VXML Interaction Server Release Notes Version 5.0.4

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This article applies from version 5.0.4 to 5.0.4

New Features or Major Changes for VXML Interaction Server Release 5.0.4

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

- Mandarin Chinese language support
- Answering Machine Detection support for GVP
- External voice projects
- SpanishNorthAmerican changed to SpanishNA
- Dutch language support
- French language formatter enhancement
- WebLogic support
- Inbound Application Transfer to VXML Interaction Server
- Outbound Application Transfer from VXML Interacxtion Server

Mandarin Chinese Language Support

The Mandarin Chinese language is now supported.

Answering Machine Detection Support for GVP

Configuring Virtual Hold for Voice and Answering Machine Detection is now supported.

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.

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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.

WebLogic Support

Support for the WebLogic version 10.3.6 has been added to this release.

Inbound Application Transfer to VXML Interaction Server

Transferring application control between a customer application and VXML Interaction Server (VIS) to Offer Virtual Hold treatment is now supported in Avaya AVP-SIP environments. This is achieved by passing the following parameters to VIS on a Subdialog request: Tenant, SUBDIALOG, Segment, MODE, ExternalTrackingId and UserData. The VIS returns control from the Subdialog, passing the following variables: interactionID, inbound_result, ewt_spoken and caller_input to indicate the Virtual Hold treatment result and a call control directive to be taken. See the *AVP/AEP Integration Guide* for more information.

Outbound Application Transfer to VXML Interaction Server

Transferring application control from VXML Interaction Server to a customer application on callback is now supported in Avaya AVP-SIP environments. This is achieved using the VoiceXML Submit element, passing application control to a customer-configured application through the Next attribute. The following parameters are passed to the customer-configured application: Tenant, Segment, ExternalTrackingId, InteractionId (original Inbound interactionId), CallBack Type and UserData. See the *AVP/AEP Integration Guide* for more information.

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Feature and Integration Matrices for VXML Interaction Server Release 5.0.4

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
1/13/2014	VIS 5.0.1	VIS_5.0_R1	Voices_5.0_R1	English, FrenchCanadian, and SpanishNA
2/13/2014	VIS 5.0.2	VIS_5.0_R2	Voices_5.0_R2	English, French and SpanishNA
3/10/2014	VIS 5.0.2 Hotfix 1	VIS_5.0_R2_HF1	Voices_5.0_R2_HF1	Dutch, English, French, and SpanishNA
4/4/2014	VIS 5.0.3	VIS_5.0_R3	Voices_5.0_R3	Dutch, English, French, and SpanishNA
4/30/2014	VIS 5.0.4	VIS_5.0_R4	Voices_5.0_R4	Dutch, English, FrenchCanadian, SpanishNorthAmerican (or SpanishNA for VIS 5.0), and MandarinChinese

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

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Limitations with VXML Interaction Server Release 5.0.4

The following limitations apply to VXML Interaction Server Release 5.0.4:

- 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 is supported only with AVP, CIC and GVP 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.

- Name Files cannot be played from WebLogic. Name Files can be played from IIS. Refer to the *VXML Interaction Server Installation and Configuration Guide* for more information.

- For AVP environments using Subdialog on an outbound call, if the Subdialog fails, the call is reported as AgentAnswered even though the call was TroubleDisconnected when the outbound.cleanupcallbeforesubdialog is set to TRUE.

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Fixed Issues for VXML Interaction Server Release 5.0.4

Fixed issues and added functionality for this release (5.0.4.3553) of the VXML Interaction Server

Release Date: 4/30/2014

ID	Description	Reported as a Known Issue in:
67878866	Callers were offered a scheduled callback when Queue Manager reported no scheduled times as being available. This has been corrected so that the caller is not trouble transferred and is not offered Scheduling options.	5.0.2
68065210	An incorrect Final Fate or Transfer Error (Q19) was occurring in QueueSpeak Mode when the user was abandoning the call. This has been corrected so that the Final Fate is Abandon on Incoming (Q0).	
68398380	When a caller chooses to schedule a call for a different time instead of confirming their original scheduled callback time, the possibility of an endless loop could occur while the caller chooses a different time for their scheduled callback. This has been corrected so a caller only receives two opportunities to choose the scheduled time.	
68770702	When a caller's original scheduled time is not available, there was the possibility of an endless loop while the caller would choose another time for their scheduled callback. This has been corrected so a caller receives two opportunities to choose a different scheduled time.	
68805064	In GVP, the Outbound Transfer default destination was missing for French Canadian language formatter. This has been corrected.	

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Fixed Issues for VXML Interaction Server Release 5.0.3

Fixed issues and added functionality for this release (5.0.3.3520) of the VXML Interaction Server

Release Date: 4/4/2014

ID	Description	Reported as a Known Issue in:
67781426	In a VIS inbound callflow, if a duplicate external tracking ID error occurred causing a trouble transfer, a Spanish prompt was playing even though the language was set to English. This has been corrected.	n/a

Fixed Issues for VXML Interaction Server Release 5.0.2 Hotfix 1

There were no fixed issues for this release (5.0.2.3421) of the VXML Interaction Server.

Release Date: 3/10/2014

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Fixed Issues for VXML Interaction Server Release 5.0.2

Fixed issues and added functionality for this release (5.0.2.3421) of the VXML Interaction Server

Release Date: 2/13/2014

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.

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Fixed Issues for VXML Interaction Server Release 5.0.1

Fixed issues and added functionality for this release (5.0.1.3391) of the VXML Interaction Server

Release Date: 1/13/2014

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

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Known Issues for VXML Interaction Server Release 5.0.4

ID	Description	Workaround/Clarification	Reported In
66870228	For VIS systems not using GVP and AVP, if the Outbound Transfer Default Destination is blank and an error occurs during in the Outbound Callflow, the application will loop throwing an exception. Callers will not be transferred to queue and will hear silence until the caller hangs up.	Set an Outbound Transfer Default destination in the toolkit.properties file.	5.0.2
66966154	There is a ClassNotFound exception on the WebLogic logs for each call.	These exceptions can be ignored. There is no problem with the call and the user will not experience any issues.	5.0.2 HF1
68063412	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
68065594	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.	
68717306	While listening to the callback description menu callers will hear information about rescheduling a callback as an option even though Rescheduling is not set.	None.	5.0.3

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ID	Description	Workaround/Clarification	Reported In
68751582	Callers are offered callback double check prior to hearing the Virtual Hold IVR even though ANI detection is turned off.		5.0.2
68805222	When using VIS with GVP, if an error occurs in the Outbound Callflow, VIS should use the Outbound Default Transfer Destination to transfer the caller to queue. It is currently using the Inbound Default Transfer Destination.	Outbound Transfer default destination setting needs to be used instead of the inbound default destination.	

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