



Release Notes for Cisco Unified Customer Voice Portal Release 8.5(1)

October 23, 2012

Contents

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [Related Documentation, page 2](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 7](#)
- [Important Notes, page 8](#)
- [Bug Search Tool, page 10](#)
- [Open Caveats in This Release, page 10](#)
- [Obtaining Documentation and Submitting a Service Request, page 11](#)

Introduction

This document discusses new features, changes, and caveats for Release 8.5(1) of Cisco Unified Customer Voice Portal (Unified CVP) software.

Additional information on new features, and on many of the product changes, are available in the relevant end-user documentation.



Note

For the most up-to-date version of all Cisco documentation, go to the following Cisco web page:
<http://www.cisco.com/web/psa/products/index.html>



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

© 2012 Cisco Systems, Inc. All rights reserved

System Requirements

For hardware and third-party software specifications for Release 8.5(1), see the *Hardware and System Software Specification (Bill of Materials) for Cisco Unified Customer Voice Portal*, which is accessible from

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_technical_reference_list.html

See the *Installation and Upgrade Guide for Cisco Unified Customer Voice Portal Release 8.5(1)* for additional information. The document is accessible from

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_installation_guides_list.html

Related Documentation

Documentation for Cisco Unified Customer Voice Portal, as well as most related documentation, is accessible from

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/tsd_products_support_series_home.html

The latest Release Notes for Cisco Unified Customer Voice Portal are accessible from

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_release_notes_list.html

Troubleshooting content for Cisco Unified Customer Voice Portal 8.5(1) is available only on DocWiki:

http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Customer_Voice_Portal

New and Changed Information

- [Dialed Number Pattern System Configuration, page 2](#)
- [Agent Greeting Feature, page 3](#)
- [Whisper Announcement Feature, page 3](#)
- [Default CVP Media Server for Micro-Applications, page 4](#)
- [CVP Changes to Support Agent Greeting, page 4](#)
- [Documentation Changes, page 7](#)
- [CVP Support for Virtualization, page 7](#)
- [ASR 1000 Series Support, page 7](#)
- [Nuance Vocalizer 5 Support, page 7](#)
- [Installation Notes, page 7](#)

Dialed Number Pattern System Configuration

The Dialed Number Pattern system configuration is a new feature in Release 8.5(1). Dialed Number Pattern system configuration allows Operations Console Server administrator to configure dialed number patterns and then deploy them to all Unified CVP Call Server devices. This feature enhances usability by reducing the amount of duplicated configuration as well as provides a more scalable configuration model for managing whisper announcement-related patterns.

Examples of dialed number patterns that can be configured as a system-configuration:

- Send Calls to Originator

- RNA Timeout for Outbound Calls
- Custom Ringtones
- Post Call Survey for Incoming Calls

More details on the Dialed Number Pattern system configuration feature are available in the Configuration and Administration Guide as well as in the Cisco Unified CVP Operation Console Guide.

Agent Greeting Feature

The Agent Greeting feature lets agents record a message that will play automatically to callers when they connect to the agent. A greeting message can welcome the caller, identify the agent, and include other useful contextual information. With Agent Greeting, each call can receive a clear, well-paced, language-appropriate, and enthusiastic introduction. The Agent Greeting feature also saves the agent from having to repeat the same introductory phrase for each call. The agent hears the greeting as well.

Agent Greeting is available to agents and supervisors who use IP Phones with Built-in-Bridge that are controlled by the Unified CCE and Unified Communications Manager. These agents are typically located within a contact center.



Note

Agent Greeting does not play when MTP is enabled on SIP Trunk to CVP. The workaround is to configure the service use facility event setting to zero on the gateway service bootstrap. The alternative is to turn off MTP on SIP Trunk to CVP.

Protocol Support

CVP Call Control Protocols

Agent Greeting is supported with SIP as the CVP call control protocol. H.323 is not supported.

Codecs

Agent Greetings are recorded using G.711 encoding. CVP supports a mixed codec environment in which the IVR uses G.711 encoding and customer/agent calls can use G.729. G.722 is not supported.

For More Information

For more information see the [Release Notes for Cisco Unified Contact Center Enterprise and Hosted, Release 8.5\(1\)](#).

Whisper Announcement Feature

Whisper Announcement lets agents hear a brief, pre-recorded message just before they connect with each caller. The announcement is played only to the agent; the caller hears ringing (based on existing ring tone patterns) while the announcement plays.

While the content of the announcement can be anything, a typical announcement will contain information about the caller that helps prepare the agent to handle the call. The information might be the caller's language preference, choices the caller made from a menu (Sales, Service), their customer status (Platinum, Gold, Regular), and so on.

The Whisper Announcement feature is enabled in the Unified CCE call routing scripts; it is here that you also define which announcement to play based on various inputs such as the dialed number, a customer ID lookup in your customer database, and selections made from a VRU menu.

Important Blind Transfer - Transferring agent cannot hear ringing:

The agent (agent 1) hears silence in the case where agent 1 blind transfers while the second agent's (agent 2) phone is ringing, or during agent 2's whisper playback. Agent 1, who hears silence during the blind transfer, must wait until agent 2 and agent 1 can converse before completing the transfer.

Protocol Support

CVP Call Control Protocols

Whisper Announcement is supported with SIP as the CVP call control protocol. H.323 is not supported.

Using Whisper Announcement with Agent Greeting

You can use Agent Greeting along with the Whisper Announcement feature. On the call, the Whisper Announcement always plays first, before the greeting.

For More Information

For more information see the [Release Notes for Cisco Unified Contact Center Enterprise and Hosted, Release 8.5\(1\)](#).

Default CVP Media Server for Micro-Applications

CVP 8.5(1) lets you designate a default media server for your Unified CCE deployment. By using a default media server you can eliminate the need for Set Variable nodes in your routing scripts that define the media server (user.microapp.media_server); if a media server is not defined, the file is assumed to exist on the default media server. You specify a default media server in your CVP Operations Console.

For more information, see your [CVP 8.5\(1\) documentation](#).

CVP Changes to Support Agent Greeting

The following changes have been made to CVP 8.5(1) to specifically support Agent Greeting. For more information, see your [CVP 8.5\(1\) documentation](#).

New Item	Description
An option for Play Media (PM) micro-application	<p>The <code>-a</code> parameter automatically constructs Agent Greeting file names based on a concatenation of an agent's Login Name and the <code>AgentGreetingType</code> variable value set in your Unified CCE routing scripts. This option is not valid if the Media Library Type is set to V.</p> <p>Example: If the agent Login Name is <i>agent 123</i> and the <code>AgentGreetingType</code> value is <i>_sales</i>, then <i>PM,-a</i> in a Unified CCE VRU script equates to the instruction “play media file agent123_sales.wav.”</p>
RecordAgentGreeting	<p>CVP includes a dedicated Call Studio -- <i>RecordAgentGreeting</i> -- for recording agent greetings. The application lets agents record, review, re-record, and confirm the save of a greeting. It includes prompts to support each of these functions. If an agent is not satisfied with a greeting, it can be re-recorded up to three times.</p> <p>Upon confirmation of a save, the application FTPs the saved file to the media server. Built-in error checking includes checks for the data required to name the file (agent Login Name + <code>AgentGreetingType</code> value), FTP information for the media server, valid menu selections made by the agent, and successful FTP of the greeting file.</p>

New Item	Description
FTP_Client Element	<p>A new Call Studio element -- FTP_Client -- is available in CVP 8.5. It uploads a local file to one or more FTP servers. You can specify more than one FTP server to concurrently upload a file to multiple servers.</p> <p>This element is used in Agent Greeting together with the GS (GetSpeech) micro-application to upload greeting files from the CVP VXML server to the media server.</p> <p>To enable FTP transfers, you must set the Pass FTP Information to Y (see next).</p> <p>This information is passed:</p> <ul style="list-style-type: none"> • ftpServer: A space separated string of FTP servers, e.g. "ftp_host1 21 username password ftp_host2". Everything is optional except the host name. • ftpPath: The path on FTP server. By default, this path is formed from the content of the ECC variable user.microapp.locale concatenated with path separator (i.e. '/') and the content of the ECC variable user.microapp.app_media_lib. If the value of user.microapp.app_media_lib is "..", then "app" is used instead. Example: "en-us/app"
Pass FTP Information option for Get Speech micro-application	<p>A new option -- Pass FTP Information -- has been added to the Get Speech micro-application. It specifies whether or not to pass FTP server information from a script to the VXML Server. This then allows the VXML server to make an FTP connection to the media server. (The media server's FTP connection information must have been configured in the CVP Operations Console.)</p> <p>Valid options:</p> <ul style="list-style-type: none"> • Y - Pass FTP server information to VXML Server as VXML Server session variables • N - (default) do not pass FTP server information <p>When creating a VRU script for Get Speech, specify this option in the eleventh option position. For example:,,,,,,,,,Y</p>

Documentation Changes

Planning your Unified CVP solution is an important part of the process in setting up Unified CVP, so make sure you first read the *Cisco Unified Customer Voice Portal Release 8.5(x) Solution Reference Network Design (SRND)* guide before configuring your Unified CVP solution. With Unified CVP 8.5(x), the Planning Guide for Cisco Unified Customer Voice Portal has been incorporated into the SRND document.

CVP Support for Virtualization

Virtualization of select Unified CVP deployments and components on the Cisco Unified Communications Systems (UCS) B-Series and C-Series hardware is now supported. For additional information on configuring your Unified CVP solution on the UCS hardware, refer to the Customer Voice Portal DocWiki:

http://docwiki.cisco.com/wiki/Virtualization_for_Unified_CVP

ASR 1000 Series Support

Unified CVP supports Version IOS XE Software 3.2.0S Enterprise of Cisco ASR 1000 Series, with limitations. For a list of the limitations, see the latest version of the Cisco Unified Customer Voice Portal Release 8.5(x) Solution Reference Network Design (SRND) guide, which is available online at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_implementation_design_guides_list.html.

Nuance Vocalizer 5 Support

Unified CVP supports Nuance Vocalizer 5. For the full details of the support, see the latest version of the Hardware and System Software Specification for Cisco Unified Customer Voice Portal (Unified CVP) Release 8.5(1), which is available online at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_technical_reference_list.html



Note

If you are using speech recognition, all application development should be done using the Cisco CVP Call Studio.

Installation Notes

- [Cisco Security Agent Not Supported in Release 8.5\(1\)](#), page 7
- [Reporting Server Upgrade](#), page 8

Cisco Security Agent Not Supported in Release 8.5(1)

Cisco Security Agent (CSA) is not supported in Unified CVP Release 8.5(1). You must not install CSA on the same server as Unified CVP Release 8.5(1).

If you are upgrading an existing Unified CVP system, then you must uninstall CSA prior to upgrading to release 8.5(1).

Reporting Server Upgrade

After the installshield process has completed and the machine has been rebooted, the person performing the installation needs to log in as Informix and execute the %CVP_HOME%\bin\CVP_DatabaseConfig.bat script to upgrade the database schema.

The VXMLSessionVariable table contains the values for every VXML Session Variable for every VXML Session that has been recorded. This is an exhaustive list and can require more shared memory to upgrade than is available on the CVP Reporting Server. This is time related, not volume related. A full CVP Reporting Server can upgrade, albeit slowly. However, a CVP Reporting Server which has more than 1 years worth of VXML Session Variable data may fail with an out of shared memory condition. To prevent this situation, the VXMLSessionVariable table is checked during upgrade and trimmed back to a maximum of 365 days worth of data. This will occur only if there are more than 1 years worth of data in this table.

This condition can be noted in the cvpdataretention table:

```
select * from cvpdataretention where tablename='VXMLSessionVariable';
```

The actualnumberdaysretained column indicates how many days worth of data are in the table.

The installer is presented with the option to cancel out of the upgrade script when this condition is noted. However this will leave the database configured as the previous version which does not match the software, and nothing will work until the %CVP_HOME%\bin\CVP_DatabaseConfig.bat script has been run successfully. The user may cancel out of the process the first time, perform some mitigating action, to preserve the data which is about to be cleared, but then they must return and execute the upgrade script.

The option is presented in the event that the installer wishes to manually unload the data which is about to be trimmed. This can be accomplished with a little script:

Script.sql:

```
unload to c:\temp\vxmlsessionvariable.unl select * from vxmlsessionvariable where callstartdate < today - 365;
```

And then executed by the cvp_dbadmin or Informix userby:

```
dbaccess cvp_data script.sql
```

It is possible to reload the data after the upgrade. Advanced Services should be contacted to accomplish this.

Important Notes

The following section contains important notes and restrictions that applies to Release 8.5(1):

- [SIP Service Dialed Number Pattern Matching Change, page 9](#)
- [Setting max_disconfirmed_count, page 9](#)
- [Using CUSP with CVP Over TCP, page 9](#)
- [Web Services Element Hosted on Websphere Issue, page 9](#)
- [CUIC Import of CVP Call Back Reports Fails, page 10](#)

- [Changing the IP Address of a Call Server, page 10](#)
- [Early Offer on Agent leg, page 10](#)
- [Leading zero gets removed from incoming DNIS, page 10](#)

SIP Service Dialed Number Pattern Matching Change

The SIP service dialed number pattern matching scheme has changed in Release 8.5(1). Configuration of dialed number pattern priorities is no longer required. Instead, dialed number patterns (Local Static Routes, Send Calls to Originator, RNA Timeout for Outbound Calls, Custom Ringtones, Post Call Survey for Incoming Calls) are matched by exact match followed by closest match (if no exact match is found). Closest match is done by pattern matching and pattern length. If no match is present (either exact or closest), then the pattern matching scheme returns a status of no match found.

Setting max_disconfirmed_count

Release 8.5(1) contains a fix for Ctj18594 - *max_disconfirmed_count value cannot be set to a custom value*. When choosing a value for the “Max Disconfirmed Count” setting in a Record_With_Confirm element, special consideration must be taken for the “ivr record memory session” setting on the gateway:

Each time a caller “disconfirms” a recording made while using the Record_With_Confirm element, the disaffirmed recording(s) remain in memory on the gateway. Depending on the “ivr record memory session” setting on the gateway and the configured values for the “Max Disconfirmed Count” and “Max Record Time” settings in the Record_With_Confirm element, a caller may exhaust all available memory on the gateway for their session, at which point the gateway will drop the call.

In general, to prevent calls from being dropped while using the Record_With_Confirm element, the following formula should be adhered to:

*(“Max Record Time” in seconds * audio codec bitrate in kilobytes/second) * “Max Disconfirmed Count” < “ivr record memory session” setting, in kilobytes*

Testing should be done by increasing values for the gateway's “ivr record memory session” setting until an acceptable amount of audio/retries are accepted without exhausting the gateway's session memory (dropped calls).

Using CUSP with CVP Over TCP

When using CUSP with CVP and using TCP as the session protocol, the max TCP connections on CUSP must be set to 5000.

The following example configures the maximum number of TCP/TLS connections to 5000:

```
se-10-0-0-0(cusp-config)> sip tcp max-connections 5000
```

Web Services Element Hosted on Websphere Issue

Use of the Web Services element in VXML applications hosted on IBM Websphere do not work correctly. Create a custom web services element to manage a web service if you are using IBM Websphere.

CUIC Import of CVP Call Back Reports Fails

In CUIC, when attempting to import CVP Call Back Reports on the standard datasource (cvp_data), the import fails with the following message:

“Import could not be completed: Query validation failed against the selected data source”

To correct this issue, you must create a separate datasource to point to the callback database instead of the cvp_data database

Changing the IP Address of a Call Server

When it is necessary to change the IP Address of a Call Server, a specific set of steps must be followed. The steps are documented in the Customer Voice Portal DocWiki, available online at:

http://docwiki.cisco.com/wiki/General_Troubleshooting:_Server_IP_Address_Has_Been_Changed

Early Offer on Agent leg

Beginning with Unified CVP 8.5 release, the Unified CVP SIP Call Server does not use early offer while establishing the agent leg. Prior to the 8.5 release, Unified CVP SIP Call Server used to establish the agent leg with the SDP of the caller. This was done as a fix for CSCti57228. Please contact Cisco technical support if a different behavior is needed in your deployment.

Leading zero gets removed from incoming DNIS

In Unified CVP leading zero(s) gets removed from incoming DNIS when survivability is in use, and the call gets disconnected. A temporary solution is to change the destination-pattern on the VOIP dial peer to identify the incoming DNIS without leading zero(s) and to apply a translation rule on the outgoing DNIS to insert the leading zero(s) so that the upstream SIP Proxy route and the ICM dialed number remains the same.

Bug Search Tool

If you have an account with Cisco.com, you can use the Bug Search tool to find caveats of any severity for any release. Access the Bug Search tool at <https://www.cisco.com/cisco/psn/bssprt/bss>. Enter the bug identifier in the search box and press Return or click Search.

Open Caveats in This Release

This section contains a list of defects that are currently pending in Cisco Unified Customer Voice Portal Release 8.5(1). Defects are listed by identifier and then by component.

Identifier	Component	Headline
CSCtj80041	reporting	Busy and RNA call flows show wrong call duration in the CVP rpt server
CSCtj83511	vxml_server	UTF-8 Cyrillic data submitted to CVP VXML server is incorrectly decoded
CSCtj97581	vxml_server	Web services operations fail when using Websphere

CSCtj92960	infrastructure	Thread pool stats in OAMP incorrect
CSCtj99182	ss_sip	SIP Realtime Statistics showing incorrect values for basic calls
CSCtk08326	vxml_server	Document Literal web service return params results in error
CSCtk15946	ss_ivr	Default Media Server feature does not support backup media server
CSCtk09099	doc Online help	Config guide need correction for SIP & CCB pattern matching
CSCtk08320	vxml_server	RPC Literal web service return params not stored in element/session data.
CSCtk13452	ss_ged	Post Call Survey (PCS) with SIP is not passing call context to PCS call
CSCtj65339	oamp	Call Server w/ no Services shows as Not Reachable in Control Center
CSCtj785969	reporting	callbackevent table stores eventdate time in localtime
CSCtk33141	vxml_studio	Upgrading Call Studio to 8.5.1 does not upgrade common library elements

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Documentation Feedback

You can provide comments about this document by sending an email message to the following address:

mailto:ccbu_docfeedback@cisco.com

We appreciate your comments.

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Release Notes for Cisco Unified Customer Voice Portal Release 8.5(1)
Copyright © 2012, Cisco Systems, Inc.
All rights reserved.