Cisco Unified Customer Voice Portal

- New Features, on page 1
- Updated Features, on page 3
- Important Notes, on page 3
- Deprecated Features, on page 4
- Removed and Unsupported Features, on page 4
- Third Party Software Impacts, on page 4

New Features

The following features are available in this release:

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.

Customer Virtual Assistant

Customer Virtual Assistant (CVA) enables the IVR Platform to integrate with cloud-based speech services. CVA provides the following speech services:

- **Text to Speech**: Integration with cloud-based TTS services in your application for Speech Synthesis operations. CVA currently supports Google Text to Speech service.
- **Speech to Text**: Integration with cloud-based ASR services in your application for Speech Recognition operations. CVA currently supports Google Speech to Text service.
- **Speech to Intent**: CVA provides capability of identifying the intent of customer utterances by processing the text received from Speech to Text operations. CVA offers this service by using cloud-based Natural Language Understanding (NLU) services CVA currently supports Google Dialogflow service.

For more information, see *Customer Virtual Assistant* chapter in *Feature Guide for Cisco Unified Contact Center* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html.

Smart Licensing

This release introduces Smart Licensing that delivers visibility into your license ownership and consumption. Smart Licensing helps you to procure, deploy, and manage licenses easily and report license consumption. It pools license entitlements in a single account and allows you to move licenses freely through the virtual accounts.

Smart Licensing registers the product instance, reports license usage, and obtains the necessary authorization from Cisco Smart Software Manager or Cisco Smart Software Manager On-Prem.

For more information, see *Configuration Guide for Cisco Unified ICM/Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html.

For more information, see *Administration Guide for Cisco Unified Customer Voice Portal* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html.

Send DTMF

This feature supports playing a Dual Tone Multi Frequency (DTMF) tone as a prompt in VVB.

For more information, see *Developer Guide for Cisco Virtualized Voice Browser* at https://developer.cisco.com/site/customer-voice-portal/documents/virtual-voice-browser/.

DTMF Tone Overlay

DTMF tone overlay provides the capability to enable injection of DTMF tones (overlay) on the caller stream at random intervals during the recognition of sensitive data. For more information, see *Digits* chapter in *CVP Element Specification Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html.

Voice Activity Detection (VAD)

VAD enables VVB to handle events like start of speech, end of speech, total recording duration to reduce the initial silence duration based on configuration from Call Studio. It also enables configuring Cisco VVB to various levels of silence sensitivity.

For more information, see *Record* chapter in *CVP Element Specification Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html.

Waveform URI

Record utterance uses Waveform URI to enable application developers to collect URI for the recordings done in the ASR systems. A new parameter `recordutterance` is introduced in the `Form` element in Call Studio. When the value of this parameter is set to `true`, the recordings are done in the ASR systems and the URI of the recording is sent back to VXML server for further use.

For more information, see *Form* chapter in *CVP Element Specification Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html.

VVB Media Streaming

VVB now supports continuous streaming of media through HTTP(S) from a streaming URL.

For more information, see *Audio* chapter in *CVP Element Specification Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html.

Updated Features

None.

Important Notes

Informix Upgrade

The 12.5(1b) base installer is now available for customers, which has support for IBM Informix 14.10 FC8 version for the Unified CVP application. This release is supported on Windows Server 2016 and Windows Server 2019.

For more information, refer to the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal, Release 12.5(1)* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-guides-list.html.

OpenJDK Java Runtime Environment Update

The 12.5(1b) base installer has OpenJDK JRE as the supporting Java runtime for the Unified CVP application. It is the same as the preceding 12.5(1) installer, except that in the 12.5(1b) base installer, the Java runtime environment is installed on the Unified CVP virtual machines (VMs).

Note For JRE update post installation of 12.5(1b), refer to the OpenLogic OpenJDK site (https://www.openlogic.com/openjdk-downloads) to download the JREs.

For more information, refer to the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal, Release 12.5(1)* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-guides-list.html.

For more information on JRE minor update, refer to the *Java Runtime Environment Minor Update* section in the *Configuration Guide for Cisco Unified Customer Voice Portal, Release 12.5(1)* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html.

Certificates Removed on Upgrade

After the successful upgrade to VVB 12.5(1) and CVP 12.5(1), the CAs that are unapproved by Cisco are removed from the platform trust store. However, you can add them back, if necessary.

- For information about the list of CAs that Cisco supports, see the *Cisco Trusted External Root Bundle* at https://www.cisco.com/security/pki.
- For information about adding a certificate, see *Insert a New Tomcat-trust Certificate* section in the *CUCM Certificate Management and Change Notification* at https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-tech-notes-list.html.

TLS Version Support

This releaae supports only TLS 1.2. For more information, see *Contact Center Enterprise Solution Compatibility Matrix* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html.

Cisco VVB 12.5(1) SU

A new Service Update (SU) release is available for Cisco Virtualized Voice Browser 12.5(1). You can perform a fresh installation or upgrade from 12.5(1) version to Cisco VVB 12.5(1) SU on supported virtual machines. For more information, see the ReadMe.

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

TLS 1.0 and TLS 1.1 are not supported in this release. However, these versions have not yet been removed completely in order to prevent backward compatibility breakage.

Third Party Software Impacts

None.