VXML Interaction Server (VIS) release notes version 6.5.x

Version Number	Release Date
6.5.0	2017-11-08

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6.5.0

New features or major changes

Finnish optional language

VIS now includes Finnish as an optional language.

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_6.5.0.xxxx.Tomcat	Voices_6.5.0.xxxx	Canadian French, English, and North American Spanish	Arabic, Danish, Dutch, European Portuguese, Finnish, 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 8.9.1 or later, IVG 3.4.0 or later, PTK 5.0 or later. For more information, please reference the [Virtual Hold Compatibility and Integration matrix](#).

Fixed Issues

ID	Description	Versions affected
158002288	The VHT Callback Main Menu - Offer Further Menu option was always presented, no matter how configured, in systems using Virtual Queue mode and VXML Interaction Server (VIS) versions 6.4.0 or earlier. Updates to VIS version 6.5.0 ensure this option functions as configured.	All - 6.4.0
131940383	In systems where the server containing VIS was set to a time prior to the time on the primary Core server, scheduling a callback for a time in the past caused the caller to be trouble disconnected. Now, updates to VIS logic ensure the call is sent to the Hold queue with a reason of forcehold.	All - 6.4.0

This article applies from version 6.5.0 to 6.5.0

ID	Description	Versions affected
151794070	In the VIS Hebrew language formatter, the same pronunciation for the number two when speaking both telephone numbers and EWT values was incorrectly used. Now, changes to the Hebrew language formatter ensures the number two is pronounced differently and correctly when used in a telephone number versus an EWT value. This formatter now uses phone number digit files from the \Entered_Digits directory, and EWT minute values from the \Digits directory.	6.4.0
151656430	In TIAL Avaya TSAPI AEP integrations, incoming calls were disconnected when call data was incorrectly formatted (UUI data in ASCII format, for example). Now, updates to VIS error handling directs these calls correctly through default call handling logic.	6.2.0 - 6.4.0

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Known Issues

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

Generated on December 26, 2019

This article applies from version 6.5.0 to 6.5.0

ID	Description	Workaround/ clarification	Versions affected
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

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