



VXML Interaction Server Release Notes Version 5.0.2

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New Features or Major Changes for VXML Interaction Server Release 5.0.2

The following features and changes are new in this release of VXML Interaction Server:

- External voice projects
- SpanishNorthAmerican changed to SpanishNA
- Dutch language support
- French language formatter enhancement

External Voice Projects

In VXML Interaction Server (VIS) 5.0, a client's collection of voice files can now reside on a media server separate from the VIS application server. This external voice project can be edited independently outside of Eclipse and then deployed to the server without building a new VXML project or .war file. This allows for quicker deployment and easier customization of the voice files.

Any number of media servers may be configured for the external voice projects. Apache Tomcat, Apache Web Server with PHP (Windows), and Microsoft IIS are supported. If multiple media servers are set up, they can be used either in a distributed (balanced) fashion or in a "failover" mode. This helps to ensure that voice files will still be played if a server stops responding.

Virtual Hold provides a default folder containing a set of voice files in the Download Center. Clients should download this folder first and deploy it to the media server(s). Clients who use customized voice files must create a new folder for each set of custom files. The new folders will also be deployed to the media server(s). This process now requires fewer steps than previous versions of VIS and can be performed outside of Eclipse.

The VXML Interaction Server will use the configuration details set up in the toolkit.properties file and the Language Settings section of EyeQueue. This configuration information tells VIS where to look for the voice files. When VIS needs to play a voice prompt, it will look for a customized voice file first and play that file if found. Otherwise, the default voice file is played.

SpanishNorthAmerican Changed to SpanishNA

The SpanishNorthAmerican language entry in EyeQueue has been changed to SpanishNA. You must manually change this entry for any segments which use Spanish North American.

Dutch Language Support

The Dutch language is now supported.

French Language Formatter Enhancement

The French language formatter has been enhanced.



Feature and Integration Matrices for VXML Interaction Server Release 5.0.2

Fastpath: Contact Virtual Hold Technology's Product Management team (ProductManagement@virtualhold.com) if you are interested in deploying a Controlled Release feature.

VXML Interaction Server 5.0 file names, folder names, and supported languages:

Date	Release	.WAR File Name	Voices Folder Name	Supported Languages	Notes
1/13/2014	VIS 5.0 Release 1	VIS_5.0_R1	Voices_5.0_R1	English (US), French (CA), and Spanish (US)	Compatible with Virtual Hold versions 7.6 R11 to R13; and 8.0 R3
2/13/2014	VIS 5.0 Release 2	VIS_5.0_R2	Voices_5.0_R2	Dutch (NL), English (US), French (CA), and Spanish (US)	Compatible with Virtual Hold versions 7.6 R14 and later; and 8.0 R4 and later

VXML Interaction Server 5.0 features and their statuses:

Feature	Integration	Protocol	3rd Party IVR	Status
External Voice Projects	Avaya TSAPI	SIP	AVP	Controlled Release
External Voice Projects	Genesys T-Server	SIP/H.323	AVP	Controlled Release
External Voice Projects	Genesys T-Server (ORS/URS)	SIP	GVP	Controlled Release
External Voice Projects	Cisco UCCX	N/A	N/A	Controlled Release
External Voice Projects	Cisco UCCE	SIP/H.323	CVP	Controlled Release



Limitations with VXML Interaction Server Release 5.0.2

The following limitations apply to VXML Interaction Server Release 5.0.2:

- AVP environments using H.323 as the outbound protocol have callback transfers incorrectly 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 is supported only with AVP and CIC platforms.
- Callback Double Check (CBDC) with Rescheduled Callbacks is not supported.
- Dial Extension is not supported.
- Dial Department is not supported.
- Calls in IVR displayed in Queue Statistics screen of Queue Watch is supported only with Virtual Hold Releases 8.0.3 and later.
- Line Status in QueueWatch is not supported.
- Name Recording for UCCX is supported only with UCCX Releases 8.5 and 9.0.
- Predictive Plus using Genesys Virtual Queue Device Type is not supported.
- Scheduled callbacks are supported only on GVP platforms where the VH_TZ_OFFSET KVP is passed in user data.
- Notify is not supported.
- Prompt Recorder is not supported.
- Rapport is not supported.



Fixed Issues for VXML Interaction Server Release 5.0.2

Fixed issues and added functionality for this release of the VXML Interaction Server

Release Date: 2/13/14

ID	Description
DE1554	For UCCX environments, the equal sign and comma characters in user data attached to calls was causing a parsing error, which resulted in the trouble transfer of the call. Now, these characters are acceptable.
DE1555	Platform Toolkit returned an error when it attempted to make the UpdateUserData call with the following special characters in the user data: ampersand (&), apostrophe ('), greater-than sign (>), less-than sign (<) or quotation mark ("). Now, these characters are acceptable.
DE1572	English-language scheduled callback confirmation has been corrected to speak the word "on" when indicating the day of the week the callback has been scheduled to be made. Previously, this word had been omitted from the confirmation message when the scheduled time was not the same day, next day or same day of the next week.
DE1584	VIS was sending every key value pair to Platform Toolkit (PTK) as a string. Now, VIS supports the passing of the correct data type to PTK.
DE1588	The word "and" is now spoken between "hour" and "minutes" when EWT is spoken in English; e.g., "Current hold time is one hour and four minutes."
DE1627	The scheduled callback confirmation 'Invalid Response' now trouble transfers the call to a queue instead of disconnecting it.
DE1628	The 'Invalid Response' prompt now plays on the scheduled callback confirmation. Previously, it did not play.



Fixed Issues for VXML Interaction Server Release 5.0.1

[00004Fixed Issues for Version 5.0 Release 1](#)



Known Issues for VXML Interaction Server Release 5.0.2

ID	Description	Workaround/Clarification	Reported In
DE748	In AVP environments using H.323 as the outbound protocol, all callback transfers are being reported as transfer errors. This is a limitation of the H.323 protocol.	Use SIP as the outbound protocol. AVP customers using SIP environments and TIAL Genesys links will correctly report callback transfers.	1.0 CR2
DE1097	Callback Double Check (CBDC) voice prompts are misleading when triggered while the callback is already in progress. The caller hears prompts stating that the callback is already being made, that the callback will be cancelled, and that it will transfer the caller to queue now.	An interaction can only be cancelled if it is a callback and if that callback has not been accepted by the caller. The interaction does not get cancelled.	4.0
DE1540	In DateBook mode with the DateBook End Call queue variable set to TRUE, the caller can select option 2 in the menu to disconnect the call. This should fate the call as a Q32 datebook disconnect, instead the call will wait until the interaction times out in Queue Manager.	None.	4.3.2
DE1625	FinalFate Code (Transfer Error) is displayed instead of (Abandon on Incoming) for abandon-call scenarios in QSpeak operation mode, as well in Normal operation mode when transferring to queue.	None.	4.3.2



ID	Description	Workaround/Clarification	Reported In
DE1626	VIS announces EWT even though "Speak EWT Before Transferring to Hold" is set to FALSE.	EWT will not be spoken when both "Speak EWT After Max Invalid Response" and "Speak EWT Before Transferring to Hold" are set to FALSE.	4.3.2