



VXML Interaction Server (VIS) release notes version 6.4.x

Version Number	Release Date
6.4.0	2017-09-29

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6.4.0

New features or major changes

Support for IVG Genesys

VIS has been updated to support IVG (with Genesys) integrations.

Japanese, Polish, and Russian optional languages

VIS now includes Japanese, Polish, and Russian as optional languages in addition to the Arabic, Danish, European Portuguese, Dutch, German, Hebrew, Italian, Korean, Mandarin Chinese, Norwegian, Swedish, and Turkish languages.

Outreach support for IVG Genesys

VIS now supports Outreach for IVG Genesys in addition to the following voice platforms:

- AEP
- CVP
- GVP
- IVG Avaya
- IVG Cisco UCCE.

For more information, please reference the [Virtual Hold Compatibility and Integration Matrix](#).

File names and languages

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



.WAR file name	Voices zip folder name	Included languages	Optional languages
VIS_6.4.0.xxxx.Tomcat	Voices_6.4.0.xxxx	Canadian French, English, and North American Spanish	Arabic, Danish, Dutch, European Portuguese, German, Hebrew, Italian, Japanese, Korean, Mandarin Chinese, Norwegian, Polish, Russian, Swedish, 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



Product compatibility

Callback 8.9.0 or later, PTK 5.0 or later, and IVG 3.3.0 or later. For more information, please reference the [Virtual Hold Compatibility and Integration Matrix](#).

Important:

Avaya integrations using VIS must use Callback 8.9.0 or later and VIS 6.4.0 or later.

Fixed Issues

ID	Description	Versions affected
150316892	The Hebrew language formatter no longer announces one minute wait times as "one minute". Instead, the wait time is announced "minute one".	6.3.0
148704925	In Avaya integrations using VIS, only the external tracking ID was collected. Now, updates to Queue Manager logic ensure all userdata is correctly stored, and Avaya_UUI (previously UUI) is now used as the prefix for each stored Key.	6.3.0
147018371	In AEP deployments when Platform Toolkit (PTK) requested a callback, the UUI Protocol Descriptor was set to null. Now, updates to the protocol descriptor logic ensure the correct UUI Protocol Descriptor is set for the callback.	5.5.0 - 6.3.0

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Known Issues

ID	Description	Workaround/ clarification	Versions affected
158002288	The VHT Callback Main Menu - Offer Further Menu option is always presented, no matter how configured, in systems using Virtual Queue mode and VXML Interaction Server (VIS) versions 6.4.0 or earlier.	None.	All
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



ID	Description	Workaround/ clarification	Versions affected
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
143081185	In AEP 7.1 integrations, re-recorded name files (created during rescheduled callbacks) are not played due to the caching behavior. Instead, the previously cached name is played.	See the "Avaya Aura® Experience Portal 7.1 - Release Notes ID EXPPORTAL-727", 9 May 2016, at: https://downloads.avaya.com/css/P8/documents/101023113 .	6.2.1 or later
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 subdialog 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