Cisco Virtualized Voice Browser

New Features

Edge Chromium Browser Support

This release supports Edge Chromium (Microsoft Edge). For information about supported versions, see the *Contact Center Enterprise Solution Compatibility Matrix* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html.

Bridge Transfer

In earlier releases, Cisco VVB supported blind transfer as a way for VXML applications to transfer an IVR session to a required SIP endpoint. With this release, Cisco VVB adds bridge transfer capabilities to VXML applications. The bridge transfer implementation allows VVB to transfer an IVR session to a SIP endpoint (CUCM, agent, or third-party IVR) while maintaining control of the media path.

Bridge transfer in the connecting or connected state can be terminated by injecting single DTMF digit, as specified in the Call Studio bridge transfer term character. It is recommended that customers do not set term char if bridging to another IVR. The incoming and destination dial peer (or DN) cannot be of the same pattern as it applies to route hunt configured on CUCM.

Note
- Bridge transfer is supported only with G711 u-law and G711 A-law.
- Bridge transfer supports only SIP URI.
- Bridge transfer does not support TLS/SRTP.

Multilingual Support for ASR-TTS

In earlier releases, you could use the VVB integration with ASR-TTS servers only in the *US English* language context. Starting Release 12.0, you can use all locales supported by the integrated ASR-TTS servers with the appropriate locale and encoding settings in Unified Call Studio scripts.

Note

- Support for locales format: ISO639 and ISO639-2
- Support for encoding: ISO-8559-1 and UTF-8. UTF-8 is supported only with MRCPv2.

Support for Record Utterance

Cisco VVB now supports speech recognition and customers can now record the utterance of their speech operations.

Caching

With this release:

- The caching algorithm is optimized to provide faster access to the cached entries.
- HTTP Max-Age attribute is supported for caching.

Updated Features

Enhancements

- For Packaged CCE deployment model, customers can now use the Unified CCE Administration user interface instead of VVB AppAdmin for configuration and administration.
- **NLU Support using Nuance:** Cisco VVB is now compatible with Nuance NR11 that enables the AI IVR-based application based on Speech Recognition/NLU.
- **Support for 2048-bit encryption:** Cisco VVB now supports 2048-bit encryption.
- **Enhanced Security:** Cisco VVB now supports QoS for SIP and RTP.
- REST APIs for configuration and administration:
    - **System Parameter Configuration API:** Cisco VVB now supports configuring the system parameters for TLS/SRTP/ciphers using REST API.
    - **Media Parameter Configuration API:** Cisco VVB now supports configuring the media parameters for codec, MRCP version, overriding system prompts using REST API.
- Enhanced event handling.
- UUI/AAI handling in transfer scenarios.

- FetchAudio attribute for audio now supports *loop* and *starttime* attributes.

- Improvements in VXML 2.0/2.1 compliance.

- Support for transcription grammar.

Important Notes

None.

Deprecated Features

Deprecated features are fully supported. However, there is no additional development for deprecated features. These features may be scheduled to be removed in a future release. Plan to transition to the designated replacement feature. If you are implementing a new deployment, use the replacement technology rather than the deprecated feature.

Deprecated Feature	Announced in Release	Replacement	Notes
Internet Explorer 11	Not applicable[1]	Edge Chromium (Microsoft Edge v79 and later)	None.

[1] Based on external communication from Microsoft

Removed and Unsupported Features

None.

Third-Party Software Impacts

None.