

iVoice Release Guide

iVoice Operational improvements - iVoice 3.00.0 (2005)

- The iVoice system offers digital T1 telephony support for PRI.
- The iVoice system now supports attended call transfer with and without response required.
- New Hang up procedure for digital interfaces:
 - When hang-up event is sent from switch, it marks the “hang-up flag” for next AS/400 response and busy out the lines so that the pbx will not attempt to bridge another call into the line until iVoice is ready. When the AS/400 sends the iReset iAnswer command, it sets the line as available for the pbx.
- Return of an invalid function key return code
If any function key is enabled, the function key takes precedence, no matter where it is entered as part of a prompt response. If no function keys are enabled, all * entries are ignored.

iVoice Operational improvements - iVoice 3.01.0 (2006)

- iVoice agent integration has been vastly improved with the availability of “bridged” agent support. Bridged agents provide far greater control of agent activity and improved connection times for agent call answers resulting in;
 - An improved customer experience because calls are answered without delay.
 - Better control of agent work status because iNspire maintains greatly control and visibility of telephone activity.
 - Improved accuracy of call center reporting based on inspires improved control.
- “Directed Dialing” is now supported giving agents the ability to initiate outbound callers from within any iSeries program.
- Key iVoice management screens including “Work with iVoice units” and “Work with iVoice unit lines” now refresh automatically every 5 seconds.
- Jill, a very natural sounding US English female voice has been added to Text-to-Speech voices available. TTS speech engine updated from Speechify version 2.0 to 3.0.
- Speech Recognition includes improvements to item list recognition with support for both voice and DTMF (keypad) inputs.
- myView introduced - a tool for call center managers that provides an up-to-the-minute, web-based graphical snapshot of call center activity.

iVoice Operational improvements - iVoice 3.02.0 (2008)

- iVoice Host unavailable - If host is unavailable (i.e. due to backup procedures) the iVoice controller offers 4 configurable options: Ring Busy, Ring No Answer, Play a customizable wav file or transfer the caller to a specified extension.
- iVoice Status / Monitor Screens support 96 Lines for T1 installations.
- Nuance RealSpeak TTS engine introduced.
- Encryption (Advanced Encryption Standard) AES 128 and 256 implemented for added security for any data that was being passed over network connections specifically between the iVoice controller and the AS/400.

iVoice Operational improvements - iVoice 3.03.0 (2011)

- Enhanced Spanish language support:
iVoice Spanish language support has been enhanced with improved linguistic support for Spanish
- Upgraded Currency Support:
New and enhance logic has been added to iVoice for speaking currency values in both English and Spanish languages. This enhancement is intended to better service regional and country specific currency requirements. Currencies are now spoken using the more specific form "\$XXX999.99"; where "XXX" represents the currency code for specific regions/countries. Also included is a complete set of default ".WAV" files for the speaking of the following currency codes:
 - CAD - Canadian Dollars
 - DOP - Dominican Pesos
 - EUR - European Euros
 - MEX - Mexican Pesos
 - USD - U.S. Dollars
 - VEF - Venezuelan Strong Bolivars
- Improved outbound IVR capabilities afford better determination of answered status:
iVoice IVR systems now leverage built-in PAMD (Positive Answering Machine Detection) and PVD (Positive Voice Detection) logic provided by Dialogic® telephony equipment, both telephony cards used by iVoice and SIP Gateways used with iNspire. These new enhancements provide flexibility when fine-tuning how outbound calls recognize caller answers and/or answering machine/voicemail answers.

iVoice Operational improvements - iVoice 3.04.0 (2013)

- iVoice supported on a Windows 7 Professional operating system.
- Introduction of new telephony grade servers for use as iVoice IVR controllers. Three different servers - Entry level 2U up to a Premium 4U server (with redundancy) which allows customers to select the best option for their IVR requirements.
- Dialogic Telephony 6.0 software now standard and required for Windows 7 O/S
- LumenVox TTS (Text-to-Speech) v10.5.200 now available as part of the iVoice offering.
 - Both English and Spanish, male and female
 - Support for special characters for Spanish (accented characters)
 - Voice XML tagging support for advanced TTS support.
- Additional features added:
 - New Daily debug trace log file generation with auto-purge after 30 days.
 - Enhanced debug trace error reporting.
 - USB disaster recovery drive.

iVoice Operational improvements - iVoice 3.04.1 (2015)

- PCI Compliance – Credit card encryption in debug trace logs. Credit card numbers will no longer be visible in log files.
- Upgrade LumenVox TTS (Text-to-Speech) to v12.1.100 now available as part of the iVoice offering.
 - Improved security may be enabled to suppress sensitive data in logging.
 - LumenVox Dashboard enhanced with added monitoring capabilities and now web-based.
- Music on Hold enhanced to continue where it left off as place in queue announcements interrupt the music playing.
- iRecord enhancement – now the user can save recorded user responses to a unique folder. In the past files were saved in the iVoice prompts folder.

Bug Fixes:

- TTS language and gender restart error resolved. If the user had not configured the appropriate gender in the iVoice line configuration and the TTS application used the opposite gender, shut downs and restarts may generate errors.
- T1-PRI shutdown error found when supporting more than 24 lines. If more than 24 lines are configured, shutdowns would not complete properly due to an error caused by the signaling channel.
- iForward dialing prefix issue resolved. This bug caused transfers to fail but was remedied by a simple configuration change in the previous iVoice version. Now the bug has been permanently fixed in iVoice v3.04.1.
- Updates to Voice XML functionality for iVoice TTS

iVoice proposed future improvements

- iVoice Desktop GUI - This will replace the existing multiple icons/shortcuts that are placed on the desktop. It will include direct links to logging data as well as links to issue support tickets directly to iMessaging customer support.