Cisco Virtualized Voice Browser

Introduction

Cisco Virtualized Voice Browser (VVB) is designed to facilitate concurrent multimedia communication processing.

The Cisco VVB provides following features:

- Facilitates self-service options such as access to check account information or user-directed call routing, by processing user commands through touchtone input or speech-recognition technologies
- Allows customers to retrieve the required information through voice commands without interacting with an agent, to navigate to the correct department, or to get help from an agent
- Provides multilingual support for Cisco VVB server prompts, for automated speech recognition (ASR) and text-to-speech (TTS) capabilities
- Provides more comprehensive and effective customer service by efficiently handling call traffic with self-service or fast transfer to the correct agent the first time.

This document describes new features and limitations for Cisco VVB Release 11.0(1).

Feature Set

Cisco VVB Administration Console

This administration console is used to manage and configure Cisco VVB.

Prompts Management

This console stores prerecorded prompts such as custom prompts on Cisco VVB.

Application Management

This management console helps to create applications and assign triggers to invoke the application when the specific dialed number (DN) is dialed.

Media Handling

Cisco VVB supports G.711 U-Law and A-Law codec for prompts and supports in-band Dual Tone Multi-Frequency (DTMF) detection using RFC 2833.

Language

The current version only supports English language.

SIP Support

Cisco VVB supports Session Initiation Protocol (SIP) for call signaling.

HTTPS Support

Cisco VVB supports HTTPS secure connection.

CCB Support

Cisco VVB supports Courtesy Call Back (CCB) feature as implemented in Unified CVP.

Template-Based Configuration Support

Cisco VVB supports template-based configuration from Unified CVP Operations Console using pre-defined template.

VXML compliance

For the complete list of supported VXML tags and attributes, see *Developers Guide for Cisco VVB*.

CVP Compliance

Cisco VVB is fully compliant with VXML that is generated by the Cisco Unified Call Studio application running on Unified CVP Server. For more information on Call Studio elements, see *Element Specifications for Cisco Unified CVP VXML Server and Cisco Unified Call Studio.*

ASR/TTS Server Compliance

Cisco VVB uses Media Resource Control Protocol (MRCP) to communicate with speech servers to enable Text-To-Speech (TTS)/Automated-Speech-Recognition (ASR) functionality. Cisco VVB currently supports MRCPv1.

CVP Call Flows

- Standalone—The VXML Server (standalone) functional deployment model provides organizations with a standalone IVR solution for automated self-service.

- Comprehensive—The Comprehensive functional deployment model provides organizations with a method to route and transfer calls across a VoIP network to offer IVR services, and to queue calls before they are routed to a selected agent. Cisco VVB supports the Unified Call Studio application and the Unified CVP microapp in comprehensive calls.

Serviceability

- Real-Time Reporting Tool (RTR)—This tool helps to generate reports that provide detailed information about the status of your Cisco VVB system.
- Real-Time Monitoring Tool (RTMT)—This tool helps to monitor system performance, device status, device discovery, CTI applications, and voice-messaging ports. RTMT can connect directly to devices via HTTPS to troubleshoot system problems.

Administrator CLI Support

Cisco VVB supports command line interface for administration. You can use administrative credentials to access admin CLI and perform operations like set, show etc. for status and statistics.

Primary / Secondary VXML Server Support

Cisco VVB supports primary and secondary VXML server for standalone flows.

Whisper Agent and Agent Greeting / Agent Recording Support

Cisco VVB supports agent recording, whisper agent, and agent greeting feature.

UCS-E Single wide and double wide blade support on 4451 router

Cisco VVB is supported on Cisco UCS-E blades (both single and double wide variants). A customer should have 4 CPU and 8 GB RAM to deploy the VVB OVA template. By default, UCS-E blades comes with 8 GB RAM in which 1.5 GB is used by ESX platform. So the customer should add additional 8 GB RAM in the bladed to deploy VVB.

OVA Specifications

Capacity	vCPU	vRAM	vDisk	vNIC
600 ports	4 (each 900 MHz)	8 GB	2 x 146 GB	1

Updated Features

There are no updated features in this release.

Limitations and Restrictions

This section describes important limitation, restriction, and workaround that apply to this release.

The following features are not supported:

- MRCPv2
- RTSP streaming
- VXML 2.1

Third-Party Software Impacts

For more information about third-party software, see the Cisco Hosted Collaboration Solution for Contact Center Compatibility Matrix DocWiki