



# Release Notes for Cisco Customer Voice Portal (CVP) Release 3.1(0)

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## Introduction

This document provides the latest information about the Customer Voice Portal (CVP) Release 3.1(0) software, including new features, changes, and caveats. Additional information on new features, and on many of the product changes, is available in the relevant end-user documentation.

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For the most up-to-date version of these release notes, as well as all other CVP documentation, go to the Cisco Web page: <http://www.cisco.com>

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Please review this document before installing and using CVP 3.1(0).

## System Requirements

For hardware and third-party software specifications for Release 3.1(0), refer to the *Cisco Customer Voice Portal (CVP) Hardware and System Software Specification (Bill of Materials)*, which is accessible from <http://www.cisco.com/univercd/cc/td/doc/product/icm/isn/cvp31/bom.pdf>



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Corporate Headquarters:  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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## Related Documentation

Documentation for Cisco Customer Voice Portal, as well as most related documentation, is accessible from <http://www.cisco.com/univercd/cc/td/doc/product/icm/isn/index.htm>

Related documentation includes the documentation sets for Cisco CTI Object Server (CTI OS), Cisco Agent Desktop (CAD), Cisco E-Mail Manager Option, Cisco Web Collaboration Option (including Cisco Collaboration Server, Cisco Dynamic Content Adapter, and Cisco Media Blender), Cisco Customer Voice Portal (CVP), Cisco IP IVR, Cisco Support Tools, and Cisco Remote Monitoring Suite (RMS).

Also related is the documentation for Cisco CallManager.

Technical Support documentation and tools can be accessed from <http://www.cisco.com/en/US/support/index.html>

## New and Changed Information

Customer Voice Portal 3.1 adds compatibility with the following hardware and software:

- WebSphere® Application Server 5.1.1.3

- WebSphere® Voice Server 5.1.2 (Linux only)

- Cisco Catalyst 6500 Communication Media Module (CMM) as an H.323 Ingress and Egress gateway device

- Cisco PGW 2200 Softswitch

The Customer Voice Portal solution provides the following takeback and transfer call control methods, which you can invoke from CVP Voice XML, ICM, and survivability scripts:

- Two B-Channel Transfer (TBCT) - A call transfer standard for integrated services digital network (ISDN) interfaces. This feature enables a Cisco voice gateway to request an NI-2 switch to directly connect two independent calls. The two calls can be served by the same primary rate interface (PRI) or by two different PRIs on the gateway. The PRI interface must be subscribed to TBCT service from an ISDN service provider.

- Hookflash Relay - A brief interruption in the loop current that the originating call entity (private branch exchange (PBX) or Public Switch Telephone Network (PSTN) switch) does not interpret as a call disconnect. Instead, once the PBX or PSTN senses the hookflash, it puts the current call on hold and provides a secondary dial tone, which allows the CVP to transfer the caller to another destination.

Customer Voice Portals also adds support for Call restart with alternate dialed number - In the event that the called party disconnects before the caller, and no further instructions are received from ICM within 2 seconds, the Voice Browser checks a list of Dialed Number Identification Services to see if the call should be restarted to an alternate DNIS number. This feature is useful for conducting a post-call survey with the caller to evaluate the effectiveness and quality of the caller experience.

## Resolved Caveats in This Release

Resolved caveats are no longer listed in these Release Notes. Instead, you can find the latest resolved caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

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You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release. To access the Bug Toolkit, log onto [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl)

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## Bug Toolkit

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

## Procedure

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To access the Bug Toolkit, go to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl)

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1. Log on with your Cisco.com user ID and password.
2. Click the **Launch Bug Toolkit** hyperlink.
3. If you are looking for information about a specific caveat, enter the ID number in the "Enter known bug ID:" field.

To view all caveats for Cisco Customer Voice Portal, go to the "Search for bugs in other Cisco software and hardware products" section, and enter **Cisco Customer Voice Portal** in the Product Name field. Alternatively, you can scroll through the product name list and click **Customer Voice Portal**.

4. Click **Next**. The Cisco Customer Voice Portal search window displays.
5. Choose the filters to query for caveats. You can choose any or all of the available options.

Select the Cisco Customer Voice Portal version:

- Choose the major version for the major releases.

A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.

- Choose the revision for more specific information.

A revision release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.

Choose the Features or Components to query; make your selection from the "Available" list and click **Add** to place your selection in the "Limit search to" list.

To query for all caveats for a specified release, choose "All Features" in the left window pane.

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The default value specifies "All Features" and includes all of the items in the left window pane.

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Enter keywords to search for a caveat title and description, if desired.

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To make queries less specific, use the All wildcard for the major version/revision/features/components, and keyword options.

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Choose the Set Advanced Options, including the following items:

- Bug Severity level—The default specifies 1-3.
- Bug Status Group—Check the Fixed check box for resolved caveats.

- Release Note Enclosure—The default specifies Valid Release Note Enclosure.

Click Next.

6. Bug Toolkit returns the list of caveats on the basis of your query. You can modify your results by submitting another query and using different criteria.

## Open Caveats in This Release

No known caveats exist in CVP Version 3.1(0).

## Required Software

The Cisco Customer Voice Portal (CVP) Software Release 3.1(0) Software and Hardware Specification (Bill of Materials) presents the version of software with which each Cisco Customer Voice Portal (CVP) component was qualified during testing. Please refer to that document for up-to-date supported versions.

<http://www.cisco.com/univercd/cc/td/doc/product/icm/isn/cvp31/bom.pdf>

## Tuning WebSphere Application Server

If you installed the CVP VoiceXML Server on the WebSphere 5.1 Application Server, you must change the initial heap size and maximum heap size settings for the Java Virtual Machine to the following values:

Initial Heap Size 512  
Maximum Heap Size 1024

### Procedure

To tune WebSphere Application Server to the recommended settings on an MCS 7845:

1. Log on with your Cisco.com user ID and password.
2. Open the WebSphere Administrative Console.
3. Select Servers.
4. Select Application Server.
5. Select the name of the WebSphere Application Server.
6. Select Process Definition.
7. Select Java Virtual Machine.
8. Change Initial Heap Size to 512.
9. Change Maximum Heap Size to 1024.
10. Select Apply.
11. Select Save to apply changes to the master configuration.

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Note: These settings may vary based on hardware and application(s) in use.

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## Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

## ***World Wide Web***

You can access the most current Cisco documentation on the World Wide Web at the following sites:

<http://www.cisco.com/>

<http://www-china.cisco.com>

<http://www-europe.cisco.com>

## ***Documentation CD-ROM***

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

## ***Ordering Documentation***

Cisco documentation is available in the following ways:

Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products Marketplace:

[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)

Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408-526-7208 or, in North America, by calling 800 553-NETS (6387)

## ***Documentation Feedback***

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn Document Resource Connection  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## **Obtaining Technical Assistance**

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

## **Network Professional Connection**

Cisco provides a forum where you can discuss and exchange information regarding call center issues. To access the forum, go to the following Web site:

<http://www.cisco.com/discuss/contactcenter>

## **Cisco Technical Support Website**

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## **Submitting a Service Request**

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>