

SpeechStorm



Release Notice for SpeechStorm 3.3.0

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1. Release Summary

1.1 SpeechStorm 3.3.0

SpeechStorm 3.3.0 is a regular maintenance release which addresses the following feature requests and defects:

- Visual IVR to allow IVR callflows to be presented on web pages
- MX Enhancement: ability to embed Visual IVR flows in a mobile app
- MX Enhancement: Dedicated 'tablet' layout option
- MX Enhancement: WebRTC support via Visual IVR
- Preview CSV reporting data on-screen before downloading
- Reporting drill-down into individual call details
- Added ability to pass parameters into Link blocks
- Added table to show where each module is called from
- GUI display text localisation: de-de
- MCP performance enhancement: reduction in number of HTTP fetches required
- Beta support for HollyConnects 6.0 platform
- Beta support for Nuance Recognizer 9 and Vocalizer 5 with Cisco 10
- Defect #2911 – Using opening hours in a Phone Transfer block no longer causes errors

See section 3 for a full listing of all features added and defects resolved in this release.

1.2 Previous Releases

1.2.1 SpeechStorm 3.2.3.1

SpeechStorm 3.2.3.1 is a regular maintenance release which addresses the following feature requests and defects:

- Defect #2928 – Deploying or creating a module now flushes the VUI cache only for that module.
- Defect #2940 – Post Migrate no longer fails when upgrading from Hitchcock (or earlier) to Kubrick.
- Defect #2929 – DNIS is now passed correctly into SpeechStorm for GVP 8.1.
- Defect #2930 – System pulse is now correctly calculating recognition failure statistics.

1.2.2 SpeechStorm 3.2.3

SpeechStorm 3.2.3 is a regular maintenance release which addresses the following feature requests and defects:

- Support for DTMF call-steering applications with Cisco CVP 10.
- Support for Oracle 11g database.
- New Virtual Call feature to allow Control Centre users to step through a phone call on-screen.
- Store-and-Forward feature which can detect when the reporting database is slow or unavailable and batch up "Gui Actions" and call history report data on the local server, and which can then upload that data to the database when the database is back online.
- Time filters on CSV Download reports.
- Generation and better management of SSL certificates in the Control Centre.
- Additional es-mx ASR 'standard' voice grammars.
- Improved server checks in the Control Centre's Administration tab.
- Better database connection pooling performance.
- Timeouts for 'Remember Me' database queries and updates.
- Faster reloading of server configuration settings on multiple servers.
- New Product: Prompt Recorder lets you use your phone to record audio prompts that can then be uploaded into the Control Centre for use in callflows.
- Defect #2600 – Nightly "Hive Off" database job no longer fails on subsequent days if call records straddle midnight.
- Defect #2687 – Reduced the number of HTTP fetches requested by GVP 8.1 for files that can be cached. This affects audio (.wav) files and EcmaScript (.es) files.
- Defect #1517 – Number of retries, timeouts, etc. is now recorded if you hang up in an input block.
- Defect #2307 – Download CSV queries can no longer lock the 'daily' and 'historical' reporting database tables.

1.2.3 SpeechStorm 3.2.2.2

SpeechStorm 3.2.2.2 is a regular maintenance release which addresses the following feature requests and defects:

- Defect #2601 – Voice Apps page no longer waits for System Pulse to load

1.2.4 SpeechStorm 3.2.2.1

SpeechStorm 3.2.2.1 is a regular maintenance release which addresses the following feature requests and defects:

- Defect #2624 – In Opening Hours, Special Dates section reverts back to current date in the GUI

1.2.5 SpeechStorm 3.2.2

SpeechStorm 3.2.2 is a regular maintenance release which addresses the following feature requests and defects:

- GUI Internationalisation – Basics
- GUI Internationalisation – Choice of Languages
- GUI Internationalisation – Use of non-ASCII characters in Graphviz callflow diagrams
- Cyara first release
- Productise GME EWT and Callback Use Case in IVR
- IVR Localisation for es-mx
- IVR Localisation for fr-fr
- IVR Localisation en-us
- IVR Localisation - Flexible currency grammars
- Integration Hub – GUI
- Productise Conversation Manager – Rules Engine Integration
- Productise GME EWT, Transfer-with-context, and Callback Use Case in Mobile
- Integration Hub
- Defect #2544 – Customer Journey enhancement to resolve issue when journey image being rendered is too large.
- Defect #2425 – Hitting Enter on login after typing email and password no longer works in Chrome

1.2.6 SpeechStorm 3.2.1.1

SpeechStorm 3.2.1.1 is a regular maintenance release which addresses the following feature requests and defects:

- Defect #2394 – Bulk prompt upload now correctly maps modules when folder names start with digits

- Defect #2320 – Improved filtering and display of Solution View modules diagram, and limitation of GraphViz execution time

1.2.7 SpeechStorm 3.2.1

SpeechStorm 3.2.1 is a regular maintenance release which addresses the following feature requests and defects:

- Interceptor block enhancements
- Aggregation of report data for built-in reports
- Database “views” are now available for designing customer-specific ETL or report queries
- Ability to embed web pages in Mobile app screens
- Ability to embed Google Maps in Mobile app screens
- Support for Android v2.33 (“Gingerbread”) and higher in Mobile apps
- Mobile IntelliMedia image management provides automatic scaling of images to balance bandwidth and CPU loads
- Mobile Framework usability enhancements for rapid prototyping
- Pre-loaded XML definitions to reduce web service load in Mobile apps
- New Mobile screen layout tools: grids, segments, tables
- Standard speech-recognition grammars for fr-fr locale
- Payment Capture product enhancements
- Customisable IIN/BIN ranges for credit card grammars
- Support (limited) for GVP 8.1 Legacy VXML Interpreter
- More flexible SSML implementation
- New Product: Call Divert
- New Product: Caller ID Activation
- New Product: Call Waiting Activation
- New Product: Cancel Contract
- New Product: Handset Unlock Request
- New Product: PAC Port In
- New Product: PAC Request
- New Product: Payment by Registered Card

- New Product: PIN Request
- New Product: Remaining Allowance v2
- New Product: Roaming Activation
- New Product: SIM Card Activation
- New Product: Top Shelf Activation
- New Product: Top Up by Voucher
- New Product: Transaction List
- New Product: Voicemail Activation Defect #2184 – Launching external processes (e.g. GraphViz) now works with Java 7 update 21
- Defect #2208 – Better support for absolute URLs with grammar files, leading to more stable load balancer/failover solutions
- Defect #2232 – Credit Card Expiry (en-gb) grammar now recognises years beyond 2020
- Defect #2254 - Increased the maximum allowable number of Call IDs in the reporting database to use 64-bit integers

1.2.8 SpeechStorm 3.2.0.1

SpeechStorm 3.2.0.1 is a regular maintenance release which addresses the following feature requests and defects:

- Mobile Framework Enhancements
- Defect #2181 – Can now change module name etc. if only one persona exists
- Defect #2188 – “Defaults” menu options from parent modules are now picked up

1.2.9 SpeechStorm 3.2.0

SpeechStorm 3.2.0 is a release of major new feature requests and defects:

- Mobile Framework
- Persona Support – ability to create multi-lingual or multi-brand (persona) callflows
- Localisation: Support for French (fr-fr) TTS
- Localisation: Support for 'basic' French (fr-fr) dynamic prompts
- Ability to set up automatic deletion of old historical data
- Support for sending SNMP traps
- Ability to reset System Pulse statistics and to set detailed thresholds

- Defect #2034 – Resolved key-ahead and delay issues with GVP 7.2
- Defect #2045 – Support for UTF-8 values in attached data

1.2.10 SpeechStorm 3.1.8.1

SpeechStorm 3.1.8.1 is an updated release of SpeechStorm 3.1.8 to include updates below required by the new Random Questionnaire Builder product:

- New VUI API that returns a sorted list of current block's output node names
- New Product: Random Questionnaire Builder

1.2.11 SpeechStorm 3.1.8

SpeechStorm 3.1.8 is a regular maintenance update which addresses the following feature requests and major defects:

- Support for PA-DSS for the Payment Capture product
- Support for Genesys GVP 7.2
- Defect #2001 – Confidential Mode no longer logs out PAN to GVP 8 logs
- Defect #1992 – Incorrect escaping of attached data values in GVP 8

1.2.12 SpeechStorm 3.1.7

SpeechStorm 3.1.7 is a regular maintenance update which addresses the following feature requests and major defects:

- Addition of Customer Journeys reporting
- Ability to import/export custom grammar files
- Support for negative (in credit) currency amounts
- New VUI Preferences to control DTMF key-ahead
- New 'Recovery Mode' to allow the caller to recover from speech recognition failures
- Additional CTI support for Genesys GVP 8.1
- Ability to store a unique 'UUID' reference for the whole call under Genesys GVP 8.1
- New Products:
 - Order Phone Services
 - Query Account Add-Ons
 - Semafone Payment Capture

- Defect #1388 – License server connection details are now picked up from fish-*.local.properties files
- Defect #1403/1550 – Resolved issues in RoI Phone Number (en-gb) grammar
- Defect #1822 – DTMF # and * options now work as expected
- Defect #1826 – Fixed issues with missing data in several built-in reports
- Defect #1957 – Fixed issue with handling of bridged transfers

1.2.13 SpeechStorm 3.1.6

SpeechStorm 3.1.6 is a regular maintenance update which addresses the following feature requests and major defects:

- Improved management of applications and templates
- New MenuController component for handling Menu and Question blocks
- New Apps focussing on payments and mobile phone self-service
- Mobile Apps (beta)
- DTMF settings are now displayed on callflow editor diagram
- Several defects around the processing of built-in grammars
- Defect #1390 – Resolved issues caused by different users with different 'Advanced VUI' privileges changing the same modules
- Defect #1427 – Resolved issue with saving synonyms that contained unusual characters (e.g. curly quotation marks, hyphens surrounded by spaces)
- Defect #1482 – Improved performance of GUI Stats
- Defect #1499 – Enabled the addition of product licenses without requiring a restart
- Defect #1566 – Issue with call history occasionally not being written to the database
- Defect #1586 – HttpClient no longer limits max connections to 2

1.2.14 SpeechStorm 3.1.5

SpeechStorm 3.1.5 is a regular maintenance update which addresses the following feature requests and major defects:

- Performance – Improvement in the performance of built-in reports due to database indexing.
- Platform Support – Menu and simple Custom Question blocks can now be used with GVP 7.6's built-in DTMF interpreter.
- Platform Support – Added ability to release an ASR session for GVP 7.6 and GVP 8.1 platforms.

1.2.15 SpeechStorm 3.1.4

SpeechStorm 3.1.4 is a regular maintenance update which addresses the following feature requests and major defects:

- Defect #1489 – Added ability to flush prompt queues in Message blocks without the use of the 'fetchaudio' VXML property.
- Defect #1488 - DTMF currency grammar now returns full 'pence' amount.

1.2.16 SpeechStorm 3.1.3

SpeechStorm 3.1.3 is a regular maintenance update which addresses the following feature requests and major defects:

- Platform Support – Details of voice recognition grammars are no longer output when the 'input mode' is set to DTMF-only.
- Performance – Improvement in performance of compiling Groovy scripts in Script blocks due to caching for production calls.
- Performance – CTI attached data for a given key is now only updated once per call.
- Defect #1440 – VXML Platform parameters (CLI, DNIS, and Session ID) are now stored when using Genesys GVP 7.6.
- Defect #1445 – Removal of additional 'zero' rows in Calls by Date Report.
- Defect #1477 – Removed misleading error message at end of call when CLI is blank.

1.2.17 SpeechStorm 3.1.2

SpeechStorm 3.1.2 is a regular maintenance update which addresses the following feature requests and major defects:

- Platform Support – New supported VXML platform: Genesys GVP 7.6 with Nuance Recognizer 9 ASR and Nuance Vocalizer 5 TTS.
- Callflow Control – Support for 'DTMF termination char' in callflow preferences.
- Callflow Control – New 'confidential mode' callflow preference to restrict reporting and logging of sensitive information such as credit card numbers.
- Server Administration – New 'check server identity' feature.
- Reporting – Five new reports: Calls by Day; Calls by Time of Day; Block Results; Recognition Summary; and Business Task Summary.
- Defect #1413 – Can now correct the start date for a Maestro card in Payment Capture templates.
- Defect #1376 – Pressing '0' in a Natural Numbers (en-gb) grammar no longer returns 'NaN'.

- Defect #1374 – Grammar Builder ‘words’ field is now correctly stored.
- Defect #1367 – ‘Bad Fetch’ error is no longer thrown when keying in certain 6-digit dates using the Standard Date (en-gb) grammar.
- Defect #1361 - Web Service POSTs from Groovy scripts now automatically pass non-string variables such as Integers and Doubles.
- Defect #1359 – Carriage return character in TTS fields no longer causes errors on the VoiceGenie platform.

1.2.18 SpeechStorm 3.1.1

SpeechStorm 3.1.1 is a regular maintenance update which addresses the following feature requests and major defects:

- Defect #1347 – Newly-created modules are marked as ‘public’ by default.

1.2.19 SpeechStorm 3.1.0

SpeechStorm 3.1.0 is a minor update which addresses the following feature requests and major defects:

- Menu Builder – New “tree view” callflow editor style.
- Questionnaire Builder – New product that allows automated capture of questionnaire results.
- Locate and Connect – New non-postcode version of Locate and Connect Postcode.
- Query – Support for returning an arbitrary result from the web service lookup.
- Prompt Playback – Support for playback of dynamic data using concatenated audio files.
- Callflow Control – New “back” command.
- Callflow Control – Settings to control DTMF for the “help”, “repeat”, and “back” commands.
- Business Tasks – Tasks can now be ended automatically when leaving a module.
- Networking – Support for Control Centre access behind a proxy URL re-writer.
- Defect #1138 – Error reported when trying to upload an invalid audio format.
- Defect #1141 – Maximum TTS length is too short.
- Defect #1147 – Cannot import DataObject audio files in isolation.
- Defect #1148 – Error reported when trying to import audio prompts.
- Defect #1149 – “Please Wait” animation hangs on some versions of Internet Explorer Callflow Editor.

- Defect #1154 – Call Details CSV download sometimes contains spurious newlines.
- Defect #1155 – Importing callflow audio doesn't automatically save changes.
- Defect #1156 – DTMF confirmation grammar causes error.
- Defect #1227 – Error when editing opening hours rules.
- Defect #1231 – Business Tasks are always reflected as 100% successful.
- Defect #1235 – Internet Explorer caching issues.
- Defect #1243 – Links between modules are not resolved when importing multiple modules.
- Defect #1249 – Default phone number format rules do not allow free-phone numbers.
- Defect #1323 – Cannot disable 'timeout' prompt in Recording blocks.
- Defect #1336 – Max Speech Timeout parameter not picked up.
- Defect #1337 – Incorrect calculations in Dashboard and reporting statistics.

1.2.20 SpeechStorm 3.0.2

SpeechStorm 3.0.2 is a regular maintenance update which addresses the following feature requests and major defects:

- CLIData Management – Extended support for Genesys Conversation Manager.
- Defect #1139 - Technical error encountered when prompt text is too long.
- Defect #1236 - Apostrophes in Menu prompts with audio cause an XML entity error.

1.2.21 SpeechStorm 3.0.1

SpeechStorm 3.0.1 is a regular maintenance update which addresses the following feature requests:

- VXML Platform – Support for Genesys GVP 8.
- Outbound – Basic outbound calling capability.

2. General Constraints with SpeechStorm 3

2.1 3rd Party Software Requirements

2.1.1 Operating System

The following operating systems are supported:

- Microsoft Windows Server 2008 R2

2.1.2 Database Software

The following RDBMSs are supported:

- MS SQL Server 2008 R2 Standard Edition - 10.50.2550.0
- Oracle 11g Release 11.2.0.1.0 - Standard Edition

2.1.3 Java Software

The following Java Development Kit must be available in both 32-bit and 64-bit versions:

- Sun JDK 1.8.0 u45

2.1.4 Other Software

2.1.4.1 Tomcat

The following versions of Tomcat must be available in both 32-bit and 64-bit versions:

- Tomcat 7.0.61

2.1.4.2 Graphviz

The following versions of Graphviz are supported:

- Graphviz 2.28

3. Resolved Defects

3.1 SpeechStorm 3.3.0

SpeechStorm 3.3.0 included resolved defects as follows:

Defect #	Description
-	Visual IVR to allow IVR callflows to be presented on web pages.
-	MX Enhancement: ability to embed Visual IVR flows in a mobile app
	MX Enhancement: Dedicated 'tablet' layout option
	MX Enhancement: WebRTC support via Visual IVR
-	Preview CSV reporting data on-screen before downloading
-	Reporting drill-down into individual call details
-	Added ability to pass parameters into Link blocks
-	Added table to show where each module is called from
-	GUI display text localisation: de-de
-	MCP performance enhancement: reduction in number of HTTP fetches required
-	Beta support for HollyConnects 6.0 platform
-	Beta support for Nuance Recognizer 9 and Vocalizer 5 with Cisco 10
2042	Better error messages when exporting callflows with a missing wav file
2192	No longer have to save a callflow before running unit tests in a new Script block
2700	Password reset email is now internationalised
2896	Better handling of session IDs in Virtual Call
2910	Script block unit tests now display the return value in the results section
2911	Using opening hours in a Phone Transfer block no longer causes errors
2917	Correct timestamp is now used in the Hive Off logging
2923	Virtual Call now remembers the start page settings between visits
2925	Virtual Call no longer displays JSON text when hitting return in a Question block
2935	Average calls per day is now displayed correctly in the Summary report when using Oracle
2948	Corrected placement of the 'currently editing' toolbar for small screen sizes

Defect #	Description
2953	Module details are now updated when deleting a persona
2979	French (fr-fr) is now included in the 'available languages' setting for both TTS and ASR, rather than having to be added manually
2992	Increased the maximum length of data object audio filenames in the database
3003	Blank 'DNIS' fields for Inbound SMS rules are now handled correctly in Oracle
3022	Updated the default MRCP connection settings

3.2 Previous Releases

3.2.1 SpeechStorm 3.2.3.1

SpeechStorm 3.2.3.1 included resolved defects as follows:

Defect #	Description
2928	Deploying or creating a module now flushes the VUI cache only for that module.
2940	Post Migrate no longer fails when upgrading from Hitchcock (or earlier) to Kubrick.
2929	DNIS is now passed correctly into SpeechStorm for GVP 8.1.
2930	System pulse is now correctly calculating recognition failure statistics.

3.2.2 SpeechStorm 3.2.3

SpeechStorm 3.2.3 included resolved defects as follows:

Defect #	Description
-	Support for DTMF call-steering applications with Cisco CVP 10.
-	Support for Oracle 11g database.
-	New Virtual Call feature to allow Control Centre users to step through a phone call on-screen.
-	Store-and-Forward feature which can detect when the reporting database is slow or unavailable and batch up "Gui Actions" and call history report data on the local server, and which can then upload that data to the database when the database is back online.
-	Time filters on CSV Download reports.

Defect #	Description
-	Generation and better management of SSL certificates in the Control Centre.
-	Additional es-mx ASR 'standard' voice grammars: <ul style="list-style-type: none"> • Time • ZIP Code (Mexico) • Phone (Mexico) • Credit Card Expiry • Credit Card
-	Improved server checks in the Control Centre's Administration tab.
-	Better database connection pooling performance.
-	Timeouts for 'Remember Me' database queries and updates.
-	Faster reloading of server configuration settings on multiple servers.
-	Added server details to license checkout error messages/emails.
-	New Product: Prompt Recorder lets you use your phone to record audio prompts that can then be uploaded into the Control Centre for use in callflows.
2600	Nightly "Hive Off" database job no longer fails on subsequent days if call records straddle midnight.
2687	Reduced the number of HTTP fetches requested by GVP 8.1 for files that can be cached. This affects audio (.wav) files and EcmaScript (.es) files.
1517	Number of retries, timeouts, etc. is now recorded if you hangup in an input block.
2307	Download CSV queries can no longer lock the 'daily' and 'historical' reporting database tables.
2183	VUI Preferences screen no longer allows you to set a blank DTMF "interdigit timeout" value.
2840	Lowered the default value for maximum number of connections in the database connection pool settings. Defaults are now: max 100 active connections; and max 25 idle connections.
2639	Errors occurring when calling a web service within an Interceptor block can no longer cause further errors.
2806	In the Cyara settings table the "Step Minimum Confidence" value now updates correctly after being edited.
2854	HTTP requests now clear session cookies on each request.
2852	Call Monitor no longer stops working after multiple sessions.
1846	Business Tasks are now logged in the DB with the correct (i.e. "test") site ID.
2507 and 1834	More robust closure of Business Tasks for the "max attempts" route in the Query product.

Defect #	Description
2514	Corrected calculation of "average retries/timeouts" and "average recovery attempts" in the Summary report.
2695	Added duration logging around end-of-call database writes.
1966	Removed the "Message Undefined" text from log files when no appropriate error description is available from the VXML interpreter.
2629	Removed the limit around how many personas can be associated with a module.
2621	TTS now plays 'start of decade' date values (i.e. years that end in '0') correctly for en-gb and fr-fr.
2655	Improved version numbering of individual products.
2554	Excel no longer reports a "SYLK file format error" when opening downloaded CSV reports.
2100	Better flash messages when creating or saving an "unavailable" server
2653	Fixed recognition of MXN (Mexican Pesos) currency in "en" locales.
2496	Locate and connect postcode product now validates postcodes correctly.
2611	More robust parsing of Attached Data field names in Start Block dialog.
2591	List of Users displayed in the GUI is now ordered correctly.

3.2.3 SpeechStorm 3.2.2.2

SpeechStorm 3.2.2.2 included resolved defects as follows:

Defect #	Description
2601	<p>When the System Pulse calculation on the Dashboard page is in progress, switching to the Voice Apps page no longer causes a delay while the calculation finishes.</p> <p>In addition, refreshing the Dashboard page while the System Pulse calculation is still in progress will not start a second System Pulse calculation for that company.</p>

3.2.4 SpeechStorm 3.2.2.1

SpeechStorm 3.2.2.1 included resolved defects as follows:

Defect #	Description
2624	In Opening Hours, Special Dates section reverts back to current date in the GUI

3.2.5 SpeechStorm 3.2.2

SpeechStorm 3.2.2 included resolved defects as follows:

Defect #	Description
-	GUI Internationalisation – Basics
-	GUI Internationalisation - Choice of Languages
-	GUI Internationalisation - Use of non-ASCII characters in Graphviz callflow diagrams
-	Cyara first release
-	IVR Localisation for es-mx
-	IVR Localisation for fr-fr
-	IVR Localisation for en-us
-	IVR Localisation - Flexible currency grammars
-	Integration Hub – GUI
-	Productise Conversation Manager - Rules Engine Integration
-	Productise GME EWT, Transfer-with-context, and Callback Use Case in Mobile
-	Integration Hub
-	Mobile Maintenance
2475	Transaction List product script return values did not match callflow or SpeechStorm standard naming conventions
2471	Caller ID activation product not reading text from ChildMessages.properties
2473	PAC Port In with Date Change product - Settings can be saved when required fields are blank.
2490	Within the Locate and connect postcode product. Postcode must be capitalised when adding an area.
2486	In Direct Debit request product validation message not appearing when required field left blank
2485	In integration tab of the "Flight Status Checker" product validation of required fields isn't working
2489	Saving settings in the offer direct debit product does not apply validation checking.
2555	Document generator displays i18n key instead of associated text.
2529	Example CPR ZIP files no longer part of the release files

Defect #	Description
2558	Question block's grammar screen has been internationalised
2560	Opening hours's Suggested Action If Closed has been internationalised
2563	Script Block Junit test buttons has been internationalised
2544	Customer Journey enhancement to resolve issue when journey image being rendered is too large
2472	Continuous Card Payment Settings page throws exception instead of field validation message
2321	New company should be set up to 'cache production modules' automatically
2518	Cannot upload pre-recorded prompt
2325	Inconsistent behaviour when changing card type in Payment Capture
2433	Exception message content related to incorrect server ID should be more informative
2394	Bulk prompt upload does not map the correct modules when folder names start with digits
2481	'Supported Personas' from a module are not copied to production versions
2389	ServerStatus.jsp needs added to speech-fish-gui
2424	Usability issue: no feedback when dragging a block onto a path name
2405	"Skip this question next time" option in question block not working
2388	Documentation.jsp downloading word file error in the logs
2479	Operator product had problems with ambiguity check
2268	Spaces not trimmed before comparing contents of server settings VuiPreferences.AvailableLanguages.TTS and VuiPreferences.AvailableLanguages.ASR
2482	Mobile apps can be renamed to blank space under the visual flow details tab.
2483	It is possible to deploy a mobile app to production without giving a reason
2179	Mobile Screen Render Problem
2408	Should not be able to use interceptors to modify locked callflow structure
2398	Variable references in interceptors only work in lowercase
2412	Flash message for an inbound SMS rule JSP has being appended erroneously
2407	Should not be able to delete start blocks

Defect #	Description
2450	On a TreeView call flow when we add a question/answer etc we are moved to the Main menu
2384	Interceptor 'operand' field shows up when you use 'is blank' operator
2484	Attempting to delete an area in Locate and Connect and Flight Status Checker fails.
2217	Interceptor does not allow numeric comma-separated values for 'in list' operator
2411	Cannot specify multiple question prompts in TreeView callflow editor
2410	Automatic update of path name in synonyms and prompts no longer works
2415	Underlining in printable prompt list obscures underscores
2429	Creating a new path from the 'defaults' block doesn't prompt you for a name
2488	Account selector templates contain "Standard Application" default settings
2425	Hitting Enter on login after typing email and password no longer works in Chrome
2421	Internationalisation key text is displayed instead of value text in the Postal rates calculator product
2436	Should force module names to be unique
2432	'Currently editing' dropdown gets stuck if you have unsaved changes
2431	Usability issue: removing a callflow block mid-flow breaks the diagram apart
2476	Marketing Promotions GUI page throwing NullPointerException when clicking Save
2523	Personas flag list has missing labels
2504	Persona prompts not automatically used for DataObject prompts

3.2.6 SpeechStorm 3.2.1.1

SpeechStorm 3.2.1.1 included resolved defects as follows:

Defect #	Description
2394	Bulk prompt upload now correctly maps modules when folder names start with digits

Defect #	Description
2320	<p>Improved filtering and display of Solution View modules diagram, and limitation of GraphViz execution time. This is controllable using the following Default Server Settings:</p> <ul style="list-style-type: none"> • GraphViz.MaxExecutionTimeMillis (default value 8000) • GUI.ApplicationImage.MaxBoxesToShowPerLevel (default value 30) • GUI.ApplicationImage.MaxBoxesToShowOverall (default value 50)

3.2.7 SpeechStorm 3.2.1

SpeechStorm 3.2.1 included resolved defects as follows:

Defect #	Description
-	Interceptor blocks can now branch based on Date/Time/Weekday
-	Interceptor blocks can have multiple "and/or" conditions for each rule
-	Interceptor blocks can now resolve [var:...] references in operands
-	Aggregation of report data for built-in reports
-	Database "views" are now available for designing customer-specific ETL or report queries
-	Ability to embed web pages in Mobile app screens
-	Ability to embed Google Maps in Mobile app screens
-	Support for Android v2.33 ("Gingerbread") and higher in Mobile apps
-	Mobile IntelliMedia image management provides automatic scaling of images to balance bandwidth and CPU loads
-	Mobile Framework usability enhancements for rapid prototyping
-	Pre-loaded XML definitions to reduce web service load in Mobile apps
-	New Mobile screen layout tools: grids, segments, tables
-	Standard speech-recognition grammars for fr-fr locale
-	<p>Payment Capture product enhancements:</p> <ul style="list-style-type: none"> • New variable to indicate successful payment • New variables containing the first 6 and last 4 digits of the PAN • Swapped the order of the "issue number" and "start date" questions • Ability to handle more specific "authorisation declined" response codes • Additional choices for handling expired card dates
-	Customisable IIN/BIN ranges for credit card grammars

Defect #	Description
-	Support (limited) for GVP 8.1 Legacy VXML Interpreter
-	More flexible SSML implementation
-	New Product: Call Divert
-	New Product: Caller ID Activation
-	New Product: Call Waiting Activation
-	New Product: Cancel Contract
-	New Product: Handset Unlock Request
-	New Product: PAC Port In
-	New Product: PAC Request
-	New Product: Payment by Registered Card
-	New Product: PIN Request
-	New Product: Remaining Allowance v2
-	New Product: Roaming Activation
-	New Product: SIM Card Activation
-	New Product: Top Shelf Activation
-	New Product: Top Up by Voucher
-	New Product: Transaction List
-	New Product: Voicemail Activation
2184	Launching external processes (e.g. GraphViz) now works with Java 7 update 21
2198	Behaviour of "max attempts" counters in Payment Capture is now more intuitive
2199	Error is no longer displayed when you drag a toolbox block onto the bin in the Callflow Editor
2201	Better handling of duplicate prompts when deleting items in the Prompt List screen
2202	Fixed internationalisation of table headers in the Dynamic Prompt Uploads page
2204	Unknown CLIs are now stored as a blank strings – rather than as SIP addresses – in the database
2205	Preview Prompt button now correctly processes '[pause]' notation in prompts
2206	Cannot attach data in GVP 8 when name contains unusual characters

Defect #	Description
2208	Better support for absolute URLs with grammar files, leading to more stable load balancer/failover solutions
2211	Transaction List product no longer returns 'null' as a path name
2212	Added logic to check whether attached data variable names in GVP 8.x are valid ECMAScript identifiers
2231	Credit Card Expiry (en-gb) grammar now allows phrases like "twenty thirteen" for the year
2232	Credit Card Expiry (en-gb) grammar now recognises years beyond 2020
2234	Updated use of the "Include All Modules" reporting filter to make it more consistent and less confusing
2235	Credit card expiry grammar (en-gb) validation is no longer out-by-one on certain days of the year
2237	Playback of dates in French TTS/CPR now uses cardinals instead of ordinals
2239	French ccexp playback now only includes the century if it has been explicitly provided
2242	French 'ouais' is now a standard synonym for 'yes'
2244	Character limit on 'attached data field names' in Start blocks is too low
2246	Increased the default "MaxIdle" setting for DBCP connection pools
2254	Increased the maximum allowable number of Call IDs in the reporting database to use 64-bit integers
2258	Saying 'zero' now works in Grammar Builder (fr-fr)
2269	'Dummy Call' entries no longer appear in the reports DB when testing Script blocks and a license issue occurs
2277	Increased the size of the "call_steps.wav_filename" database column to make room for larger GVP 8 session IDs
2308	System Pulse queries no longer lock the underlying database tables while they are running
2319	Updates to Payment Capture to make the logic when correcting credit card details more consistent
2326	Made it possible to prevent background generation of Graphical View images in 'Voice Apps'
2357	Using [pause] in mid-sentence with TTS now works as expected

3.2.8 SpeechStorm 3.2.0.1

SpeechStorm 3.2.0.1 included resolved defects as follows:

Defect #	Description
2181	Can now change module name etc. if only one persona exists
2188	"Defaults" menu options from parent modules are now picked up

3.2.9 SpeechStorm 3.2.0

SpeechStorm 3.2.0 included new features and resolved defects as follows:

Defect #	Description
-	Mobile Framework
-	Persona Support - ability to create multi-lingual or multi-brand (persona) callflows
-	Localisation: Support for French (fr-fr) TTS
-	Localisation: Support for 'basic' French (fr-fr) dynamic prompts
-	SSML support for non-customised TTS playback
-	Ability to set up automatic deletion of old historical data
-	Support for sending SNMP traps
-	Ability to reset System Pulse statistics and to set detailed thresholds
-	The "Voice Apps" page now displays site IDs for applications
-	The "Print Prompts" view highlights rows that already have prompts uploaded
-	Ability to change the default "success" path for Interceptor blocks to something more specific
-	Can now upload a custom prompt to replace the standard "ringing" in a Phone Transfer block
-	Can now configure a different audio file for the "call failure" message
1854	Added ability to limit the number of CSV records that can be downloaded
1825, 2046	More robust handling of malformed jsessionid URL cookies from GVP 8.1.2
2048	The "new grammar builder row" button now works correctly

Defect #	Description
2044	HTTP Post requests with a custom request body can now be sent
2043	Deleting branches and areas in Locate and Connect now works correctly
2045	Added support for UTF-8 values in attached data
2040	Added missing file "cpr_at_m.wav" to the "en-gb Full" CPR prompts list and ZIP
2034	Resolved key-ahead and delay issues with GVP 7.2

3.2.10 SpeechStorm 3.1.8.1

SpeechStorm 3.1.8.1 included new features as follows:

Defect #	Description
-	New VUI API that returns a sorted list of current block's output node names
-	New Product: Random Questionnaire Builder

3.2.11 SpeechStorm 3.1.8

SpeechStorm 3.1.8 included new features and resolved defects as follows:

Defect #	Description
-	Support for PA-DSS for the Payment Capture product
-	Support for Genesys GVP 7.2
1987	Now possible to expand/collapse nodes in TreeViewCallflowEditor after renaming a question/answer
1990	Added missing "natnum_final_0.wav" and "natnum_medial_0.wav" files to the "en-gb full" CPR prompt script
1991	Session ID and CLI are now from the correct call when written to log files
1992	Fixed incorrect escaping of attached data values in GVP 8
1994	Renamed 'unused7' permission
1999	Resolved runtime issues with Natural Number (en-gb) DTMF grammar
2001	Confidential Mode no longer logs out PAN to GVP 8 logs
2002	Updated mechanism for checking for symbols in new passwords

Defect #	Description
2003	Resolved repetitive logging of exceptions when using the MRCPv1 'TTS Preview'
2016	Corrected a typo in the Dashboard page's graph header
2017	The 'GUI Actions' table and log file now record the correct (client) IP address
2018	Removed blank space between the description and footer in the 'Error' page
2020	Added cross-site-scripting checks to the Call Monitor page
2021	Added cross-site-scripting checks to the File Upload page
2028	Corrected a typo when uploading an invalid custom grammar format

3.2.12 SpeechStorm 3.1.7

SpeechStorm 3.1.7 included new features and resolved defects as follows:

Defect #	Description
-	Addition of Customer Journeys reporting
-	Ability to import/export custom grammar files
-	New 'Maintenance Mode' and 'Message of the Day' facility to streamline the restart and upgrade process
-	Support for negative (in credit) currency amounts
-	DTMF values are now displayed beside menu option names on Callflow Editor diagrams
-	New VUI Preferences to control DTMF key-ahead
-	New 'Recovery Mode' to allow the caller to recover from speech recognition failures
-	Additional CTI support for Genesys GVP 8.1
-	Callflow Editor now assigns DTMF value to new menu options
-	Update to System Pulse display on the Dashboard
-	New variable-length [pause:xxx] notation in prompts
-	New Server Settings to control which CTI fields are logged in the reports database
-	Ability to store a unique 'UUID' reference for the whole call under Genesys GVP 8.1

Defect #	Description
-	New Apps: <ul style="list-style-type: none"> • Order Phone Services • Query Account Add-Ons • Semafone Payment Capture
1388	License server connection details are now picked up from fish-*local.properties files
1403/1550	Resolved issues in RoI Phone Number (en-gb) grammar
1757	Removed unnecessary space from the name of the Payment with Partial Balance (en-gb) template
1791	Resolved issue with indexing of 'offers' and 'combinations' in Marketing Promotions product
1797	Direct Debit Request product now allows you to change the sort code after hearing the summary
1804	Corrected the ordering of templates and products when using the 'In Other Industries' section of the New Module screen
1814	Database stored procedures no longer require 'sysadmin' privileges on the database server
1820	Lasercards are no longer classified as Maestro cards in the Credit Card (en-gb) standard grammar
1822	DTMF # and * options now work as expected
1826	Fixed issues with missing data in several built-in reports
1828	Settings for overnight jobs are now stored in the Default Server Settings section, not for an individual Admin server
1840	CPR 'en-gb full' prompt set now uses 'final' intonation prompts when text ends with punctuation
1841	CPR prompt upload names are now correctly escaped in confirmation dialogs
1843	'Payment without Balance (en-gb)' template is now marked as 'public'
1847	Fixed ordering of records in downloadable CSV reports
1848	Call by Date reports no longer show misleading data when filtered by a particular site ID
1852	Added validation to reports page fields when start date is later than end date
1843	CTI Viewer new lists calls after switching company

Defect #	Description
1889	CTI Viewer now correctly handles blank fields
1909	Added permissions checks around Inbound SMS rules for Reports Only user role
1939	Increased the maximum allowed sized of the 'attached data field names' in Start blocks
1940	Products can now be imported when two Admin servers are installed in different filesystem folders/drives
1957	Fixed issue with handling of bridged transfers
1958	Updated ordering of Business Tasks in CTI Viewer
1974	Updated test data logic in the out-of-the-box Direct Debit Request web service
1976	Product-specific editor tab names no longer wrap on Google Chrome

3.2.13 SpeechStorm 3.1.6

SpeechStorm 3.1.6 included new features and resolved defects as follows:

Defect #	Description
-	Improved management of applications and templates
-	New MenuController component for handling Menu and Question blocks

Defect #	Description
-	New Apps: <ul style="list-style-type: none"> • Bar/Unbar Account • Bill Copy Request • Bill Information • Change PIN • Continuous Card Payment • Current Balance • Direct Debit Setup • Fair Usage and Remaining Amounts • Offer Direct Debit Setup • Plan Details • Questionnaire Builder with Conditional Questions • Unbilled Amount
-	Mobile Apps (beta)
-	DTMF settings are now displayed on callflow editor diagram
-	Updated Marketing Promotions product to allow use of a custom variable/attached data key instead of DNIS
-	Version number now appears in Control Centre
-	VXML platform session ID is now included with each log file entry
1338	Resolved issues relating to accuracy of values included in Call Summary report.
1390	Resolved issues caused by different users with different AdvancedVUI privileges changing the same modules
1402	Resolved issues with some aspects of standard time voice grammar
1427	Resolved issue with saving synonyms that contained unusual characters (e.g. curly quotation marks, hyphens surrounded by spaces)
1431	Recognition result is no longer passed as 'JS Void' when recognising a 'default' menu item in NR9

Defect #	Description
1433	GBP Currency (en-gb) voice grammar no longer causes an error when triggered by noise in NR9
1457	Resolved issue whereby Credit Card DTMF built-in grammar accepted invalid card numbers in NR9
1482	Improved performance of Dashboard, System Pulse, and Built-in Reports in the Control Centre
1499	Enabled the addition of product licenses without requiring a restart
1539	Migration script now handles JDBC driver JAR being stored in Tomcat common/lib folder
1549	Updated GBP DTMF voice grammar to work with VoiceGenie
1550	Resolved issue with meaning not being returned by RoI Phone Number DTMF grammar in NR9
1551	Changed EUR DTMF grammar to mirror GBP DTMF grammar.
1553	Resolved issue when entering a time using DTMF in VoiceGenie
1562	Added "text/plain" as supported mime type for grammar uploads
1566	Resolved issue with call history occasionally not being written to the database
1572	
1575	Built-in DTMF recogniser now enforces min/max constraints in standard grammars
1576	Updated functionality to enable retrieval of GVP attached data to use GET or POST, instead of just GET
1578	Fixed incorrect figures in Recognition Summary report
1579	NR9 logs – removed "invalid attribute 'out.weight'" warning
1580	NR9 logs - removed "no expiration header" warning
1586	HttpClient no longer limits max connections to 2
1589	Resolved issue where user says 'repeat' during a confirmation
1606	Update to CPR prompt handling – VoiceGenie now plays back CPR prompts for Initial Prompt of a menu/question if the CPR Upload name contains spaces
1607	Message Blocks not using CPR Prompts if CPR Upload Name contains spaces for VoiceGenie

Defect #	Description
1609	Wav filename is now stored correctly in reporting DB for Recording Blocks
1610	Database transaction now rolled back completely when a migration fails
1615	Increased the upper limit for Numeric Range questions in Questionnaire Builder
1629	Updated CallMonitor setting to use seconds instead of milliseconds
1631	Semafone Payment Capture can now properly detect Mastercards
1633	Updated average timeout and retry figures in Recognition Summary report
1647	Resolved an error in the Natural Numbers (en-gb) Grammar
1715	Payment Capture templates now accept all card types at the grammar level
1723	Updated GrammarBuilder DTMF grammars so that inputs may be confirmed as required

3.2.14 SpeechStorm 3.1.5

Defect #	Description
-	Improvement in the performance of built-in reports due to database indexing.
-	Menu and simple Custom Question blocks can now be used with GVP 7.6's built-in DTMF interpreter.
-	Added ability to release an ASR session for GVP 7.6 and GVP 8.1 platforms.
1349	'Applications' tab is now visible to 'Reports Only' user role
1342	'Enter' key can be used to submit the Module Details form
1495	Added new Maestro ranges to the built-in credit card grammar

3.2.15 SpeechStorm 3.1.4

Defect #	Description
1489	Added ability to flush prompt queues in Message blocks without the use of the 'fetchaudio' VXML property.

Defect #	Description
1488	DTMF GBP currency grammar now returns full 'pence' amount when there are trailing zeroes, e.g. "GBP1.50" instead of "GBP1.5".

3.2.16 SpeechStorm 3.1.3

Defect #	Description
-	Details of voice recognition grammars are no longer output when the 'input mode' is set to DTMF-only. This means that grammar URLs for voice grammars are no longer sent to the ASR for processing.
-	Improvement in performance of compiling Groovy scripts in Script blocks due to caching for production calls.
-	CTI attached data for a given key is now only updated once per call, as opposed to all keys being updated with the same value every time a new key is attached.
1440	VXML Platform parameters (CLI, DNIS, and Session ID) are now stored when using Genesys GVP 7.6.
1455	Removal of additional 'zero' rows in Calls by Date report.
1468	Creating a Message block with a blank TTS message no longer results in a 'file not found' 404 error being reported on some platforms for the built-in 'silence5ms.wav' file.
1469	PaymentAmount is no longer attached to the call in Payment Capture product.
1471	Correct playback of card expiry date with 4-digit years using the 'EN-GB Full' CPR prompt set.
1472	Confirmation 'bookend' prompts ("I think you said...is that correct?") are now played during confirmations when CPR prompts are active.
1475	Addition of a server-level setting to enable the 'fetchaudio' VXML property on each page, primarily for Genesys GVP 7.6 which does not specify a fetchaudio setting by default.
1477	Calls no longer log an error message at the end of the call if the CLI is blank.
1479	No longer renders the VoiceGenie-specific '<meta name="application" ...>' tag on every VXML page.
1480	Platform no longer references a missing CPR audio file for playback of "GBP1.00" amount.

3.2.17 SpeechStorm 3.1.2

Defect #	Description
-	Support for the Genesys GVP IPCS 7.6 VXML interpreter with Nuance Recognizer 9 ASR and Nuance Vocalizer 5 TTS.
-	Support for 'DTMF termination char' in callflow preferences which allows the user to enter an optional character (typically '#') at the end of a digit string to signal that they have finished entering digits. This can have the effect of removing the delay while the system waits to see if any more characters will be entered.
-	<p>New 'confidential mode' callflow preference to restrict reporting and logging of sensitive information such as credit card numbers. This affects data captured in-call that would otherwise be logged to the following locations:</p> <ul style="list-style-type: none"> • VoiceGenie and Genesys GVP 8.1 'pw_metricsfile' log file • Nuance OSR 3 'SWIEvent' log file • SpeechStorm 3 'fish.log' file • SpeechStorm 3 'reports' database <p>The new 'confidential mode' callflow preference replaces the 'encrypt' checkbox that was previously available on Menu and Question blocks, and can be applied to any block type or even to an entire module or application.</p>
-	New 'check server identity' feature available via the Control Centre's 'Servers' tab allows administrators to check that each SpeechStorm 3 'server' has been configured with the correct server ID.
-	Five new online reports available in the Control Centre: Calls by Day; Calls by Time of Day; Block Results; Recognition Summary; and Business Task Summary.
1413	Can now correct the start date for a Maestro card in Payment Capture templates.
1412	Dates in the CSV reports now display correctly in Excel.
1410	Correct playback type now used for confirmation of start dates in Payment Capture templates.
1389	Playback of four-digit natural numbers through TTS no longer attempts to play them as though they were dates.
1377	Javascript error when using the 'expand/collapse' buttons in the TreeView Callflow Editor has been resolved.
1376	Pressing '0' in a Natural Numbers (en-gb) grammar no longer returns 'NaN'.
1374	Grammar Builder 'words' field is now correctly stored.
1373	Maximum length for the contents of the 'Attached Data Fieldnames' text box in the Start block's callflow editor dialog has been extended from 200 to 500 characters.
1367	'Bad Fetch' error is no longer thrown when keying in certain 6-digit dates using the Standard Date (en-gb) grammar.

Defect #	Description
1361	Web Service POSTs from Groovy scripts now automatically pass non-string variables such as Integers and Doubles.
1359	Carriage return character in TTS fields no longer causes errors on the VoiceGenie platform.
1358	'Preview' button in the callflow editor now works for pre-recorded 8kHz 8 bit WAV files.
1355	Users with the 'Application Maintainer' role no longer see groupings for products that they are not able to create.
1354	'Administration' tab in Control Centre no longer obscures the tabs below when the browser window is made smaller.
1352	Toolbar button for 'Print all of this application's prompts' now appears for Applications and not for other Modules.
1344	Upward facing arrows in callflow diagrams are now no longer obstructed.
1284	A 'repeat' output path from a Menu or Question block will now be followed if the caller uses the built-in "repeat" command.
1235	Control Centre pages are no longer cached in Internet Explorer.
1227	'Unique key constraint' error no longer occurs when trying to edit Opening Hours Rules in the Control Centre.
1050	The following templates have now been marked as public so that they can be instantiated by other Companies in the SpeechStorm 3 Control Centre: "Payment without balance" and "Address capture with recording", and all Query product templates have been locked.
1042	Question block editor now displays text to indicate that a custom voice and/or DTMF grammar have already been uploaded.

3.2.18 SpeechStorm 3.1.1

Defect #	Description
1347	When creating new modules as a non-administrator user (i.e. a user who does not have the permission to change a module's 'public' flag), the new module inherits the template module's setting for the 'public' flag; it should instead default to 'false'.

3.2.19 SpeechStorm 3.1.0

Defect #	Description
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Defect #	Description
-	Menu Builder product now supports a new 'tree view' callflow editor style which may better suit menus with large number of menu options and levels.
-	New Questionnaire Builder product allows users to create and customise questionnaires using numeric or multiple-choice answers and, possibly, recorded comments.
-	New Locate and Connect product provides similar functionality to Locate and Connect Postcode but does not attempt to automatically map branches to their closest areas.
-	Query product now supports being able to exit the module with a path other than 'success' – e.g. the web service could be configured to return a 'status' value of 'account suspended' and this value would also be used as the exit path from the Query module, rather than 'error'.
-	Support for playback of dynamic data using concatenated audio files; this release includes two 'CPR prompt sets' for the 'en-gb' language: 'basic' and 'full'.
-	New built-in "back" command allows callers to re-trace their steps through the IVR.
-	Settings to control DTMF for the "help", "repeat", and "back" commands.
-	Business Tasks can now be ended automatically when leaving a module.
-	Support for Control Centre access behind a proxy URL re-writer.
1138	Error reported when trying to upload an invalid audio format.
1141	Maximum TTS length is too short.
1147	Cannot import Data Object audio files in isolation.
1148	Error reported when trying to import audio prompts.
1149	"Please Wait" animation hangs on some versions of Internet Explorer Callflow Editor.
1154	Call Details CSV download sometimes contains spurious newlines.
1155	Importing callflow audio doesn't automatically save changes.
1156	DTMF confirmation grammar causes error.
1227	Error when editing opening hours rules.
1231	Business Tasks are always reflected as 100% successful.
1235	Internet Explorer caching issues.
1243	Links between modules are not resolved when importing multiple modules.
1249	Default phone number format rules do not allow free-phone numbers.

Defect #	Description
1323	Cannot disable 'timeout' prompt in Recording blocks.
1336	Max Speech Timeout parameter not picked up.
1337	Incorrect calculations in Dashboard and reporting statistics.

3.2.20 SpeechStorm 3.0.2

Defect #	Description
-	Additional support for Genesys Conversation Manager: access to multiple profile “extensions”; lookup customer profiles using fields other than CLI; querying, starting, and ending of services, states, and tasks.
-	Ability to use [prompt:...] notation to reference an existing prompt or audio file.
-	Addition of “blank” and “not blank” operators in the Interceptor block.
1139	Technical error encountered when prompt text is too long.
1236	Apostrophes in Menu prompts with audio cause an XML entity error.
1237	Incorrect time displayed in the Deploy to Production screen.
1238	Tuning parameters being ignored.
1248	Slow loading times for the main “Applications” tab.

3.2.21 SpeechStorm 3.0.1

SpeechStorm 3.0.1 included new features as follows:

Defect #	Description
-	Support for Genesys GVP 8.
-	Addition of basic outbound capability.

4. Unresolved Defects

Defect #	Description
2571	The "Save and Close" button in the Mobile "Start" block editor is not localised for "es" locale.
2739	Calls by Date report shows incorrect results on some environments; figures shown are correct, but the dates displayed can be out-of-sync.
2663	End-of-call HTTP timeouts are not handled gracefully.
2721	System Pulse query can run slowly (SQL Server).
2722	Dashboard graphs don't show today's calls on some environments.
1768	Internet Explorer 9 (and later) does not allow clicking on items in callflow editor unless at least one other tab is open; a workaround for this is to open another tab, or to triple-click very quickly on the item

5. Migration from Previous SpeechStorm Releases

5.1 Callflows

Callflows created or tested in SpeechStorm 3.1.6 or later will continue to work without modification in SpeechStorm 3.3.0.

If you are updating from a version prior to 3.1.6 then please see the version-specific migration steps from these previous releases:

- 3.1.6
- 3.1.2
- 3.0.2

5.2 CPR/Dynamic Prompts

As of 3.2.0, an extra (previously missing) prompt is required for the “en-gb full” CPR prompt set:

cpr_at_m.wav

This prompt will need to be recorded and added to any CPR zip files before uploading. If creating a new recording file is not feasible then you can create a copy of the cpr_at_f.wav file instead.

5.3 Licensing

As of SpeechStorm 3.1.3 new license keys have been introduced so it will be necessary to have any existing license keys re-signed by SpeechStorm Support for use in version 3.1.3 or later.

As of SpeechStorm 3.1.8 the number of non-menu modules that can be executed concurrently is controlled by licensing, so new ‘ProductPort_<productID>’ license features need to be added to existing license files.

5.4 Java and Tomcat

If you are upgrading from a version prior to 3.1.8 then be aware that SpeechStorm 3.1.8 requires new versions of Java and Tomcat (see section 2). When upgrading, be sure to re-use the same ‘webapps’ folder from each Tomcat in order to preserve log settings and files that have been uploaded by customers (e.g. WAV files).

5.5 Required Database and Server Configuration Changes

If you are updating from a version prior to 3.1.8 then please see the version-specific migration steps from these previous releases:

- 3.1.8
- 3.1.7

- 3.1.6

6. Installation Instructions

This section describes the installation instructions for each supported operating system.

6.1 Windows Server 2008 R2

Installation of this version should only be carried out by a member of the SpeechStorm Delivery Services team.

Note that, as of 3.1.6 the database upgrade process is a two-part process. The `migrate.bat` script should be run to migrate the database schema to the latest version. Once all the Voice Servers have been deployed, the `Postmigrate.bat` script should be run to perform the required database backfill.

7. Document Information

7.1 Document Approval

Definitive versions of this document must be authorised by the SpeechStorm Product Manager.

7.2 Changes History

Issue	Date	Description
1/0	03 Aug 2015	MO; First definitive version.
2/0	19 Nov 2015	MO; Second definitive version.

7.3 Changes Forecast

None.

7.4 References

Ref	Title	Reference	Issue
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7.5 Terms and Abbreviations

Term/Abbreviation	Meaning
CPR	Concatenated Prompt Recordings
CSV	Comma Separated Variables
DTMF	Dual Tone Multi Frequency (a.k.a. TouchTone)
GVP	Genesys Voice Portal
IPCS	IP Communication Server
JAR	Java ARchive
JDBC	Java DataBase Connectivity
JDK	Java Developer Kit
NR9	Nuance Recognizer 9
RoI	Republic of Ireland

TTS	Text to Speech
VXML	Voice eXtensible Markup Language

7.6 Distribution List

Name	Organisation/Location
Product Delivery Group	SpeechStorm, Belfast
SpeechStorm Customers	Various