control inbound call routing, or pass control back to Genesys. **true** - VIS controls the call routing. **false** - Genesys controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.outbound.useexternalrouting	Determines whether VIS will control outbound call routing, or pass control back to Genesys. **true** - VIS controls the call routing. **false** - Genesys controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.transferprefix	Identifies the transfer prefix.	**tel:**

What's next?

After configuring the toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

gvp.toolkit.properties

Overview

The gvp.toolkit.properties files contains the properties for Genesys Voice Platform (GVP). Use the file when configuring the GVP properties as part of installing the VIS toolkit.properties.

Configuring the common properties

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the GVP properties

Use the following table to configure the additional properties used by GVP:

Property	Description	Default value
com.virtualhold.toolkit.defaultdestination	Determines the default transfer destination during an inbound call in the event a destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN inbound calls should be transferred to if call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.outbound.defaultdestination	Determines the default transfer destination during an outbound call in the event a fransfer destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN outbound calls should be transferred to if a call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.inbound.useexternalrouting	Determines whether VIS will control inbound call routing, or pass control back to an inbound URS routing strategy. **true** - GVP behind configuration. **false** - GVP in front configuration. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false

Property	Description	Default value
com.virtualhold.toolkit.outbound.useexternalrouting	Determines whether VIS will control outbound call routing, or pass control back to an inbound URS routing startegy. **true** - GVP behind configuration. **false** - GVP in front configuration. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false

What's next?

After configuring the platform-specific toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

hvp.avaya.toolkit.properties (IVG 3.x or later)

Overview

The hvp.avaya.toolkit.properties files contains the properties for IVG Avaya. Use the file when configuring the Avaya properties as part of installing the VIS toolkit.properties.

Important:

The hvp.avaya.toolkit.properties file applies to IVG Avaya version 3.0.0 or later. If using IVG Avaya earlier than 3.0.0, please reference ivg.avaya.toolkit.properties.

Configuring the common properties

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the IVG Avaya properties

Use the following table to configure the additional properties used by IVG Avaya:

Property	Description	Default value
com.virtualhold.toolkit.useDnisAsSegment	Determines whether to use the call's DNIS as the incoming Platform ToolKit segment. **true** - use the call's DNIS as the incoming PTK segment. **false** - do not use the call's DNIS as the incoming PTK segment.	true
com.virtualhold.toolkit.defaultdestination	Determines the default transfer destination during an inbound call in the event a destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN inbound calls should be transferred to if call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.outbound.defaultdestination	Determines the default transfer destination during an outbound call in the event a fransfer destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN outbound calls should be transferred to if a call default transfers from VIS to queue.	*default_transfer_destination*

Property	Description	Default value
com.virtualhold.toolkit.inbound.useexternalrouting	Determines whether VIS will control inbound call routing, or pass control back to the Avaya CM. **true** - VIS controls the call routing. **false** - Avaya CM controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.outbound.useexternalrouting	Determines whether VIS will control outbound call routing, or pass control back to the Avaya CM. **true** - VIS controls the call routing. **false** - Avaya CM controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.avp.uuistoredinascii	Determines the format QueueManager uses when storing UUI data for reattaching to a callback. **true** - uses ASCII format **false** - uses hexidecimal format	false
com.virtualhold.toolkit.hvp.amd.url	Identifies the URL for the answering machine detection (AMD) recording. **Important:** This value is required, and should not be removed. Enable or Disable AMD in the OCC site.config connection list.	**/vht-ivg/amdRecord.jsp**

Property	Description	Default value
com.virtualhold.toolkit.hvp.amd.finalsilence	Identifies (in seconds) the amount of silence played at the end of the AMD recording.	1s
com.virtualhold.toolkit.hvp.amd.asrengine		dtmf
com.virtualhold.hvp.amd.sensitivity		0.4
com.virtualhold.hvp.amd.maxspeech	Determines the length of time (in seconds) to wait before playing recording.	20s
com.virtualhold.hvp.amd.maxinitialsilence		3s
com.virtualhold.hvp.amd.lifethreshold		4.0

Unrelated properties

The following table contains the property not related to HVP Avaya:

Property	Description	Default value
com.virtualhold.toolkit.outbound.cleanupcallbeforesubdialog	Determines whether to queue and dequeue the outbound call before control is passed off in the submit. **true** - will queue and dequeue the outbound call **false** - will not queue and dequeue	true

What's next?

After configuring the platform-specific toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

hvp.genesys.toolkit.properties

Overview

The hvp.genesys.toolkit.properties files contains the properties for IVG Genesys version 3.3.0 or later. Use the file when configuring the Genesys properties as part of installing the VIS toolkit.properties.

Configuring the common properties

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the IVG Genesys properties

Use the following table to configure the additional properties used by IVG Genesys:

Property	Description	Default value
com.virtualhold.toolkit.useDnisAsSegment	Determines whether to use the call's DNIS as the incoming Platform ToolKit segment. **true** - use the call's DNIS as the incoming PTK segment. **false** - do not use the call's DNIS as the incoming PTK segment.	true
com.virtualhold.toolkit.defaultdestination	Determines the default transfer destination during an inbound call in the event a destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN inbound calls should be transferred to if call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.outbound.defaultdestination	Determines the default transfer destination during an outbound call in the event a fransfer destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN outbound calls should be transferred to if a call default transfers from VIS to queue.	*default_transfer_destination*

Property	Description	Default value
com.virtualhold.toolkit.inbound.useexternalrouting	Determines whether VIS will control inbound call routing, or pass control back to Genesys. **true** - VIS controls the call routing. **false** - Genesys controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.outbound.useexternalrouting	Determines whether VIS will control outbound call routing, or pass control back to Genesys. **true** - VIS controls the call routing. **false** - Genesys controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.hvp.amd.url	Identifies the URL for the answering machine detection (AMD) recording. **Important:** This value is required, and should not be removed. Enable or Disable AMD in the OCC site.config connection list.	**/vht-ivg/amdRecord.jsp**
com.virtualhold.toolkit.hvp.amd.finalsilence	Identifies (in seconds) the amount of silence played at the end of the AMD recording.	1s
com.virtualhold.toolkit.hvp.amd.asrengine		dtmf
com.virtualhold.hvp.amd.sensitivity		0.4

Property	Description	Default value
com.virtualhold.hvp.amd.maxspeech	Determines the length of time (in seconds) to wait before playing recording.	20s
com.virtualhold.hvp.amd.maxinitialsilence		3s
com.virtualhold.hvp.amd.lifethreshold		4.0
com.virtualhold.toolkit.hvp.callcontrol.dialogURI	URI for the HVP dialoghttp used to attach userdata.	//localhost:8040/dialoghttp

Unrelated properties

The following table contains the properties not related to IVG Genesys:

Property	Description	Default value
com.virtualhold.toolkit.outbound.cleanupcallbeforesubdialog	Determines whether to queue and dequeue the outbound call before control is passed off in the submit. **true** - will queue and dequeue the outbound call **false** - will not queue or dequeue	true
com.virtualhold.toolkit.avp.uuistoresinascci	Determines the format QueueManager uses when storing UUI data for reattaching to a callback. **true** - uses ASCII format **false** - uses hexidecimal format	false

What's next?

After configuring the platform-specific toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

ivg.avaya.toolkit.properties (IVG 1.0-2.1)

Overview

The ivg.avaya.toolkit.properties files contains the properties for IVG Avaya versions 1.0.0-2.1.0. Use the file when configuring the Avaya properties as part of installing the VIS toolkit.properties.

Important:

The ivg.avaya.toolkit.properties file applies to IVG Avaya versions 1.0.0-2.1.0 only. If using IVG Avaya 3.0.0 or later, please reference hvp.avaya.toolkit.properties.

Configuring the common properties

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the IVG Avaya properties

Use the following table to configure the additional properties used by IVG Avaya:

Property	Description	Default value
com.virtualhold.toolkit.useDnisAsSegment	Determines whether to use the call's DNIS as the incoming Platform ToolKit segment. **true** - use the call's DNIS as the incoming PTK segment. **false** - do not use the call's DNIS as the incoming PTK segment.	true
com.virtualhold.toolkit.defaultdestination	Determines the default transfer destination during an inbound call in the event a destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN inbound calls should be transferred to if call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.outbound.defaultdestination	Determines the default transfer destination during an outbound call in the event a fransfer destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN outbound calls should be transferred to if a call default transfers from VIS to queue.	*default_transfer_destination*

Property	Description	Default value
com.virtualhold.toolkit.inbound.useexternalrouting	Determines whether VIS will control inbound call routing, or pass control back to the Avaya CM. **true** - VIS controls the call routing. **false** - Avaya CM controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.outbound.useexternalrouting	Determines whether VIS will control outbound call routing, or pass control back to the Avaya CM. **true** - VIS controls the call routing. **false** - Avaya CM controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.avp.uuistoredinascii	Determines the format QueueManager uses when storing UUI data for reattaching to a callback. **true** - uses ASCII format **false** - uses hexidecimal format	false

Unrelated properties

The following table contains the properties not related to IVG Avaya:

Property	Description	Default value
com.virtualhold.toolkit.outbound.cleanupcallbeforesubdialog	Determines whether to queue and dequeue the outbound call before control is passed off in the submit. **true** - will queue and dequeue the outbound call **false** - will not queue and dequeue	true
com.virtualhold.toolkit.avaya.nodeid	Identifies the node ID used to generate the UCID for PTK originating interactions. **Notes:** • Each IVG instance should have its own node ID. • Value must be a number btwween 1000-99999	9000

What's next?

After configuring the platform-specific toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

ivg.cisco.toolkit.properties

Overview

The ivg.cisco.toolkit.properties files contains the properties for IVG Cisco UCCE. Use the file when configuring the IVG Cisco properties as part of installing the VIS toolkit.properties.

Important:

The ivg.cisco.toolkit.properties file applies to IVG Cisco version 3.0.0 or later.

Configuring the common properties

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the IVG Cisco properties

Use the following table to configure the additional properties used by IVG Cisco UCCE:

Property	Description	Default value
com.virtualhold.toolkit.defaultdestination	Determines the default transfer destination during an inbound call in the event a destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN inbound calls should be transferred to if call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.outbound.defaultdestination	Determines the default transfer destination during an outbound call in the event a fransfer destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN outbound calls should be transferred to if a call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.hvp.amd.url	Identifies the URL for the answering machine detection (AMD) recording.	**/vht-ivg/amdRecord.jsp**
com.virtualhold.toolkit.hvp.amd.finalsilence	Identifies (in seconds) the amount of silence played at the end of the AMD recording.	1s
com.virtualhold.toolkit.hvp.amd.asrengine		dtmf
com.virtualhold.hvp.amd.sensitivity		0.4
com.virtualhold.hvp.amd.maxspeech	Determines the length of time (in seconds) to wait before playing recording.	20s
com.virtualhold.hvp.amd.maxinitialsilence		3s
com.virtualhold.hvp.amd.lifethreshold		4.0

Property	Description	Default value
com.virtualold.toolkit.holly.ctiurl	Identifies the URL for the Holly CTI.	https://localhost:8443/holly/update
com.toolkit.holly.serviceid	Identifies the peripheral number for outbound service.	1
com.virtualhold.toolkit.hollycallvariablenumber	Identifies the call variable number. Values must fall between 1-10.	10

Unrelated properties

The following table contains the properties not related to IVG Cisco UCCE:

Property	Description	Default value
com.virtualhold.toolkit.outbound.cleanupcallbeforesubdialog	Determines whether to queue and dequeue the outbound call before control is passed off in the submit. **true** - will queue and dequeue the outbound call **false** - will not queue and dequeue	true
com.virtualhold.toolkit.useDnisAsSegment	Determines whether to use the call's DNIS as the incoming Platform ToolKit segment. **true** - use the call's DNIS as the incoming PTK segment. **false** - do not use the call's DNIS as the incoming PTK segment.	true

Property	Description	Default value
com.virtualhold.toolkit.inbound.useexternalrouting	Determines whether VIS will control inbound call routing, or pass control back to Cisco. **true** - VIS controls the call routing. **false** - Cisco controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.outbound.useexternalrouting	Determines whether VIS will control outbound call routing, or pass control back to Cisco. **true** - VIS controls the call routing. **false** - Cisco controls call routing. **Note:** This property can be overwritten with the URL query string parameter **UseExternalRouting**	false
com.virtualhold.toolkit.avp.uuistoredinascii	Determines the format Queue Manager uses when storing UUI data for reattaching to a callback. **true** - uses ASCII format **false** - uses hexadecimal format	false

What's next?

After configuring the platform-specific toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

ucce.toolkit.properties

Overview

The ucce.toolkit.properties files contains the properties for Cisco UCCE and Cisco Voice Platform (CVP). Use the file when configuring the Cisco properties as part of installing the VIS toolkit.properties.

Configuring the common properties

> **Note:**
>
> CVP and Cisco UCCE only require the common properties.

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

What's next?

After configuring the platform-specific toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

uccx.toolkit.properties

Overview

The uccx.toolkit.properties files contains the properties for Cisco UCCX. Use the file when configuring the UCCX properties as part of installing the VIS toolkit.properties.

Configuring the common properties

Important:

Cisco UCCX does not require the following properties:

- com.virtualhold.toolkit.audiopath
- com.virtualhold.toolkit.webaudiopath

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the UCCX properties

Use the following table to configure the additional property used by Cisco UCCX:

Property	Description	Default value
com.virtualhold.toolkit.disableNameRecording	Determines whether to enable or disable customer name recording. **true** - Disable customer name recording. **false -** Enable customer name recording.	true

Unrelated properties

The following table contains the property not related to Cisco UCCX:

Property	Description	Default value
com.virtualhold.toolkit.useDnisAsSegment	Determines whether to use the call's DNIS as the incoming Platform ToolKit segment. **true** - use the call's DNIS as the incoming PTK segment. **false** - do not use the call's DNIS as the incoming PTK segment.	true

What's next?

After configuring the platform-specific toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

voxeo.toolkit.properties

Overview

The voxeo.toolkit.properties files contains the properties for Voxeo. Use the file when configuring the Voxeo properties as part of installing the VIS toolkit.properties.

Configuring the common properties

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the Voxeo properties

Use the following table to configure the additional properties used by Voxeo:

Property	Description	Default value
com.virtualhold.toolkit.useDnisAsSegment	Determines whether to use the call's DNIS as the incoming Platform ToolKit segment. **true** - use the call's DNIS as the incoming PTK segment. **false** - do not use the call's DNIS as the incoming PTK segment.	true
com.virtualhold.toolkit.defaultdestination	Determines the default transfer destination during an inbound call in the event a destination cannot be retrieved from PTK. Change the *default_transfer_destination* to the VDN inbound calls should be transferred to if call default transfers from VIS to queue.	*default_transfer_destination*
com.virtualhold.toolkit.outbound.defaultdestination	Determines the default transfer destination during an outbound call in the event a fransfer destination cannot be retrieved from PTK. Change the *default_transfer_destination* to the VDN outbound calls should be transferred to if a call default transfers from VIS to queue.	*default_transfer_destination*

What's next?

After configuring the platform-specific toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

vtop.toolkit.properties

Overview

The vtop.toolkit.properties files contains the properties for VTOP. Use the file when configuring the VTOP properties as part of installing the VIS toolkit.properties.

Configuring the common properties

Important:

VTOP does not require the following properties:

- com.virtualhold.toolkit.audiopath
- com.virtualhold.toolkit.webaudiopath

Use the following table to configure the properties common to all supported voice platforms:

Property	Description	Default value
com.virtualhold.toolkit.baseurl	The URL for the Platform TookKit web services.	**http:**//*IPTK_Server_Address*:*PTK_Port*/
com.virtualhold.toolkit.debug	Determines whether details of Platform ToolKit requests and responses are included in the web server logs. **True** - includes the details in the web server logs. **False** - excludes the details in the web server logs.	False
externalmediaserver.count	Identifies the total number of media servers where voice files will be played from.	1
extenal.mediaserver.1	Identifies the media server URL configuration.	**http:**//*Media_Server_Address*:*Media_S* **Note:** If more than one media server is defined in externalmediaserver.count, increase the number on the end of the property name. For example, external.mediaserver.2.
external.mediaserver.distribution	Identifies the media server distribution method. **failover** - distribution goes from top to bottom when attempting to fetch the media file, and plays from the location where it first finds the media file. **balanced** - load balances the media file fetching from the media servers, and failsover if needed.	failover

external.mediaserver.logging	Determines the frequency of media server failure logging. **none** - no media server failures are logged. **first** - logs the first time a media server error occurs. **all** - logs all media server errors	first
com.virtualhold.toolkit.audiopath	Determines the local path to the ASAP and Scheduled callback name files for the recording.	*Web_Server_Install_Directory*/**webapps** **ROOT**
com.virtualholdtoolkit.webaudiopath	Determines the web path to the ASAP and Scheduled callback name files for playback.	**http://***Web_Server_Address*:*Web_Serv*
com.virtualhold.toolkit.earlymorning	Defines the time group range for early morning.	(12:00 am|6:00 am)
com.virtualhold.toolkit.morning	Defines the time group range for morning.	(6:00 am|12:00 pm)
com.virtualhld.toolkit.afternoon	Defines the time group range for afternoon.	(12:00 pm|5:00 pm)
com.virtualhold.toolkit.evening	Defines the time group range for evening.	(5:00 pm|9:00 pm)
com.virtualhold.toolkit.night	Defines the time group range for night.	(9:00 pm|11:59 pm)
com.virtualhold.toolkit.grammar.type	Identifies the grammar file to be used. **inline** - An inline grammar file is used. **external** - An external grammar file is used.	external

Configuring the VTOP property

Use the following table to configure the additional property used by VTOP:

Property	Description	Default value
com.virtualhold.toolkit.outbound.defaultdestination	Determines the default transfer destination during an outbound call in the event a fransfer destination cannot be retrieved from PTK. **Note:** Change the *default_transfer_destination* to the VDN outbound calls should be transferred to if a call default transfers from VIS to queue.	*default_transfer_destination*

What's next?

After configuring the platform-specific toolkit.properties file, return to Installing the VXML Interaction Server toolkit.properties.

Customizing external media files

Overview

Clients may use customized sets of voice prompts instead of the standard voice files provided by Virtual Hold. The custom voice prompts must be organized using a specific folder structure so that the VXML Interaction Server will recognize them and play them correctly.
You can stage the voice files on any machine as you copy and arrange them. Then you will deploy the files to the media server(s).
You can use the Voices_x.x.x.xxx.zip file for Version 5.x.x provided in the Virtual Hold Download Center as a starting point, or you can create a new parent folder to hold the voice files. This documentation assumes you are starting with the voices folder.
The voices (parent) folder must contain a subfolder for each language used.

> **Note:**
> Available language depends on the VIS version. Refer to the VHT Compatibility and Integration Matrix for language details.

These folders must be named:

- VHT_Arabic
- VHT_Danish
- VHT_Dutch
- VHT_English
- VHT_EUPortuguese
- VHT_Finnish
- VHT_FrenchCanadian
- VHT_German
- VHT_Greek
- VHT_Hebrew
- VHT_Japanese
- VHT_Italian
- VHT_Korean
- VHT_MandarinChinese
- VHT_Norwegian
- VHT_Polish
- VHT_Russian
- VHT_SpanishNA
- VHT_Swedish

- VHT_Turkish

Each language folder must contain a subfolder named Default, and optionally extra subfolders containing custom files. The VXML Interaction Server will look for a custom voice file first. If a custom file cannot be found, it will use the files from the Default folder.

If you are using the voices folder from Virtual Hold with no changes, you can skip the steps below. Continue with the deployment steps listed in the Deploying External Media Files topic in the VXML Interaction Server Installation Guide.

To set up custom prompts for VXML Interaction Server

1. Navigate to the voices folder. Open the subfolder for the first language.
2. You will see a Default folder. This folder contains the standard set of voice prompts. We recommend making a copy of this folder under a different name (such as VHT_Defaults). This will preserve the files in case you need to use them later for troubleshooting.
3. Delete the contents of the Default folder and copy the files for the first custom call script here. Be sure this folder contains the full set of voice files.

   Note: The Default folder must also contain these four additional files:
   - .library
   - ContactNumber.grxml
   - ContactNumber.regex
   - recordtone.wav
4. To set up a second call script, create a new folder (at the same level as Default) and copy the custom prompts for the second call script into it.
5. Repeat step 4 for the remaining call scripts.

   Note: The new folders only need to contain those files which differ from the default. However, you may choose to copy entire prompt sets into the new folders. This will make the copying process simpler, but will result in more .wav files being stored on the media server(s).
   Any major variation (such as male/female voice or US English/British English) must contain the full prompt set in its folder. It must also include blank .wav files to replace any files that are present in the default set that should not be played. This is to avoid mixing genders or languages. Refer to the **Sample Voice Project** below.
6. Make sure each subfolder under [first language] contains an empty .library file (size 0 KB). If needed, copy the .library file from the Default folder and paste it into the others. This file is used by VIS to help determine if there are Custom Media voice prompts to be used or if Default for the language should be used.
7. Repeat steps 1-6 for other supported languages.
8. Deploy the voices folder and its contents to the media server(s). Refer to Deploying External Media Files.
9. Configure EyeQueue to contain the correct language and custom folder name. Refer to Configuring Language and Custom Media Fields in EyeQueue.

The changes take effect immediately; no restart is needed.

Sample voice project

A client has six call scripts in English: four in US English and two in British English. The voice project should be set up in \voices\VHT_English as follows:

- The default set of US English prompts in "Default"
- Custom prompts only in US English in "VHTCallScript_2", "VHTCallScript_3", and "VHTCallScript_4"
- Full prompt sets in British English in "VHTCallScript_5" and "VHTCallScript_6"

If any prompt is missing from either 5 or 6, it will be played from "Default", which will be US English instead of British English.

Next Steps

After installing and configuring the external media files, proceed to configuring language and custom media fields in EyeQueue or return to the VIS configuration guide.

Configuring language and custom media fields in EyeQueue

Overview

Configure the Language and Custom Media fields in the **Adv Settings** > **Language Settings** section of EyeQueue for each segment to contain the correct language and custom folder name.

1. In the Select a Segment field, choose the segment.
2. Select the Language option, then enter the name for the language used by this segment exactly as shown here:
   - Arabic
   - Danish
   - Dutch
   - English
   - EUPortuguese
   - Finnish
   - FrenchCanadian
   - German
   - Greek
   - Hebrew
   - Italian
   - Japanese
   - Korean
   - MandarinChinese
   - Norwegian
   - Polish
   - Russian
   - SpanishNA
   - Swedish
   - Turkish

Important:
Available language depends on the version of VIS. Refer to the VHT Compatibility and Integration Matrix for language details.

3. Select the Custom Media option, then enter the folder name from the media server containing customized voice prompts for this segment.

> **Note:** If the Custom Media value is blank or is not a valid folder name, the VXML Interaction Server will use the files from the Default folder for the specified language.
> If the Language value is blank or is not a valid language name, the VXML Interaction Server will use the files from the Default folder for English.

4. Click **Submit**.

The language and custom media settings will will take effect immediately. No restart of Virtual Hold is required.

Language-specific features

VIS-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 additional directories located in the Default directory. These directories are:

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

Next Steps

After configuring the language and custom media fields, proceed to configuring VIS for System Management monitoring, or return to the VIS configuration guide.

Configuring VIS for System Management monitoring

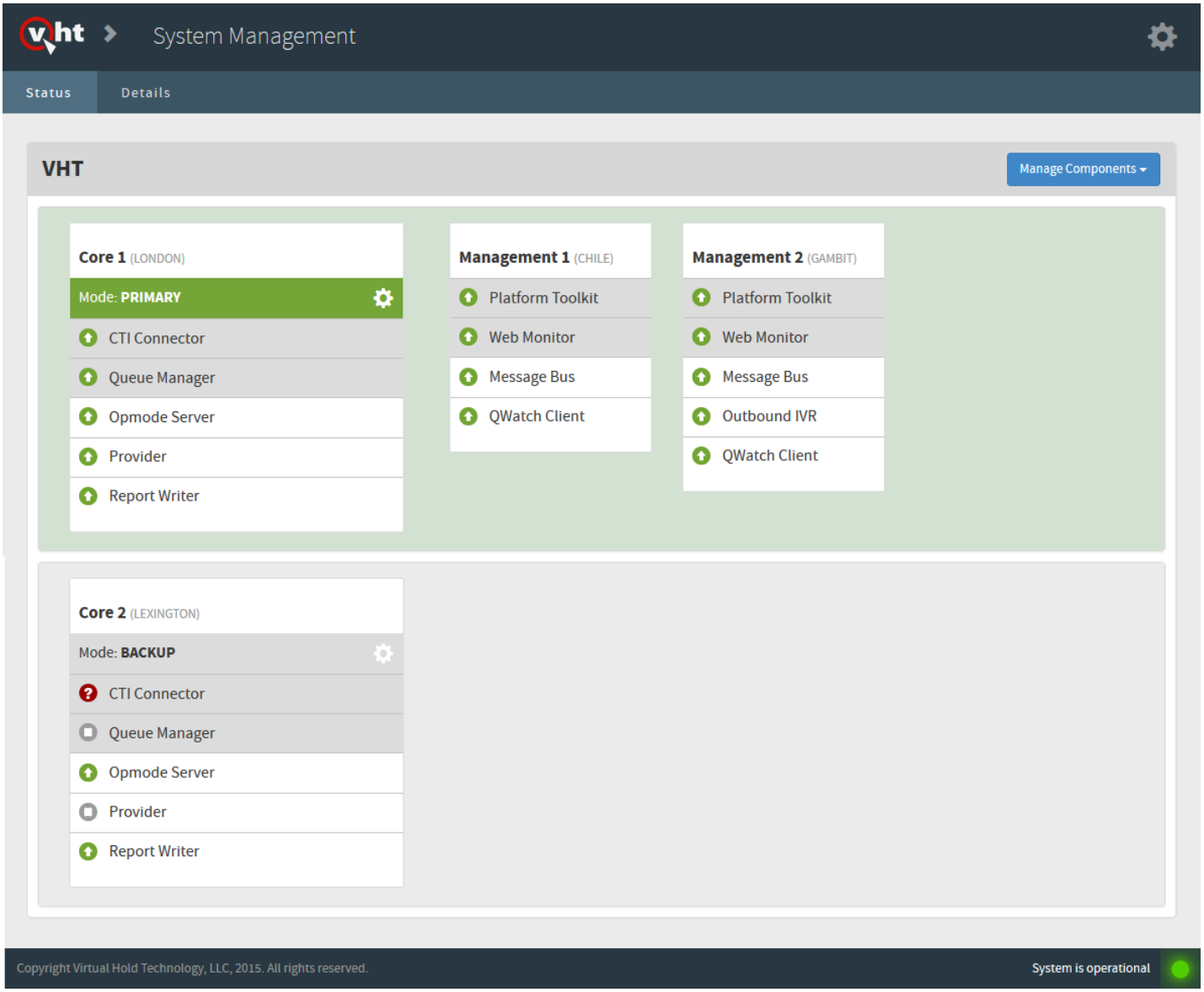
Overview

In Callback 8.1 or later, VIS can be monitored in the System Management interface. This allows administrators to see its status (started, stopped, or unknown) along with the status of other Callback components.

When Virtual Hold is installed or updated, it will automatically install a Web Monitor component on each Management Instance. This Web Monitor can be configured to monitor instances of VIS by manually editing the site.config file for the Notification Server.

The System Management user interface will display each VIS instance as a component. If VIS is installed on a Management Instance, it will display inside the appropriate Management Instance container. If VIS is installed outside of a Management Instance, it will appear in its own container.

The following image shows System Management monitoring an instance of VIS installed outside of a Management Instance.



For instructions on configuring System Management to monitor VIS, refer to System Management Notification Server Configuration.

Next Steps

After configuring VIS for System Management monitoring, proceed to configuring VIS for time zone selection (an optional configuration step to enable time zone selection), or return to the VIS configuration guide.

(Optional) Configuring time zone selection

Overview

The VXML Interaction Server (VIS) uses the local time of the VIS server by default when scheduling callbacks. This causes problems for callers in other time zones when requesting a callback.

For example:

- If a call is being processed in a time zone behind where the call originated, the callback will be returned at a time later than expected.
- A caller in a time zone behind where the call is being processed, is not offered callback options for earlier in the day, since these would be in the past according to the server time zone.

Starting with Version 5.12.0, VIS can be configured to provide selection of the time zone to which the callback should be sent. This requires configuration of the segment variables table (dbo.SegmentVariables) within the Callback SQL Server database.

VIS provides time zone selection for the configured time zones, including the automatic adjustment of Daylight Savings Time (DST) using Java™ Platform Standard Edition TimeZone class. The TimeZone class also handles time zone ID's and unique names in the format *area*!*location* (America!New_York) where *area* is the name of a continent or ocean, and *location* is the name of a specific location within the area. Use of this class allows customers to configure time zone options from as broad as US!Eastern to as specific as America!Indiana!Winamac.

Note:

Language support varies depending on your version of VIS. Refer to the Virtual Hold Compatibility and Integration Matrix for language details.

Limitations

The following limitations affect Callback times:

- If the *timezone_default* variable is not configured, time zone selection is not offered and callback times are based on local server time.
- If only the *timezone_default* variable is properly configured without at least one alternate selectable time zone, time zone selection is still not offered and callback times are based on the default time zone.

Configuring time zone selection

Prerequisite:

Verify the custom branded time zone selection voice prompt files used by this feature are recorded and available before enabling the feature.

To configure and enable time zone selection:

1. Locate the Callback SQL Server database.
2. Open the dbo.SegmentVariables table.
3. Add the segment variables and corresponding values for each incoming extension to provide time zone selection.

Important:

If configuring timezones for VIS 6.6.0, enter timezones using a period(.) instead of an underscore.

- timezone.1
- timezone.2
- etc

Segment Variable Name	Description	Value
timezone_1	Selectable time zones (at least one required in order to offer alternate time zones). Configured time zones do not have to start with timezone_1, or be consecutive. **Notes:** • Addition of all nine time zone variables is not required for the time zone selection feature to function. • Only the default and correctly configured time zones are offered.	Refer to Selectable Worldwide Time Zones for valid values.
timezone_2		
timezone_3		
timezone_4		
timezone_5		
timezone_6		
timezone_7		
timezone_8		
timezone_9		

Segment Variable Name	Description	Value
timezone_default	(Required) Default time zone. This time zone is announced to the caller, and is used if another is not selected.	
askcallerfortimezone	(Required) Determines if the time zone selection feature is allowed for this segment.	**TRUE** **FALSE**

4. Save and close the database.
5. Restart the Core instance for changes to take effect.
6. Save the segment changes.

The Time Zone Selection feature (selecting time zones) functions correctly only if ALL of the following conditions are met:

1. The askcallerfortimezone segment variable is set to **TRUE**.
2. The timezone_default variable is correctly added and configured.
3. At least one timezone_x segment variable is correctly added and configured.

Reporting callback times

Callback time values are managed and reported by Queue Manager according to the time zone where the standalone or active Core server resides. The Global Snapshot report within Dashboards also lists callback times according to the time zone where the standalone or active Core server reside, and not the time zone selected in the VIS Callflow.

For example:

- A callback scheduled for 5.00 PM US!Eastern is reported by a Queue Manager located in US!Pacific as 2.00 PM. (5 PM EST = 10 PM UTC = 2 PM PST)

Important:

VHT recommends that QueueManager and VIS server are located in the same time zone for simplified reporting and managing of time values.

Sample configuration

The following figure represents a possible time zone configuration for Incoming Extension 2. In this example:

- The Time Zone Selection feature is active.
- All callbacks are scheduled using the time associated with the Eastern time zone of the United States unless the caller requests other options.
- When selecting another (non-default) time zone, callers are offered the Atlantic time zone within Canada and the Eastern, Central, Mountain, and Pacific time zones within the United States.

Sequence of events

The following figure depicts the sequence of events that takes place:

An overview of the sequence is:

1. Brand/language for the segment is determined.
2. The segment variable askcallerfortimezone is verified to be TRUE. If FALSE, the feature is not offered.
3. The segment variable timezone_default is verified to contain the correct name of a time zone. If it does not, the feature is not offered.
4. Time zone selection prompts played.
5. If the caller chooses the default time zone, the callback is scheduled based on this time zone.
6. If the caller does not choose the default time zone, an alternate time zone is selected from the time zone options configured for the segment. The callback is scheduled based on the selected time zone.

Next Steps

After configuring time zone selection, proceed to the VIS maintenance guide or return to the VIS configuration guide.