



VXML Interaction Server Release Notes Version 5.1.0.539

This page was not added to the PDF due to the following tag(s): article:topic-guide



New Features or Major Changes for VXML Interaction Server Version 5.1.0.539

Overview

This topic details new or enhanced features added to VXML Interaction Server.

Version 5.1.0.539

Genesys VXML IDriver Support

The VXML Interaction Server can now be configured to use the Genesys VXML IDriver (Version 8.1.000.06) in AVP and AEP integrations (with SIP) to retrieve user data from inbound calls and attach user data to outbound calls.

Integrations using this IDriver have some dependencies on specific third-party software, so please contact Virtual Hold Product Management team (ProductManagement@virtualhold.com) for more details before deploying at any specific customer site.



Feature and Integration Matrices for VXML Interaction Server Version 5.1.0.539

Overview

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

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

Date	Version	.WAR File Name	Voices Zip Folder Name	Supported Languages
January 16, 2015	VIS 5.1.0	VIS_5.1.0.539.JBoss, VIS_5.1.0.539.Tomcat, VIS_5.1.0.539.Weblogic	Voices_5.1.0.539	Dutch, English, FrenchCanadian, SpanishNorthAmerican (or SpanishNA for VIS 5.0), and MandarinChinese

VXML Interaction Server integrations and their statuses:

Integration	Protocol	3rd Party IVR	Status
Avaya TSAPI and VIS Genesys IDriver	H.323	AVP	Generally Available
Avaya TSAPI	H.323/SIP	AVP	Generally Available
Genesys T-Server	H.323/SIP	AVP	Generally Available
Genesys T-Server (ORS/URS)	SIP	GVP	Generally Available
Cisco UCCX	N/A	N/A	Generally Available
Cisco UCCE	H.323/SIP	CVP	Generally Available
ININ (i3)	N/A	CIC	Generally Available
IVG with Avaya TSAPI	SIP	N/A	Controlled Release
IVG with Genesys T-Server	SIP	N/A	Controlled Release
Genesys VXML IDriver	SIP	AEP	Generally Available

Limitations with VXML Interaction Server Version 5.1.0.539

Overview

The following limitations apply to this release of VXML Interaction Server (VIS):

- 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, CIC, GVP, and Cisco CVP platforms but not with Cisco UCCX and IVG.
- Calls in IVR displayed in Queue Statistics screen of Queue Watch is supported only with Virtual Hold Releases 8.0.3 and later.
- Name Recording for UCCX is supported only with UCCX Releases 8.5 and 9.0.
- Name Files cannot be played from WebLogic. Name Files can be played from IIS. Refer to the appropriate [VIS](#) guides 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.
- For scheduled callbacks, VIS assumes the caller is in the same time zone as the VIS application.

Note:

In GVP environments, a time zone offset key value pair (VH_TZ_OFFSET) can be passed to VIS to provide the time difference between the caller time zone and VIS local time zone.

The following features are not supported in this release:

- Callback Double Check (CBDC) with Rescheduled Callbacks
- Dial Extension
- Dial Department
- Line Status in Queue Watch
- Notify
- Prompt Recorder
- Rapport



Fixed Issues for VXML Interaction Server

Overview

Defects that have been fixed for this release of VIS.

Version 5.1.0.539

No issues were fixed or functionality added for this release.

Release Date: January 16, 2015

Known Issues for VXML Interaction Server Version 5.1.0.539

Overview

The following issues are known for this release of VIS:

ID	Description	Workaround/ Clarification	Reported In
66669948	Call is getting cleaned up even though there is a problem launching subdialog -> submit option. InteractionQueued and InteractionDequeued called before the sub dialog 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
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.		4.3.2
68279308	Platform Toolkit method InteractionDisconnectedByApplication currently only accepts AfterHours and SmartCallBlock. Because of this VirtualQDisconnect and DateBookDisconnect do not work correctly from VIS.		7.6.1
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