AC Voca

Cloud-Based & On-Premises Applications

Version 7.8

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Related Documentation

Document Name
AC Voca Administrator's Guide
AC Voca Installation Manual

Document Revision Record

LTRT	Description
29009	Updates for Version 7.8.0

LTRT	Description
29010	Updates for Version 7.8.1
29011	Document restructure
29012	Updates for Version 7.8.2

Table of Contents

1   Introduction

This document describes the release of Version 7.8 for AC Voca Cloud-Based & On-Premises Applications. This includes new features, known constraints, and resolved constraints.

⚠️ Updates to this document may be made due to significant information discovered after the release or too late in the release cycle to be otherwise included in this release documentation. You can check for an updated document version on the AudioCodes website at https://www.audiocodes.com/library/technical-documents.

Product Overview

AC Voca provides a state-of-the-art voice recognition service for enterprises, enhancing day-to-day customer interface and employee productivity by making organizational contacts easily accessible from multiple user environments by voice.

Combining powerful speech recognition engine with a simple-to-use conversational interface, AC Voca introduces a reliable, 24x7 call routing solution that reduces costs, increases the employee's productivity and enhances caller experience and satisfaction. AC Voca easily integrates with any standard PBX based on analog, digital and IP network protocols and can be deployed as a secured cloud service or on-premises.

Product Offering

This section lists the product offering of AC Voca.

AC Voca Products

The following are AC Voca products:

- VocaNOM
- VocaONE

VocaNOM

VocaNOM is an intuitive communication solution, allowing medium to large enterprises to communicate in the most effective, simplified way. Employees can interact with one another from within the office, outside of it, and even on the go - using their voice alone.

VocaNOM offers a backend Web platform which enables automatic synchronization of contacts from the corporate address book (Active Directory) or from any CSV file.

VocaONE

VocaONE is designed to help organizations, public institutions and retailers handle thousands of daily incoming calls in an effective manner, while maintaining the highest degree of customer service experience.

Based on the AudioCodes leading voice recognition technology, VocaONE provides callers with an exceptional customer experience that dramatically improves service quality and reduces wait times to zero.

Supported Languages

- ■ English US
- ■ German (Germany)
- ■ Spanish (Spain Dialect)
- ■ Spanish (Mexican Dialect)
- ■ Spanish (US Dialect)
- ■ Hebrew

Software Revision Record

The following table lists the released 7.8 versions.

Table 1-1:   Software Revision Record for 7.8 Versions

Version	Released Date
7.8.2	April 2020
7.8.1	February 2020
7.8.0	December 2019

2   Version 7.8.2

This section describes Version 7.8.2.

What's New in Version 7.8.2

This version includes the following new features:

General

- Requested contacts reports and requested departments reports can now be exported to CSV format.
- The delay time in a Call Hunting service, from the time the called party answers the call to the time both the caller and called parties have been connected, has been decreased.
- Music on Hold can now be played during Call Hunting.
- A new Hebrew Machine Learning (ML)-based Text-to-Speech (TTS) engine is now supported.
- If there is disambiguation on a full name and the department's name is empty, the system can ignore those users and does not redirect the call to an operator, depending on the system flag.
- If there is disambiguation on a full name and the department's name is a number between 0-9999, the system presents each contact with its first and last name together with its department name, to differentiate between them.

Known Constraints in Version 7.8.2

- The music file for Music on Hold is global to the system and applies to all tenants and services.

Resolved Constraints in Version 7.8.2

Not applicable

3   Version 7.8.1

This section describes Version 7.8.1.

What's New in Version 7.8.1

This version includes the following new features:

General

- New ASR engine (DNN) with higher recognition rates:
  - English, German, and Hebrew are supported in Cloud and On-Premise deployments
  - Dedicated DNN installer
- Basic licensing mechanism
- Support alarms and monitoring for Voca deployments without HA
- Monitor service to detect and fix stuck channels

VocaNOM

- Contact lists with up to 17K items are supported with the new ASR engine

Known Constraints in Version 7.8.1

- Long contact lists with up to 17K items, may take 1.5 hours for changes to take effect.
- Maximum channels supported using the new ASR engine:
  - English – up to 2 concurrent channels per given hardware specifications
  - German – up to 6 concurrent channels per given hardware specifications
  - Hebrew – up to 6 concurrent channels per given hardware specifications

Resolved Constraints in Version 7.8.1

This version includes the following resolved constraints:

General

- The Call Summary time information on the dashboard is not correlated with the actual server time.
- The Calendar default date in the Drill Down report is wrong.

VocaNOM

No new constraints were resolved.

Entries Support

Delete this text and replace it with your own content.

4   Version 7.8.0

This section describes Version 7.8.0.

What's New in Version 7.8.0

This version includes the following new features:

General

■   Version 7.8.0 supports both Windows Server 2012 R2 and Windows Server 2016.

■   Contacts, Departments and Branches lists with aliases can now be imported and exported through CSV and XLS file formats.

■   CAPTCHA mechanism was added to the Login screen of the Web Management Interface.

■   The Web Management interface now supports Right-to-Left layout. As for now, only the Hebrew language uses this format.

■   A new set of reports was added to provide more details on requested Contacts and Departments.

VocaNOM

■   Searching a full name in the Contact List is now supported.

Known Constraints in Version 7.8.0

■   The Call Summary time information on the dashboard is not correlated with the actual server time.

■   The Calendar default date in the Drill Down report is wrong.

■   Currently, you can set an alias name similar to a department name. This configuration is not valid and leads to unexpected behavior.

■   On the Analyst Labeling feature, the Detailed report and the Out of Vocabulary information are not working correctly.

Resolved Constraints in Version 7.8.0

This version includes the following resolved constraints:

General

■   In previous versions, when the Operator was disabled while in a menu, the system behaved incorrectly.

■   In the Voca reports, the Operator DTMF disposition was mistakenly considered as the Operator disposition.

VocaNOM

■ The LDAP client didn't import umlauts and accents.

■ When the 'Allow transfer to an operator' field was set to "Anonymous", the Operator was also available for the "Employees" option.

■ Contacts' disambiguation was not working properly when aliases were used.

■ In some cases, when periodically importing a CSV file, the Department field information appeared in the email address field.

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