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About this Document

This document provides installation instructions for Cisco Virtualized Voice Browser ES202508. It also contains a list of issues resolved by this ES. Please review all sections in this document pertaining to installation before installing the product. Failure to install this ES as described may result in inconsistent behavior.

Supported VVB Version

This ES (ciscovb.1501.ES202508.121.cop.sha512) is to be installed on VVB Version 15.0.1 **using CLI** only. Installing the ES on previous ES's will not create any repercussions.

Resolved Caveats

The details of the defects that are fixed in this ES are mentioned below.

Cisco VVB 15.0(1) ES202508	
Bug ID	**Description**
CSCwo67375	OUT_OF_RANGE error when the caller hangs up the call
CSCwo54339	VVB Unexpected Barge In
CSCwq26973	Serviceability - Need to enhance the default speechserver logs to print TTS requests with CallID

New Features

The following features have been included in ES202508:

Feature	Description
Scripted AI Agent	**AI Agent** refers to an artificial intelligence-powered virtual assistant or agent integrated into **Cisco WebexCCE (CCE)**. These AI Agents are designed to enhance customer service and support by automating interactions, assisting human agents, and providing analytics-driven insights. • Scripted Agent: Works on Predefined Intents and Entities and training data backed with a NLP Engine. Note: Please refer to release notes for more details and contact PM Team for enabling this feature.

Usage Guidelines

 NA

Conditions for Installing ES

Pre-Conditions

Make sure there is no previous ES in progress; else, cancel it by running:

utils system upgrade cancel

Post-Conditions

Once the ES is applied, reboot the Cisco VVB. After reboot, verify from the Cisco VVB
App Admin that all services come to In-Service.

Dependencies for this ES

 NA

Installing ES

This ES must be installed using CLI only, by running:

utils system upgrade initiate

Follow the instructions and provide the path of the ES. Do not close the
terminal until the installation of ES is successful. Restart the machine after
installing the ES.

Uninstalling ES

Follow similar process for installing the ES but install the specific rollback ES for the
version.

Note: An ES rollback uninstalls all the previously installed ESs and brings VVB to the
base release.