Administrator's Guide

AudioCodes Speech-Driven Dialing Solution for Enterprises

AC Voca

Cloud-Based & On-premises Applications

Version 7.8.0

audiocodes

AC Voca powered by AudioCodes

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Notice

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Date Published: February-6-2020

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Document Revision Record

LTRT	Description
28822	Initial document release Version 7.6.0
28823	Updates for Version 7.7.0
28824	Updates for Version 7.7.1
28825	Updates for Ver. 7.7.2 include: Added Defining Events and Holidays; Configuring Menu Settings sections.
28826	Updated screens for Ver. 7.7.5; Added Managing Contacts Departments section.
28827	Updated screens for Ver. 7.7.6; Forced ASP selection for first time access; Added Delete Unused Departments button; Silent Transfer to Phone; Call Routing and Hunting features.
28828	Updates for Version 7.7.7 include: Getting Started; Downloading VocaNOM from Email and Downloading VocaNOM from SMS figures.
28829	Updates for 7.8.0 include: Searching a Contact; Importing/Exporting Contact List; Exporting Contact Information; Using Prompts for an Alias; Importing/Exporting Department List; Importing/Exporting Branch List; Importing Contacts Departments; Importing Branches; Adding a DTMF Menu.

Related Documentation

Document Name
AC Voca Release Notes
AC Voca Installation Manual

Documentation Feedback

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1 Introduction

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.

1.1 About this Guide

This guide, intended for organization administrators responsible for administering the enterprise telephony system, describes how to configure and manage the AC Voca service offered in Software as a Service (**SaaS**) model or as an On-premises solution on the Mediant 800, using AudioCodes' Web-Based Management Tool (hereafter referred to as *Web interface*).

1.2 AC Voca Benefits

The following is a list of the benefits that AC Voca offers:

- Plug-and-play
- Easy to use
- High recognition rates
- Interfaces to all PBXs (SIP / FXO)
- Automatic update of Contact names (from Microsoft Active Directory or CSV file)
- User friendly interface for update of content (Departments, Branch lists)
- Cost reduction, increased productivity by saving time in searching contact details

1.3 AudioCodes PBX Connectivity

To connect locally to any PBX, the AC Voca service uses one of AudioCodes' SBCs or Gateways as a connectivity appliance, designed to provide converged Voice & Data services for small-to-mid size business (SMB) customers, and to form a well-managed point of demarcation for service providers. The appliance is based on AudioCodes' VoIPerfectHD best-of-breed Media Gateway technology, integrating a variety of communication functions into a single platform to support fundamental services, such as VoIP mediation, Data Routing, WAN access, Voice & Data security, survivability, and third party value-added services applications. These services allow smooth connectivity to cloud services.

The appliance is built upon a highly interoperable VoIP Media Gateway that can be delivered in several pre-defined configurations, supporting a single E1/T1/J1 trunk or up to 8 analog (FXO) ports. In addition, the Mediant 800 MSBR provides enhanced dialing plans and voice routing capabilities along with SIP to SIP mediation, allowing business customers to enjoy the benefits of SIP Trunking services, IP Centrex connectivity, Unified Communications, as well as flexible PSTN and legacy PBX connectivity to VoIP.

2 Getting Started

This section describes how to log in to AC Voca Web Management.

2.1 Logging in to AC Voca

There are two ways of running AC Voca. It can be run remotely from the cloud or be installed on a PC on the premises (On-premises).

2.1.1 Changing User Interface Language of AC Voca

AC Voca allows you to set your system's user interface to one of the following languages:

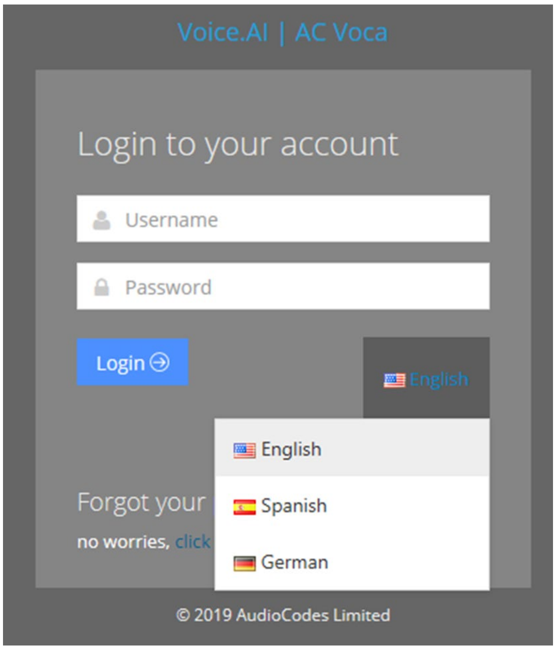
- English
- Spanish
- German

Languages can be changed from the Login screen and from the main menu.

➢ **To change the language from the Login screen:**

- Hover the cursor over the language button, and then select the desired language.

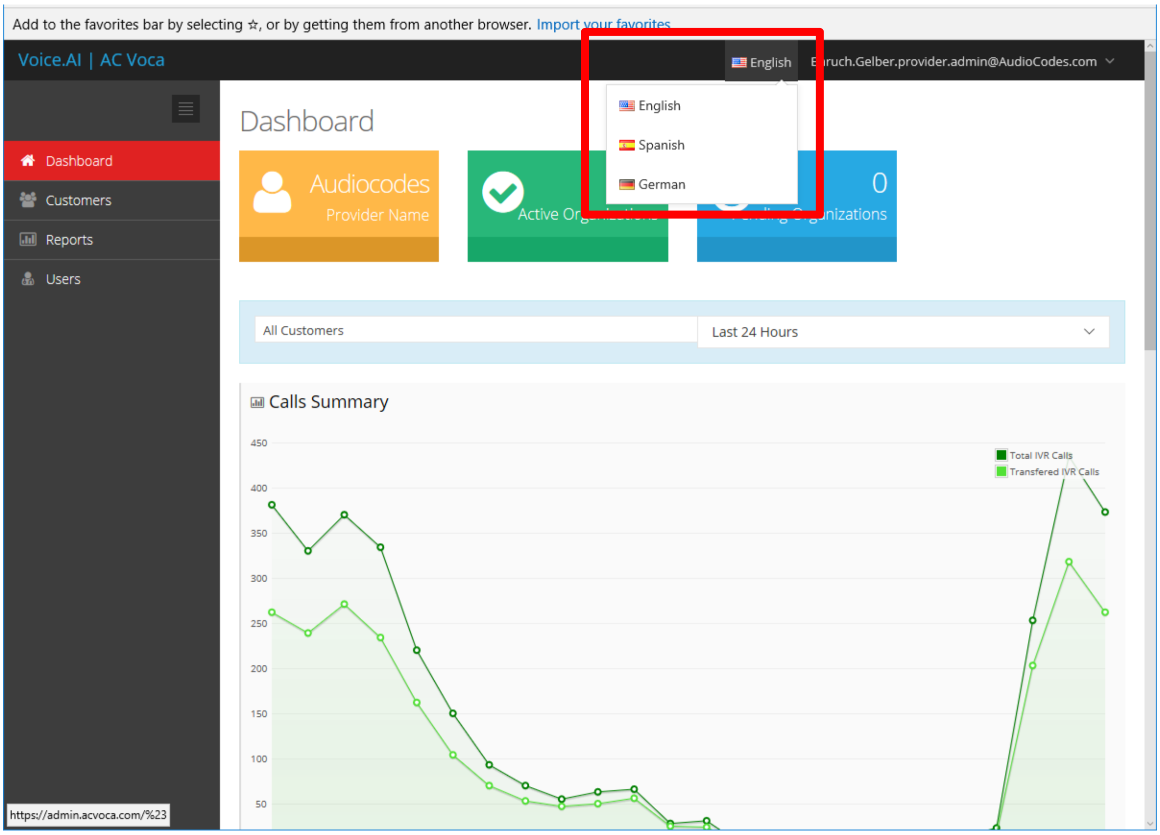
Figure 2-1: Changing Language from Login Screen



➢ **To change the language from the main menu:**

- Hover the cursor over the language button, and then select the desired language.

Figure 2-2: Changing Language from Main Menu



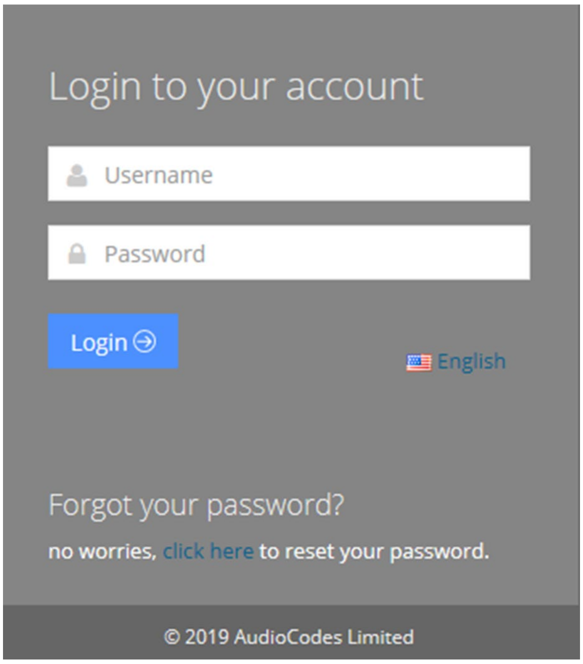
2.1.2 Using Cloud

The procedure below describes how to log in to AC Voca using the cloud software.

➢ **To log in to AC Voca using the Cloud:**

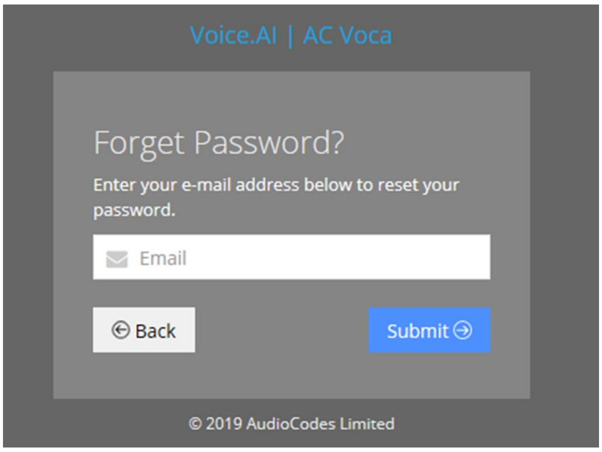
1. Open your Web browser and navigate to https://admin.acvoca.com.

Figure 2-3: Login



2. Enter the Username (previously sent to the customer email) and Password (that the customer defined) and click **Login**; the customer Dashboard appears (see Figure 2-7 on page 20).
3. If you forget your password, click the 'click here' link on the login screen; the following appears.

Figure 2-4: Forget Password



4. Enter your email address to receive a new password, and then click **Submit**.

2.1.3 Using On-premises

The procedure below describes how to log in to AC Voca using On-premises.

➤ **To log in to AC Voca using On-premises:**

1. Open your Web browser and navigate to **http://<IP_Address >**, which is the IP address given to you by AudioCodes (for example, http://10.21.20.40).
2. Enter the username and password provided to you by AudioCodes.
3. Click **Login**.

Notes:

- 'Forgot your password?' is not supported in the On-premises version.
- Version number is available when hovering on the Copyright line on the Web Management Login screen.

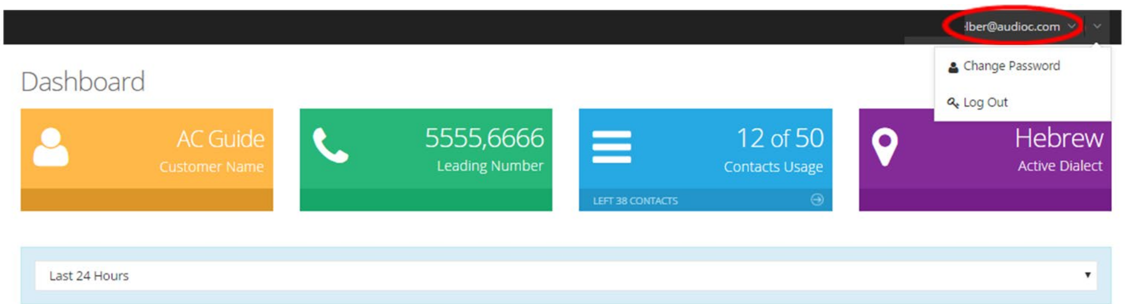
2.2 Changing your Password

The procedure below describes how to change the login password.

➢ **To change the login password:**

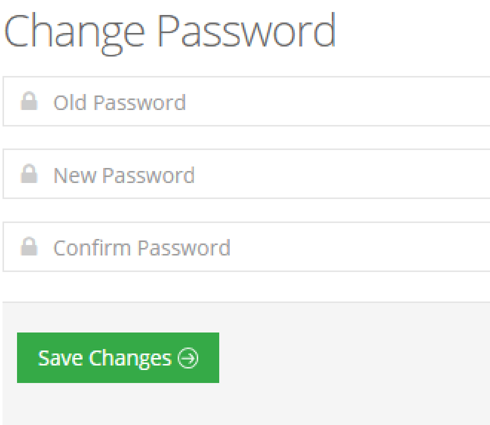
1. Place the cursor on the AC Voca username, on the upper-right corner of the screen; the following appears:

Figure 2-5: Dashboard with Change Password



2. Select **Change Password** to change the password after initially logging in using the default (recommended); the following appears:

Figure 2-6: Change Password



3. In the 'Old Password' field, enter your previous password.
4. In the 'New Password' field, enter your new password.
5. In the 'Confirm Password' field, re-enter the new password.
6. Click **Save Changes** to save your changes.

2.3 Getting Familiar with the GUI

Figure 2-7: Dashboard

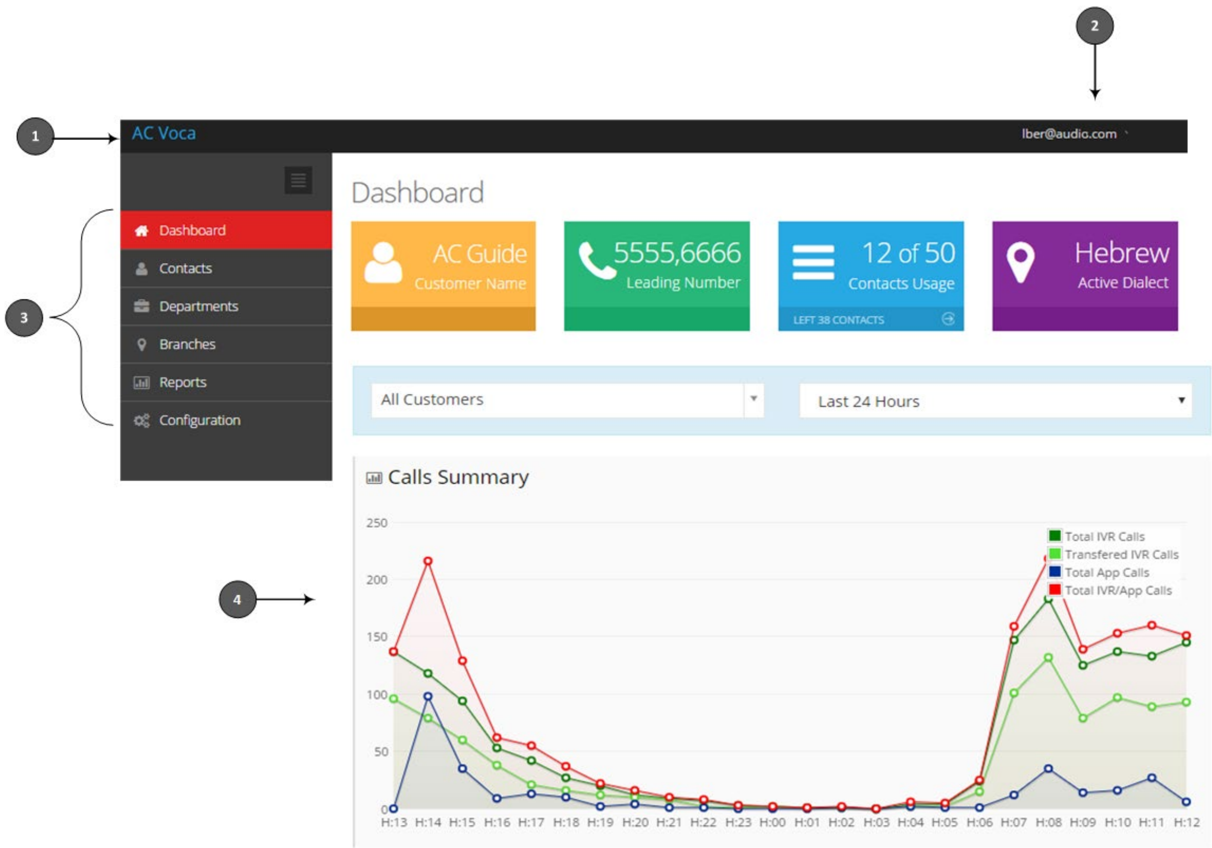


Table 2-1: Toolbar

Item #	Description
1	Toolbar
2	AC Voca username
3	Menu options
4	Graphical summary

2.3.1 Menu Options

Based on the available licenses, the following menu options are displayed:

- **Dashboard –** This option displays Customer Name, Leading Number, Contacts Usage, Active Dialect and graphical summary statistics.
- **Contacts -** This option allows you to manage details of all your contacts, including adding, editing and deleting contacts. You can also import and export your Contact list using CSV files.
- **Departments -** This option allows you to manage your Department Dictionaries and details of all your departments inside the Department Dictionary. The Department Dictionary is a list of departments which belong to a specific Application Support Package (ASP) and may be used as separate grammar when performing voice detection. Using the Departments menu, you can add, edit and delete Department Dictionaries and Departments. You can also import and export your Departments list from the ASP or from CSV files.
- **Branches -** This option allows you to manage details of your branches, unmapped cities, automatic mapping of unmapped cities, overlapping branches and auto-arrange by distance.
- **Reports -** This option allows you to produce a range of reports.
- **Configuration -** This option allows you to configure various AC Voca system settings.

2.3.2 Dashboard

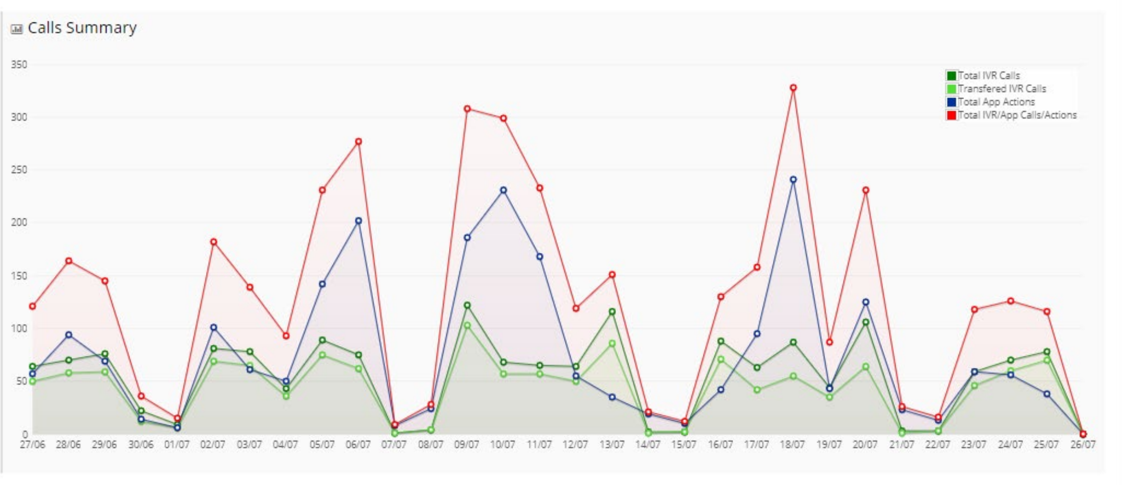
The following Dashboard titles appear in the colored boxes:

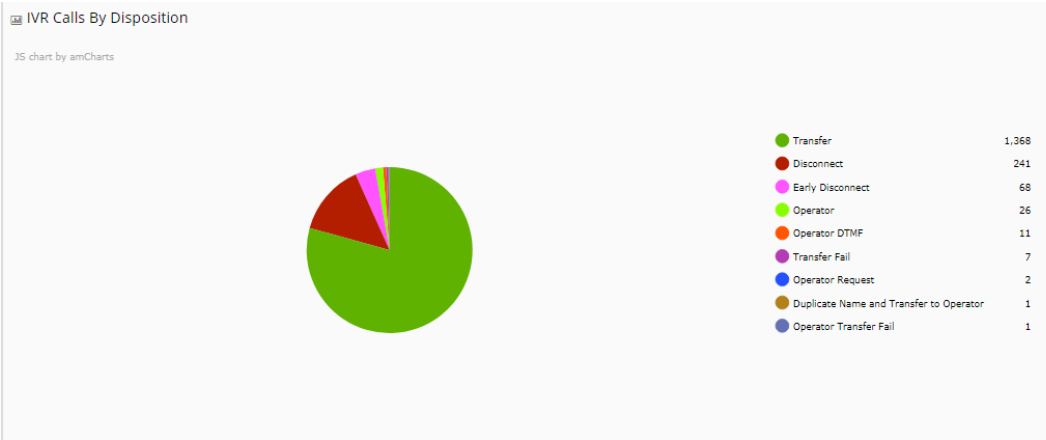
- **Customer Name** - Displays the Customer or Company name
- **Leading Number** - Displays the access numbers to the AC Voca service.
- **Contacts Usage** – Displays the number of users, departments and branches imported into AC Voca.
- **Active Dialect** – Displays the main supported language.

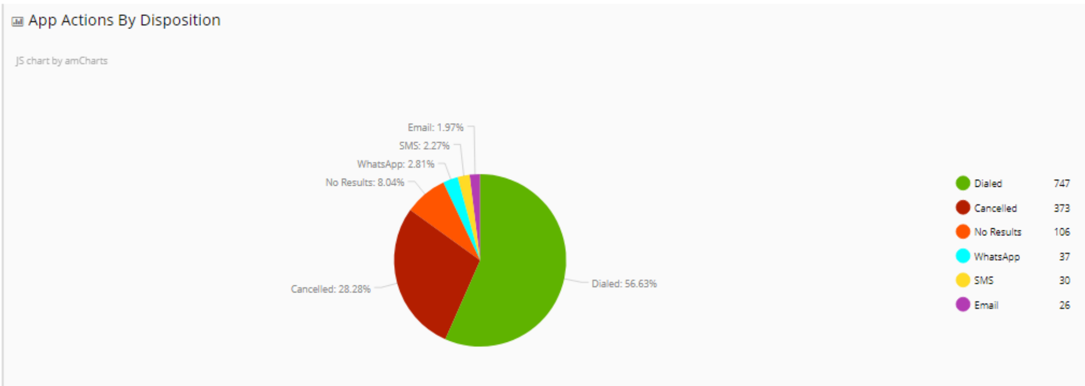
The dashboard also displays graphical summaries based on calls made in:

- Last 24 hours
- Last week
- Last month

Figure 2-8: Graphical Summaries







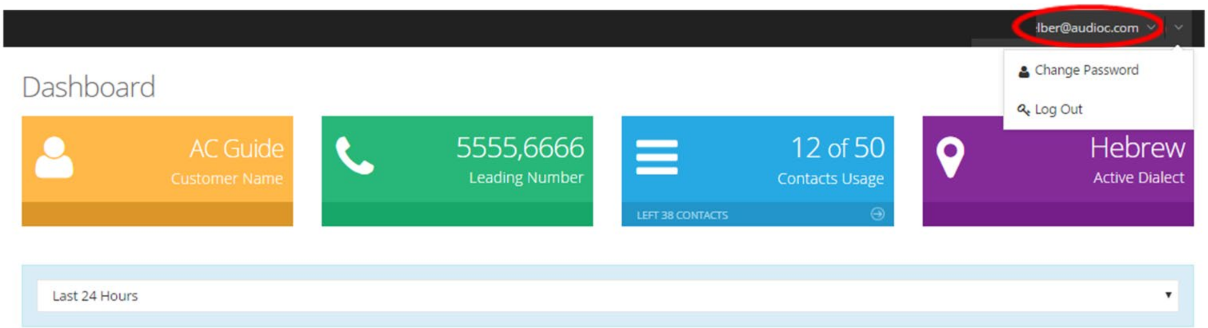
2.4 Logging Out

The procedure below describes how to log out from AC Voca.

➢ **To log out from AC Voca:**

1. Place the cursor on the AC Voca username, on the upper-right corner of the screen; the following appears:

Figure 2-9: Dashboard with Log Out



2. Select **Log Out**.

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3 Managing Contacts

One of VocaNOM's capabilities is to route calls to contacts by saying the contact name. The Administrator can manage the contacts in several ways:

- Adding/Editing/Deleting using the VocaNOM Web interface
- Manually importing a CSV file
- Automatic synchronization using LDAP or a CSV file

Automatic synchronization using LDAP or a CSV file requires running and setting an external tool. If you are using the Cloud version, you need to run the tool on a local company server. If you are using the On-premises version, you can run the tool on the VocaNOM server.

For more information, refer to the *LTRT-26635 AC Voca LDAP Synchronization Configuration Note Ver. 1.0* document.

3.1 Contact Details Actions

The procedures below describe the various Contact Details actions that can be performed.

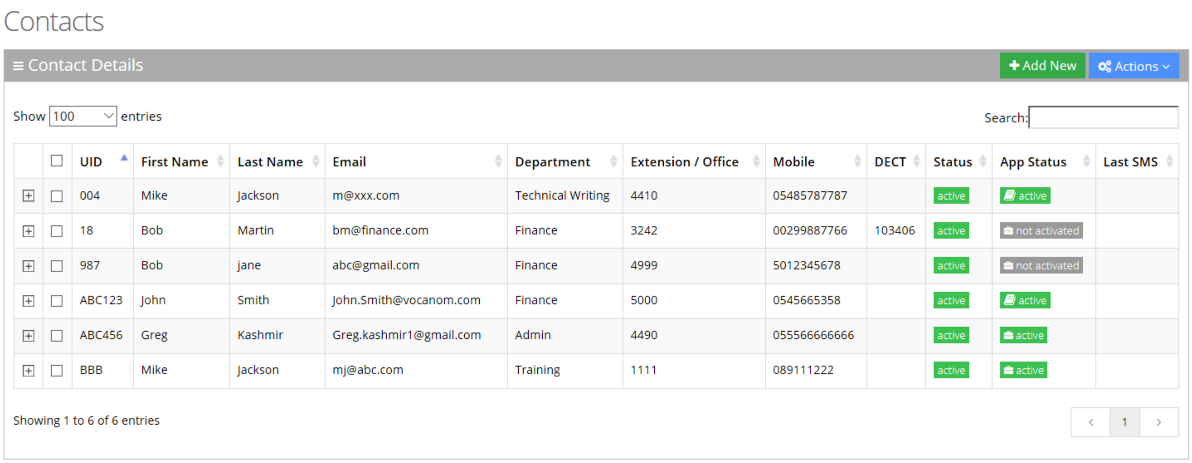
3.1.1 Adding a Contact

The following describes how to add a contact.

➢ **To add a contact:**

1. Open the Contact Details page (**Contacts** > **Contacts List**).

Figure 3-1: Contacts List



Contacts

≡ Contact Details + Add New Actions

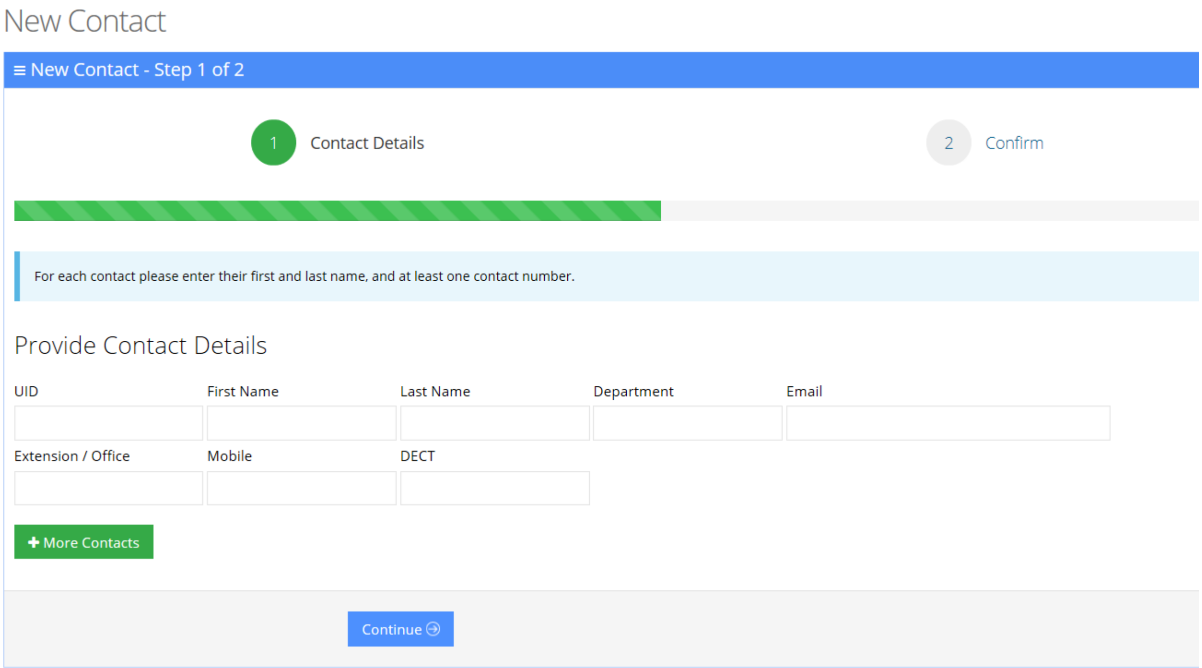
Show 100 entries Search:

		UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status	App Status	Last SMS
		004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active	active	
		18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active	not activated	
		987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active	not activated	
		ABC123	John	Smith	John.Smith@vocanom.com	Finance	5000	0545665358		active	active	
		ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	055566666666		active	active	
		BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active	active	

Showing 1 to 6 of 6 entries ‹ 1 ›

2. Click **Add New**; the following appears:

Figure 3-2: New Contact



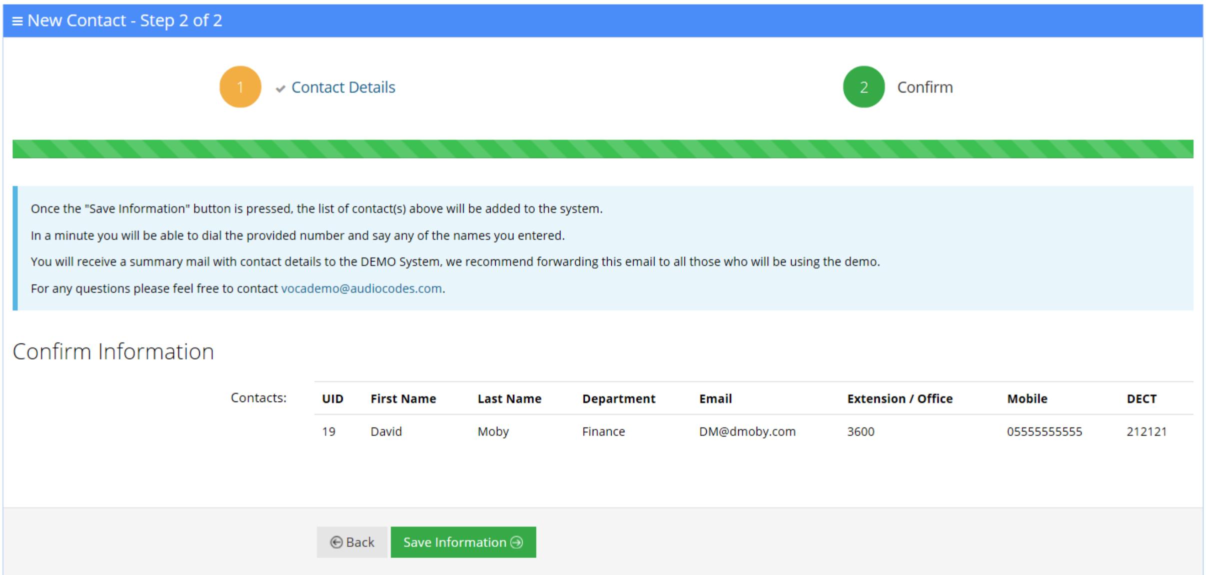
3. Under the **Provide Contact Details** group, enter the following:
   - UID
   - First Name
   - Last Name
   - Department
   - Email
   - Extension/Office
   - Mobile
   - DECT

Note: DECT is only available if the Administrator has configured it for a specific customer/service.

Note: Every contact must have a unique User ID (UID). This can either be a unique number or name, for example, ABC123. The UID must also be unique in the system (for example, not assigned in departments or branches).

4. Click **Continue**.

Figure 3-3: Contact Information



5. Click **Save Information**.

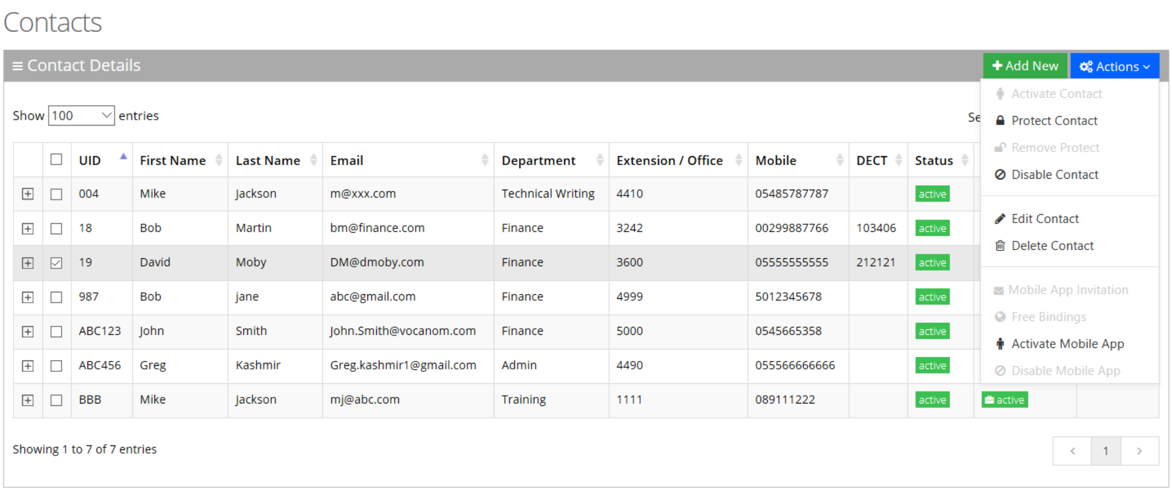
3.1.2 Editing a Contact

The procedure below describes how to edit a contact.

➢ **To edit a contact:**

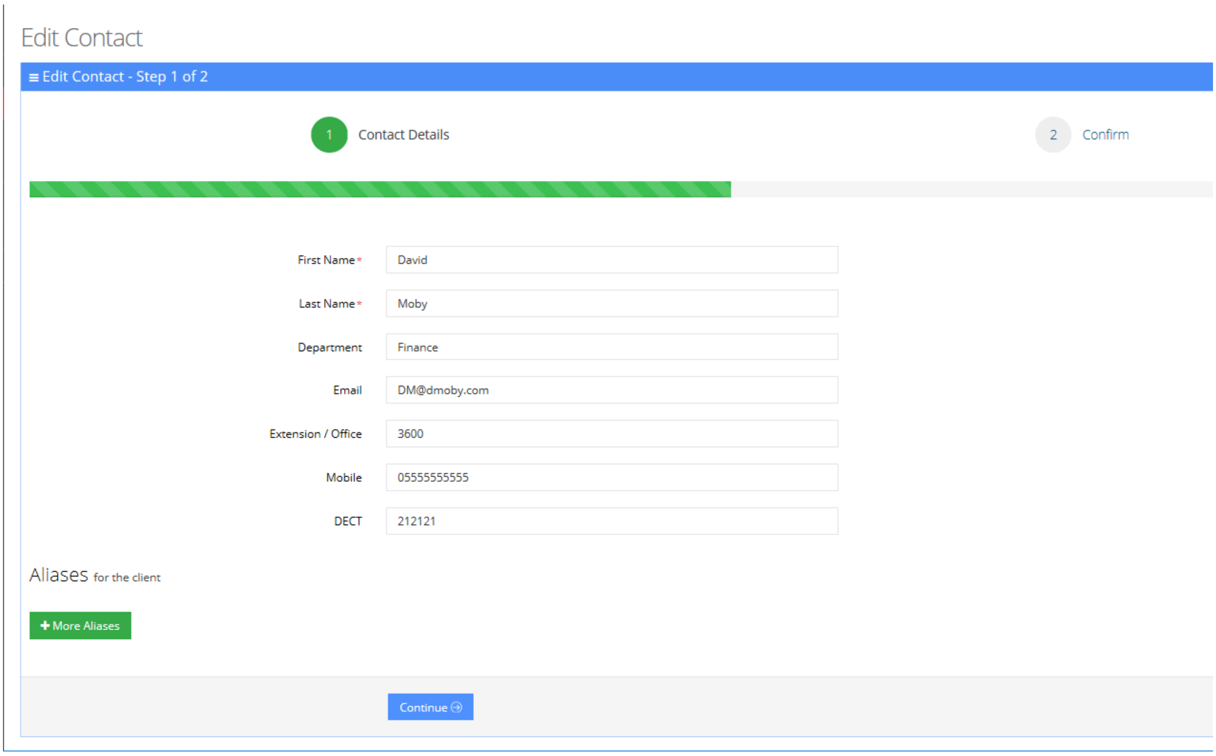
1. Open the Contact Details screen (**Contacts** > **Contacts List**).
2. Select the contact you wish to edit by enabling the Contact check box.

Figure 3-4: Editing a Contact



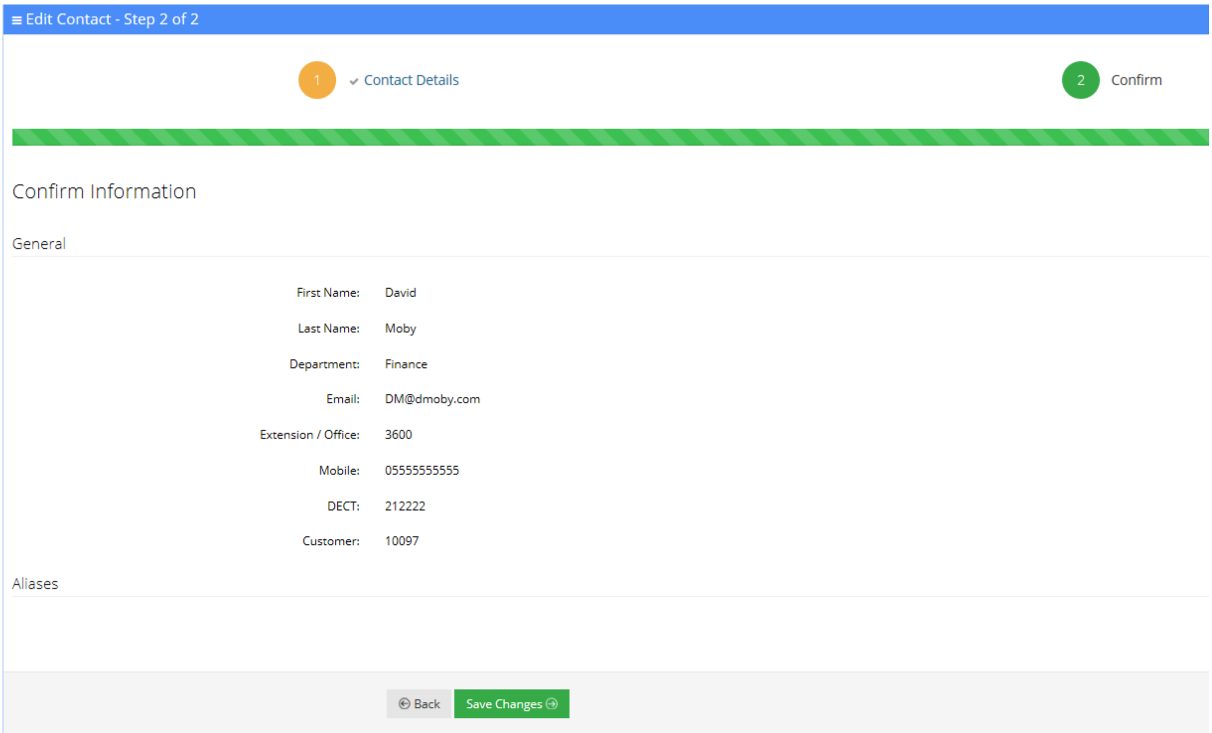
3. From the ‘Actions’ drop-down list, select **Edit Contact**; the following appears:

Figure 3-5: Edit Contact Step 1

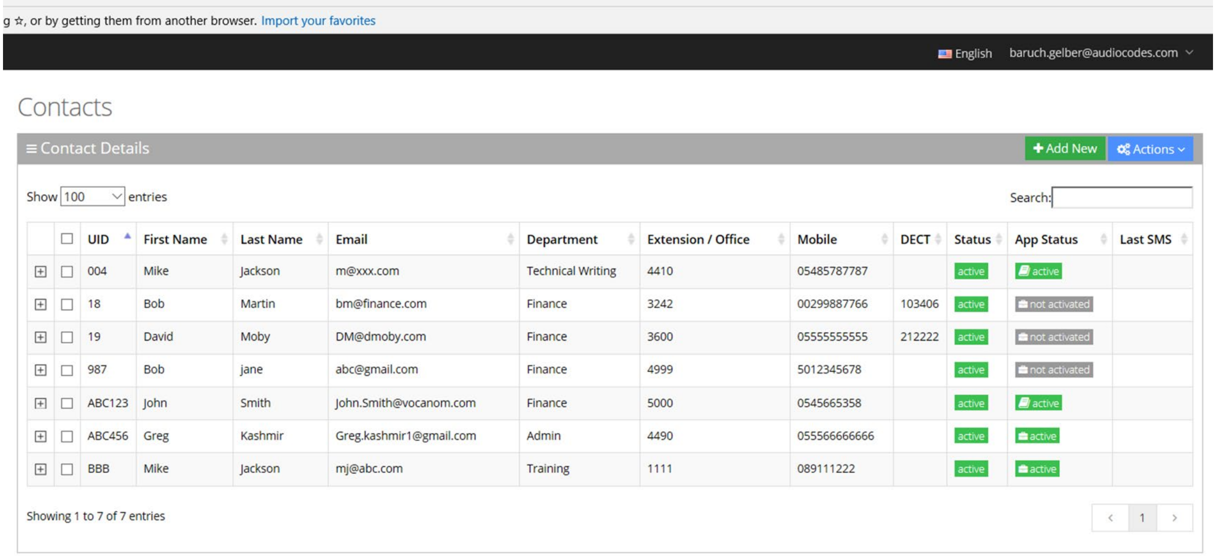


4. Make your changes on the ‘Edit Contact’ screen, and then click **Continue**.

Figure 3-6: Edit Contact Step 2



5. Click **Save Changes**; the updated Contact details appear.



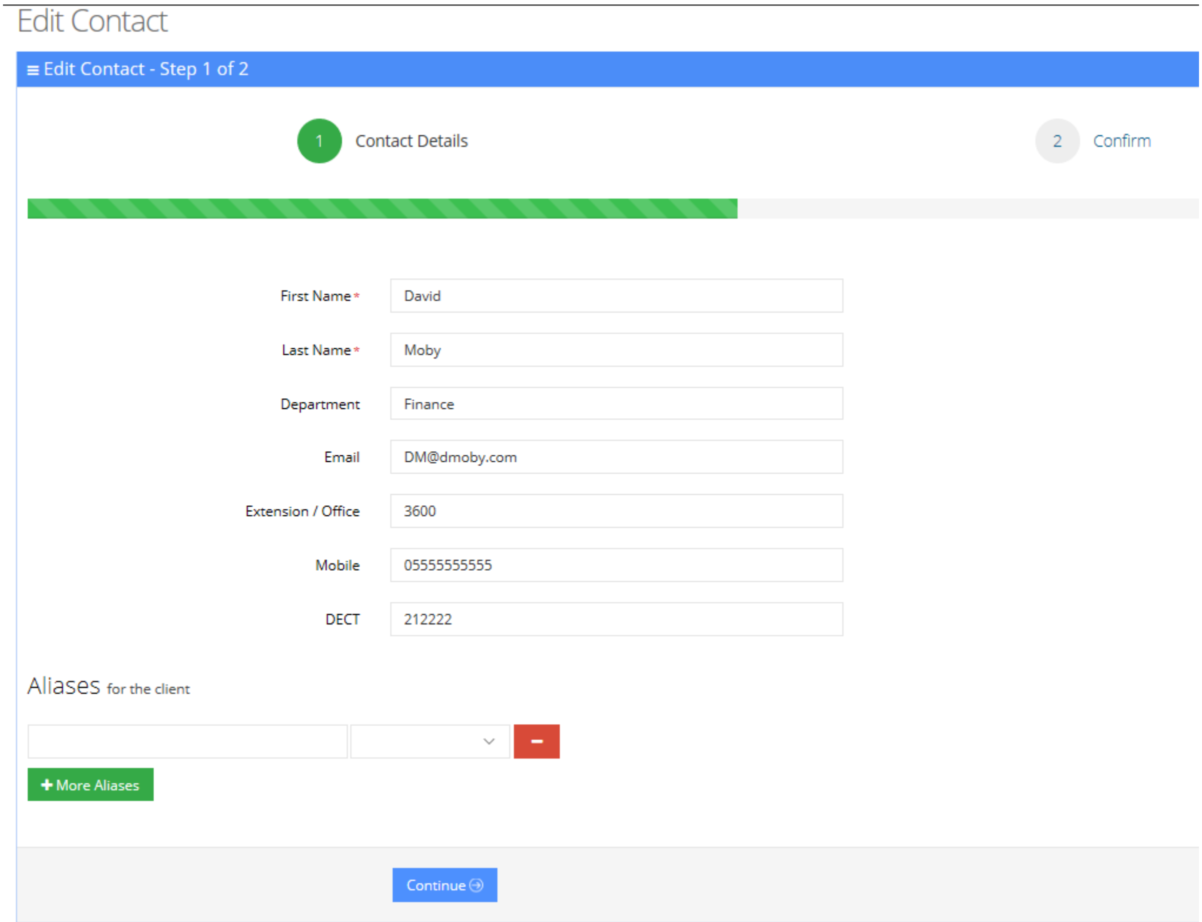
3.1.3 Creating an Alias for a Contact

An alias is another name for a contact, known or more familiar under another specified name. You can create an alias for a specified contact.

➢ **To create an alias for a contact:**

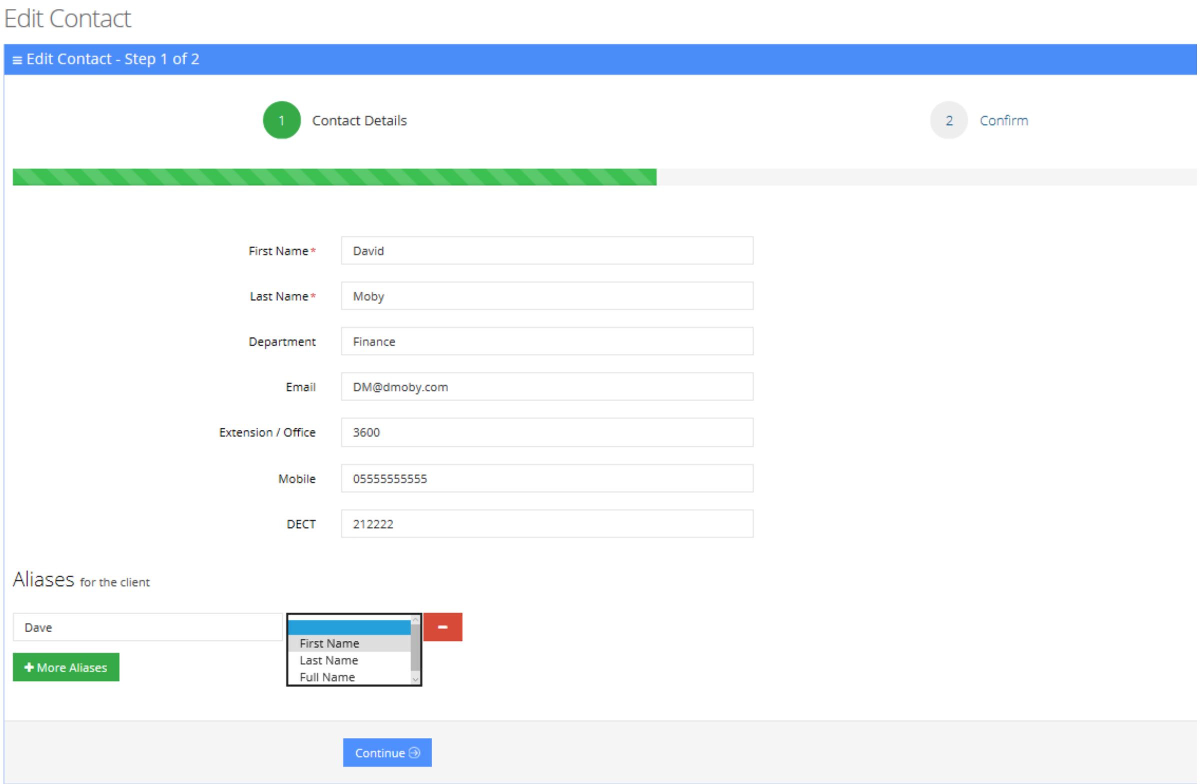
1. Open the **Edit Contact 1 of 2** screen (**Contacts** > **Contacts List**).
2. Select the contact you wish to edit by selecting the Contact check box.
3. From the 'Actions' drop-down list, select **Edit Contact**.
4. Under the **Alias** group, click the + More Branches button; the following appears:

Figure 3-7: Adding a Contact Alias



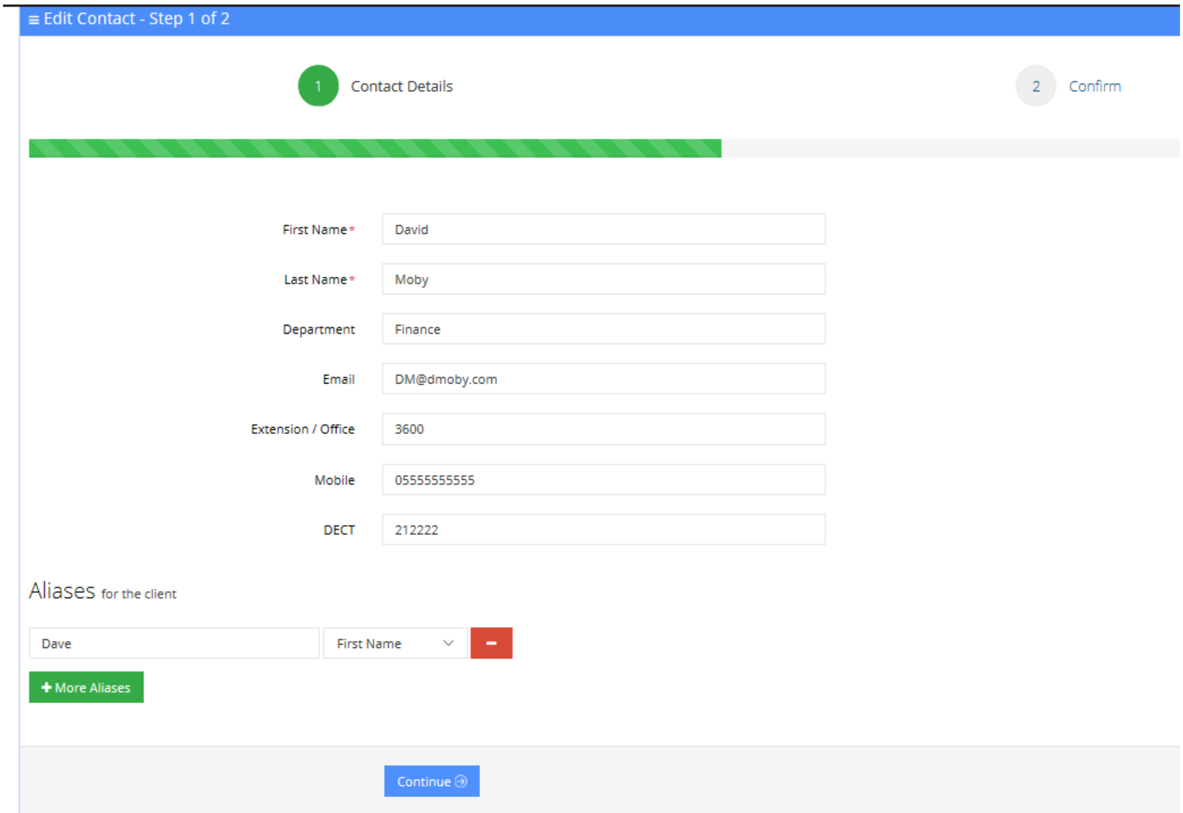
5. Enter an alias name in the alias field, for example, "Dave".
6. From the Alias Contact drop-down list, select the description field, for example, First Name.

Figure 3-8: Adding a Contact Alias – First Name



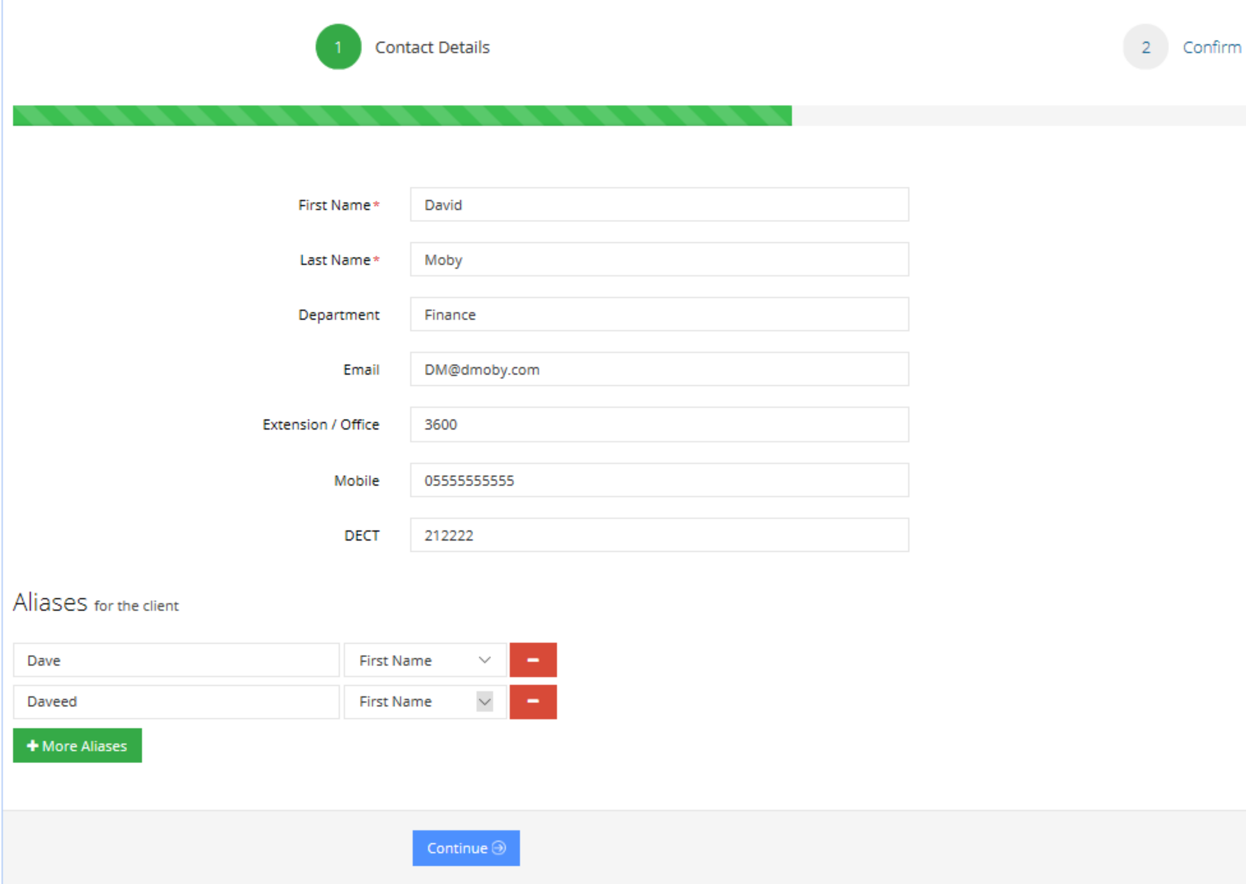
7. The following screen appears.

Figure 3-9: Adding a Contact Alias – More Aliases



8. Enter more aliases if necessary. In our example, "David Moby" has an alias first name of "Dave". This means that if you are searching for "David Moby", you can also search for him as "Dave Moby" or "Daveed Moby".

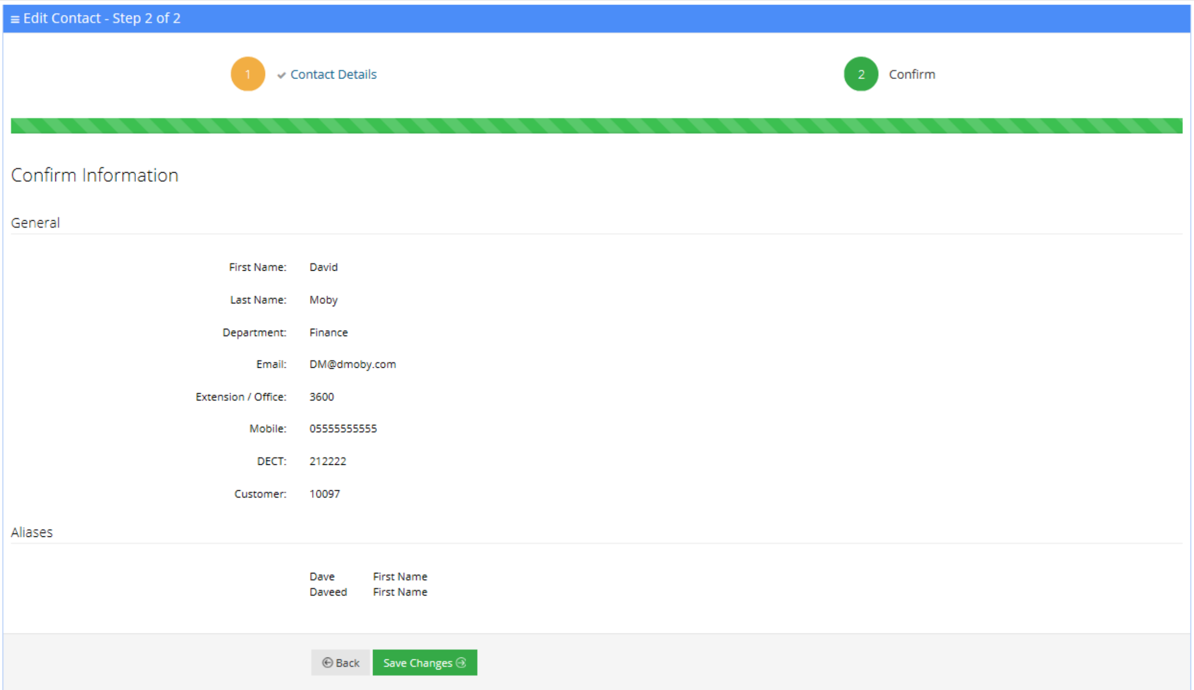
Figure 3-10: Adding a Contact Alias – More Aliases



Note: You can remove an alias by clicking the red "-" icon.

9. Click **Continue**; the following appears.

Figure 3-11: Adding a Contact Alias – Save Changes



10. Click **Save Changes**.

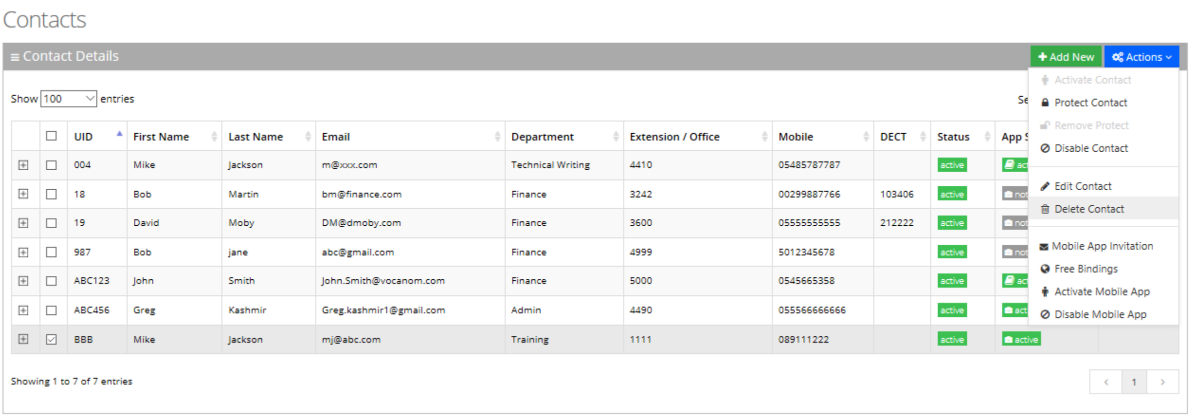
3.1.4 Deleting a Contact

The procedure below describes how to delete a contact.

➢ **To delete a contact:**

1. Open the Contact Details screen (**Contacts** > **Contacts List**).
2. Select the contact you wish to delete by enabling the Contact check box.
3. From the 'Actions' drop-down list, select **Delete Contact.**

Figure 3-12: Delete a Contact



4. The following message appears: "Are you sure you want to delete the selected contact(s)?"
5. Click **OK** to delete the selected contact.

3.1.5 Searching a Contact

The procedure below describes how to search for a contact.

➢ **To search for a contact:**

1. Open the **Contacts** menu (**Contacts** > *<department Dictionary name>*).
2. Click on the **Contact List** menu.
3. Enter the search criteria in the Search field; the searched data is displayed.

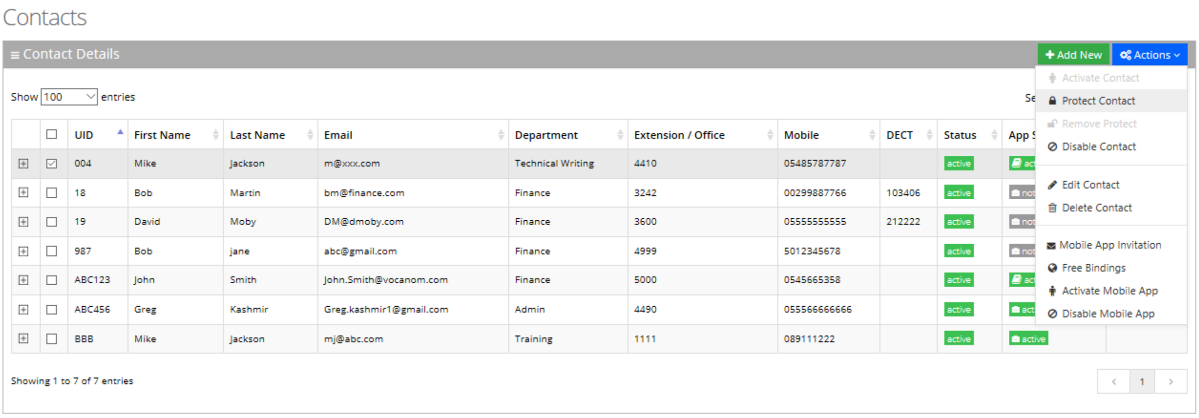
3.1.6 Protecting a Contact

In most cases, the Contacts List is retrieved from an external source (for example, Active Directory or a CSV file). Organization administrators have the option to change specific contact details and set the contact to Protect mode. By doing this, a re-synchronization of the Contacts List does not override the change.

➢ **To protect a contact:**

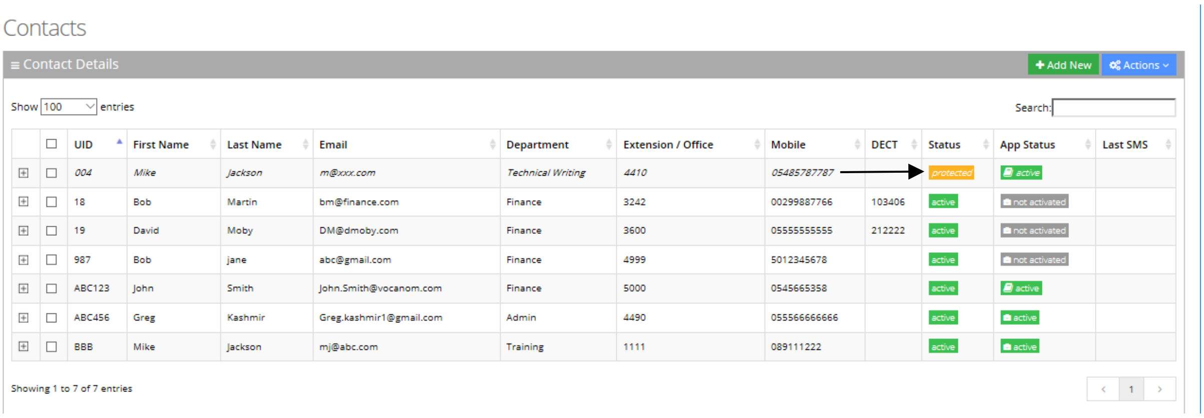
1. Open the Contact Details screen (**Contacts** > **Contacts List**).
2. Select the contact you wish to protect by enabling the Contact check box.
3. From the 'Actions' drop-down list, select **Protect Contact**; the following appears:

Figure 3-13: Protect a Contact



4. The selected contact appears with a status of "Protected" in yellow.

Figure 3-14: Protected Contact



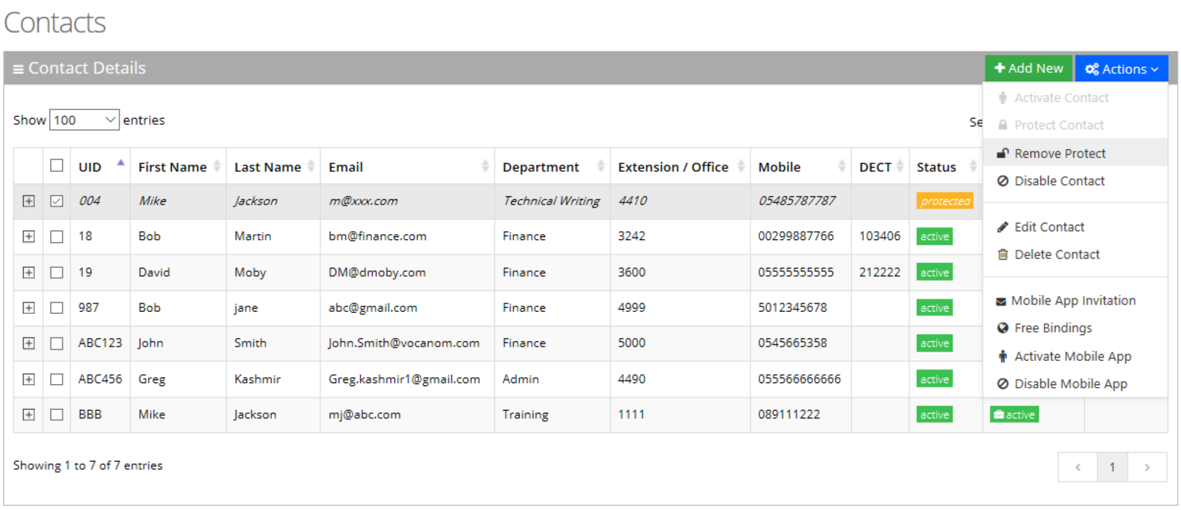
3.1.7 Removing Protection from a Contact

The procedure below describes how to remove protection from a contact.

➢ **To remove protection from a contact:**

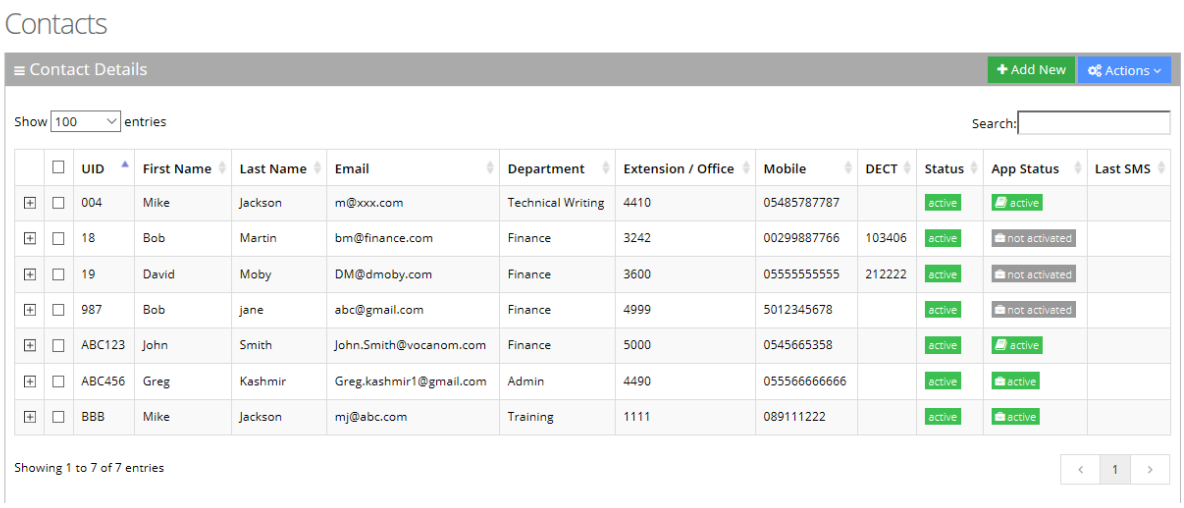
1. Open the Contact Details screen (**Contacts** > **Contacts List**).
2. Select the **protected** contact you wish to remove the "Protect" status, by enabling the Contact check box.
3. From the 'Actions' drop-down list, select **Remove Protect**; the following appears:

Figure 3-15: Remove Protected Contact



4. The "protect" status is removed as shown in the figure below.

Figure 3-16: Removed Protected Contact



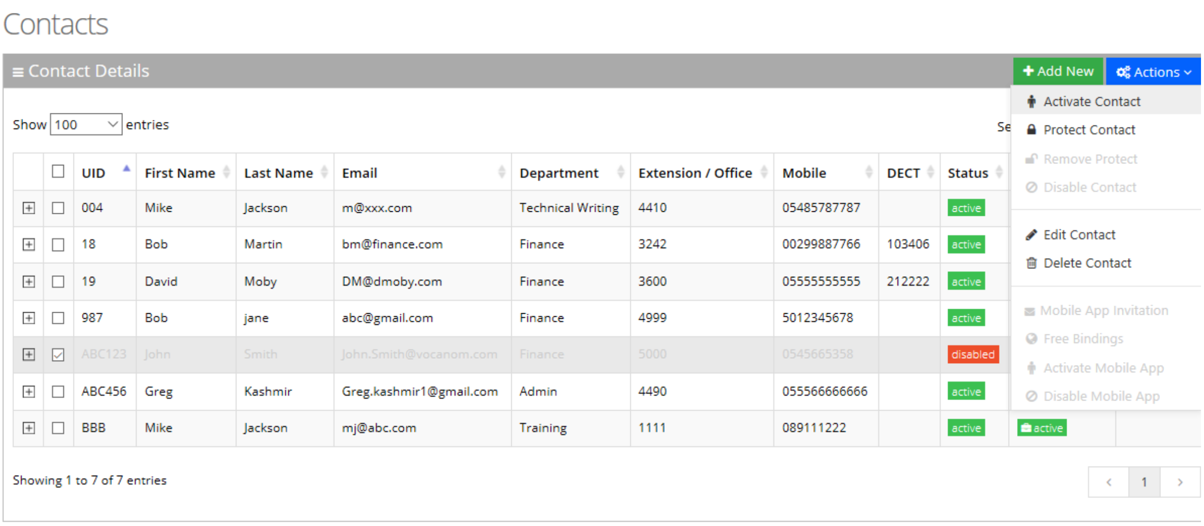
3.1.8 Activating a Contact

When a contact is created, it is activated (enabled) by default. The procedure below describes how to activate a contact, in case it was disabled.

➢ **To activate a contact:**

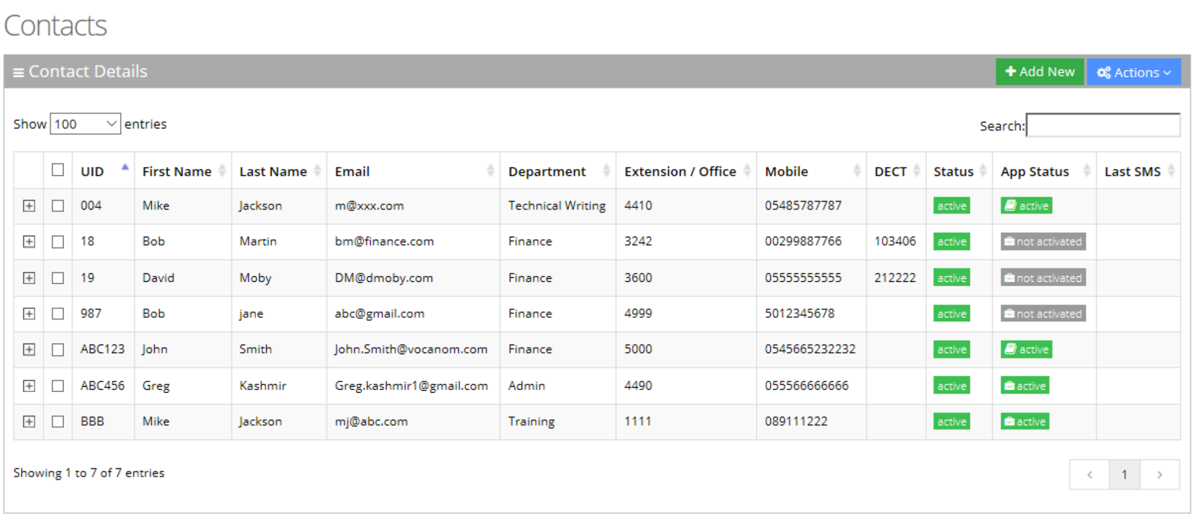
1. Open the Contact Details screen (**Contacts** > **Contacts List**).
2. Select the contact you wish to activate by enabling the Contact check box.

Figure 3-17: Activating a Contact



3. From the 'Actions' drop-down list, select **Activate Contact**; the following appears:

Figure 3-18: Activated Contact



3.1.9 Disabling a Contact

When you disable a contact, the system removes the contact from the Contact Detection List. When a "disabled" contact calls the system, it is recognized as non-employee caller.

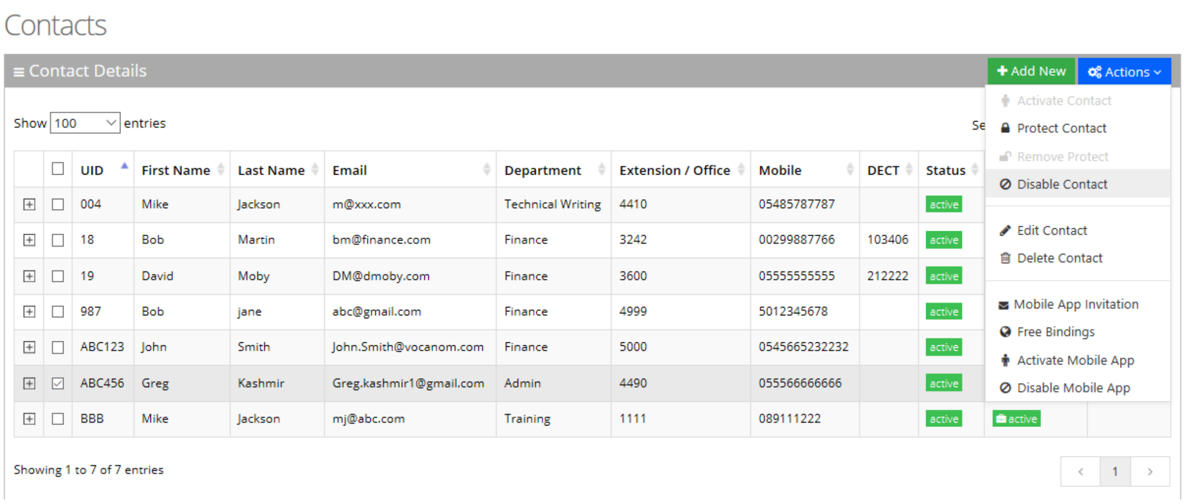
By default, the Auto Sync Contact tool moves the users to a Disabled state. It does not delete them in case they exist on the system Contact List but not on the LDAP/file.

The procedure below describes how to disable a contact.

➢ **To disable a contact:**

1. Open the Contact Details screen (**Contacts** > **Contacts List**).
2. Select the contact you wish to disable by enabling the Contact check box.
3. From the 'Actions' drop-down list, select **Disable Contacts**; the following appears:

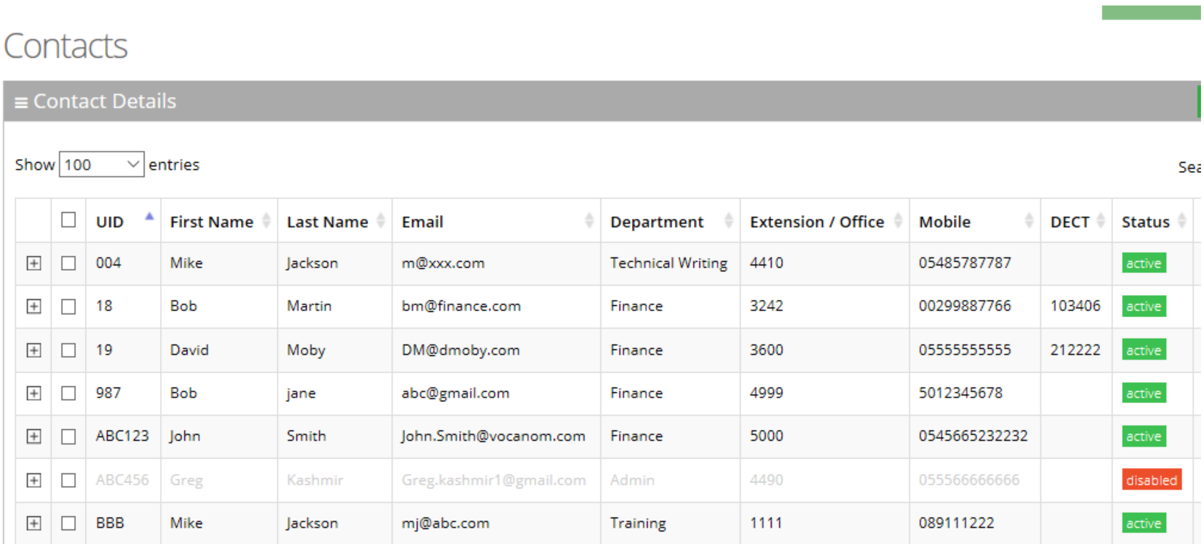
Figure 3-19: Disabling a Contact



		UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status
⊞	☐	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active
⊞	☐	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active
⊞	☐	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active
⊞	☐	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active
⊞	☐	ABC123	John	Smith	John.Smith@vocanom.com	Finance	5000	0545665232232		active
⊞	☑	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	055566666666		active
⊞	☐	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active

4. The status is set to "disabled" as shown in the figure below:

Figure 3-20: Disabled Contact



		UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status
⊞	☐	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active
⊞	☐	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active
⊞	☐	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active
⊞	☐	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active
⊞	☐	ABC123	John	Smith	John.Smith@vocanom.com	Finance	5000	0545665232232		active
⊞	☐	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	055566666666		disabled
⊞	☐	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active

3.1.10 Activating a Contact to use the VocaNOM Mobile App

The procedure below describes how to activate a contact to use the VocaNOM Mobile App. The **Activate Mobile App** menu option activates users for the mobile application. Note the 'App Status' column in the Contacts List. Once activated, organization administrators can send mobile App invitations to users using SMS or email.

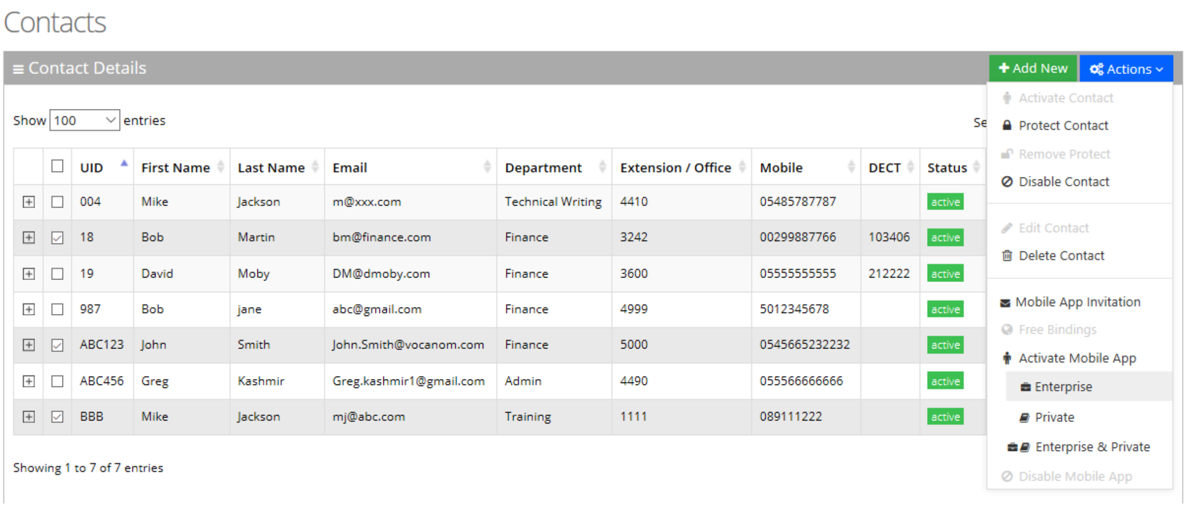
Notes:

- The VocaNOM Mobile App is only available once a license has been obtained.
- The VocaNOM Mobile App is only supported on the Cloud installation and not On-premises.

➢ **To activate a Contact to use the VocaNOM Mobile App:**

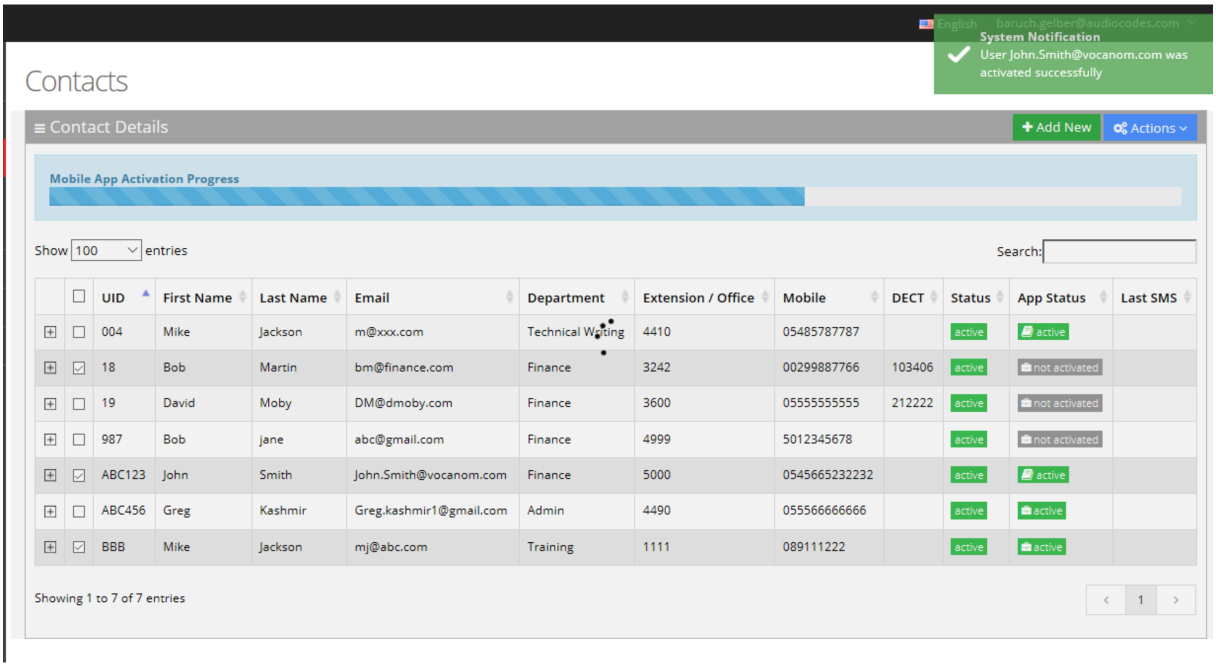
1. Open the Contact Details screen (**Contacts** > **Contacts List**).
2. Select the contact you wish to activate by enabling the Contact check box.
3. From the ‘Actions’ drop-down list, select **Activate Mobile App**; the following appears:

Figure 3-21: Activate Contact – Mobile App



4. There are three options you can select from:
   - **Enterprise:** This activates the VocaNOM Mobile App for the whole enterprise. A small ‘suitcase’ icon appears under the **Activate Mobile App** menu heading.
   - **Private:** This activates the VocaNOM Mobile App for private contacts only. A small ‘book’ icon appears under the **Activate Mobile App** menu heading.
   - **Enterprise & Private:** This activates the VocaNOM Mobile App for the whole enterprise and private contacts. A small ‘suitcase’ and ‘book’ icon appear under the **Activate Mobile App** menu heading.
5. Once you have selected the appropriate option, a message appears in the upper-right part of screen that the user has been activated successfully. Also, in the **App Status** column, an 'Active' message appears in green along with a suitable icon for each option displayed.

Figure 3-22: Contact Details – Added Successfully

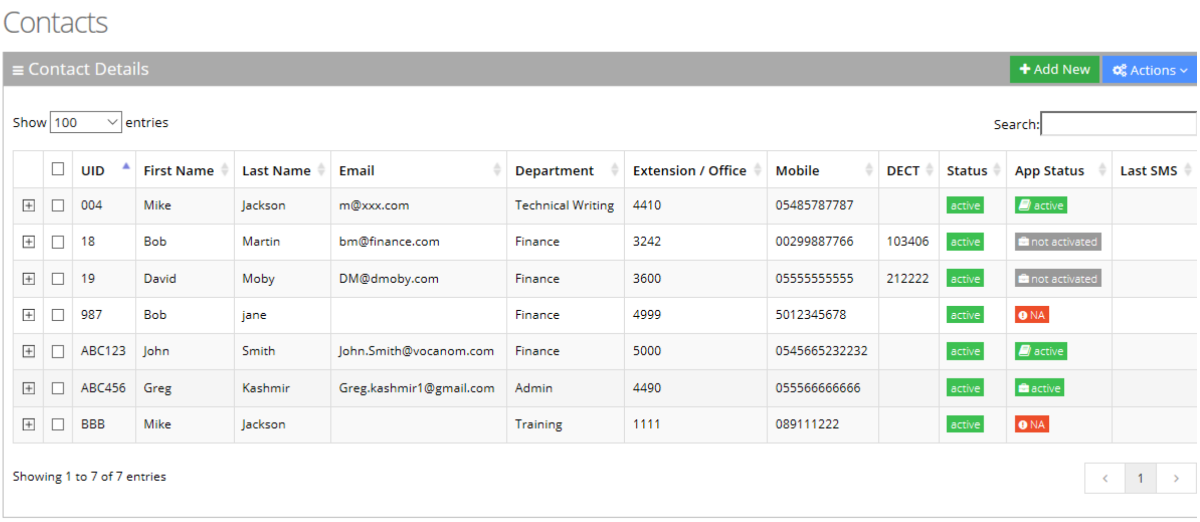


		UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status	App Status	Last SMS
⊞	☐	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active	active	
⊞	☑	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active	not activated	
⊞	☐	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active	not activated	
⊞	☐	987	Bob	jane	abc@gmail.com	Finance	4999	5012345678		active	not activated	
⊞	☑	ABC123	John	Smith	John.Smith@vocanom.com	Finance	5000	0545665232232		active	active	
⊞	☐	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	055566666666		active	active	
⊞	☑	BBB	Mike	Jackson	mj@abc.com	Training	1111	089111222		active	active	

Showing 1 to 7 of 7 entries

Note: A contact without an email address cannot use the Mobile App. Therefore, its **App Status** is NA.

Figure 3-23: Contacts with No Email Address – NA



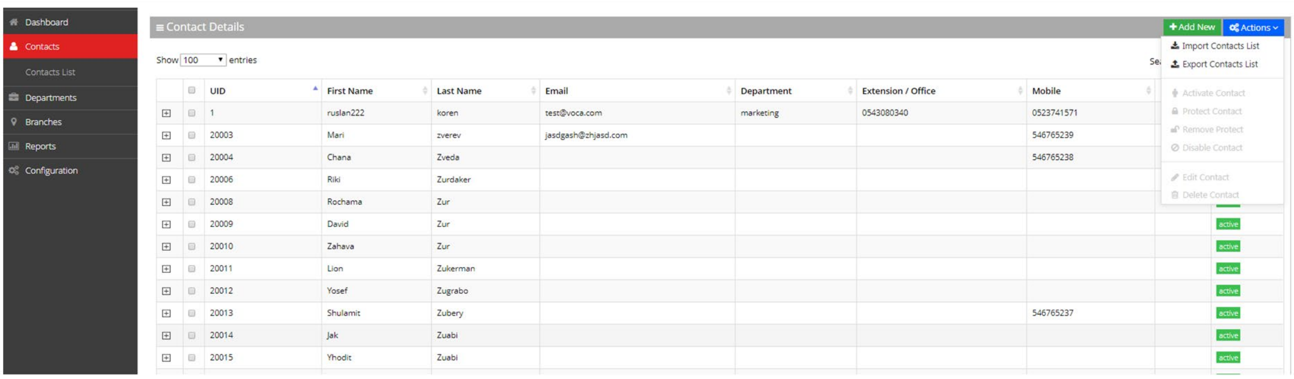
		UID	First Name	Last Name	Email	Department	Extension / Office	Mobile	DECT	Status	App Status	Last SMS
⊞	☐	004	Mike	Jackson	m@xxx.com	Technical Writing	4410	05485787787		active	active	
⊞	☐	18	Bob	Martin	bm@finance.com	Finance	3242	00299887766	103406	active	not activated	
⊞	☐	19	David	Moby	DM@dmoby.com	Finance	3600	05555555555	212222	active	not activated	
⊞	☐	987	Bob	jane		Finance	4999	5012345678		active	NA	
⊞	☐	ABC123	John	Smith	John.Smith@vocanom.com	Finance	5000	0545665232232		active	active	
⊞	☐	ABC456	Greg	Kashmir	Greg.kashmir1@gmail.com	Admin	4490	055566666666		active	active	
⊞	☐	BBB	Mike	Jackson		Training	1111	089111222		active	NA	

Showing 1 to 7 of 7 entries

3.2 Importing/Exporting Contact List

The procedure below describes how to import and export CSV and XLS files containing Contact lists. When using CSV files, we recommend you use Notepad++ and save files in UTF-8 encoding format.

Figure 3-24: Contact Details



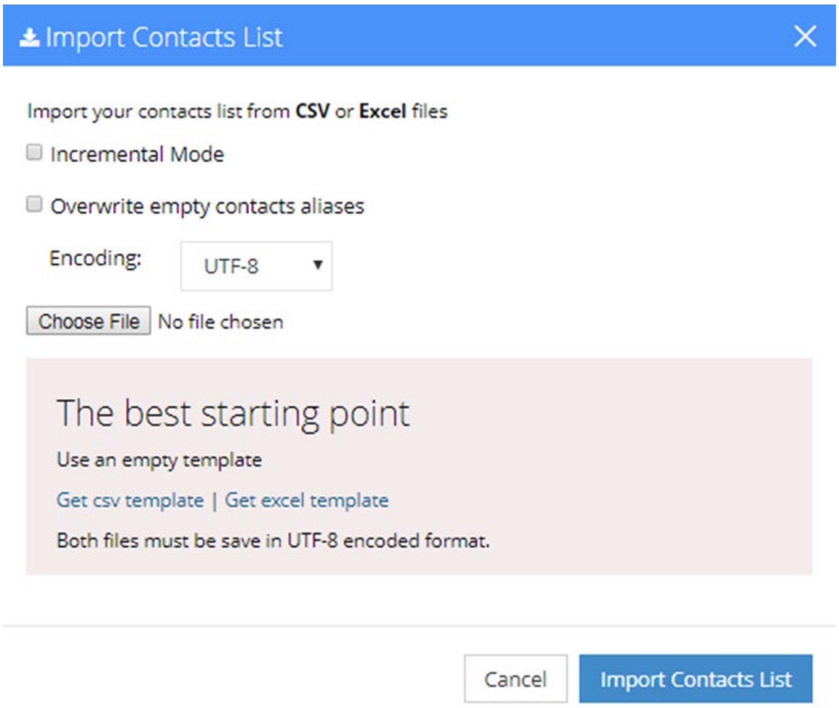
3.2.1 Importing Contact Information

The procedure below describes how to import Contact information.

➢ **To import contact information from a CSV file:**

1. From the Actions drop-down list, on the Contact Details screen, click **Import Contacts List.**

Figure 3-25: Import Contacts List



2. If you select the 'Incremental Mode' check box, only the records that you are importing are active in your Contacts List. All pre-existing records are disabled.
3. If you select the 'Overwrite empty contacts aliases' check box, all empty contacts aliases in the imported file are overwritten.

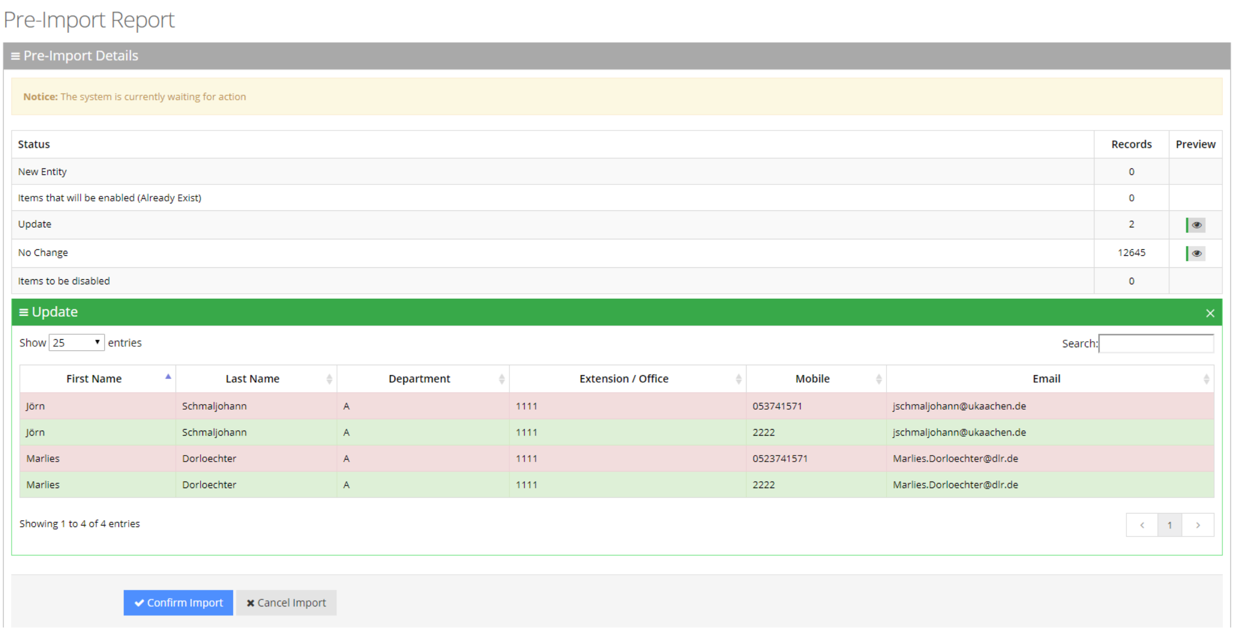
4. From the 'Encoding' drop-down list, select the Encoding type. The recommended value is **UTF-8**.
5. Click **Choose File** and select the file to be imported.
6. Select the CSV or Excel template.
7. Click **Import Contacts List**.

Figure 3-26: Pre-Import Report

This report lists the status of the contacts to be imported. In the example above, 52 new contacts are ready to be imported. Clicking the **Preview** icon, displays these new contacts before they are imported.

If there is an update to an existing contact, click the **Preview** icon. The contact (before the update) appears with a pink background, while the updated contact appears with a green background.

Figure 3-27: Update Pre-Import Report

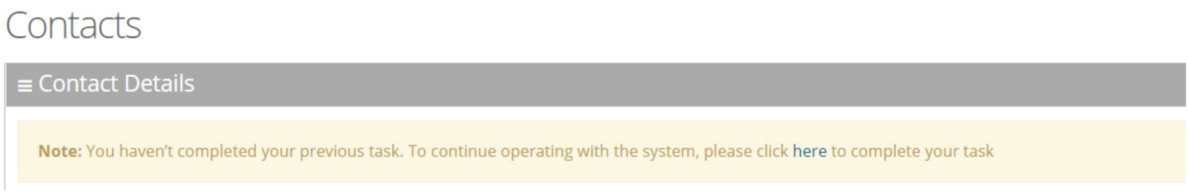


Note: The same behavior applies for Contacts that have been disabled.

8. Click **Confirm Import** to import the contacts. If you wish to cancel the import process, click **Cancel Import**.

Note: If you do not click **Confirm Import** or **Cancel Import**, or you switch to another tab, the actual import is pending and all contacts are disabled. The following message appears:

Figure 3-28: Uncompleted Contacts Import



You can return to the **Confirm Import** or **Cancel Import** processes by clicking on the ***here*** link.

The CSV file to be imported should contain the following:

- UID (mandatory) - An employee ID or any unique number, name or both.
- First Name
- Last Name
- Extension Number
- Mobile Number
- Department
- Email
- First Name Aliases separated by ";"
- Last Name Aliases separated by ";"
- Full Name Aliases separated by ";"

Notes:

- It is highly recommended that the CSV file is saved in **UTF-8** encoding format (Unicode Text). Use Notepad++ to view CSV files.
- You can import a new contact with an existing UID in the same tab. For example, you can import a new contact from the **Contacts** > **Import/Export**. The imported contact overwrites the existing contact with the same UID.
  However, if you import a new department with a UID that is already in use by an existing contact or branch, an error appears with the following message: "Upload has failed. One or more of the UIDs already exist in contacts or branches list! [UID number]".

9. The XLS file can be imported according to the following layout.

Figure 3-29: Contacts XLS File Layout

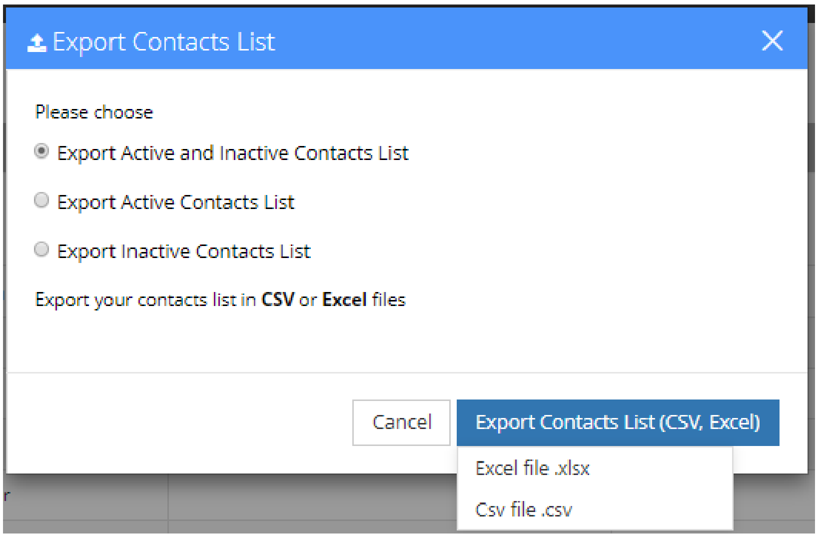
A	B	C	D	E	F	G	H	I	J
UniqueID	FirstName	LastName	Extension	Mobile	Departmer	Email	FirstNameAliases	LastName/	FullNameAliases
1111	David	Wilson	1001	0541234567	Finance	David.Wilson@Ecma.com	Dave;Davie	Willy	Davidson

3.2.2 Exporting Contact Information

The procedure below describes how to export contact information.

➢ **To export contact information:**

1. From the Actions drop-down list, on the Contact Details screen, click **Export Contacts List.**



2. Select the type of Contact List to be exported – Excel or CSV.
3. Click **Export Contacts List**.

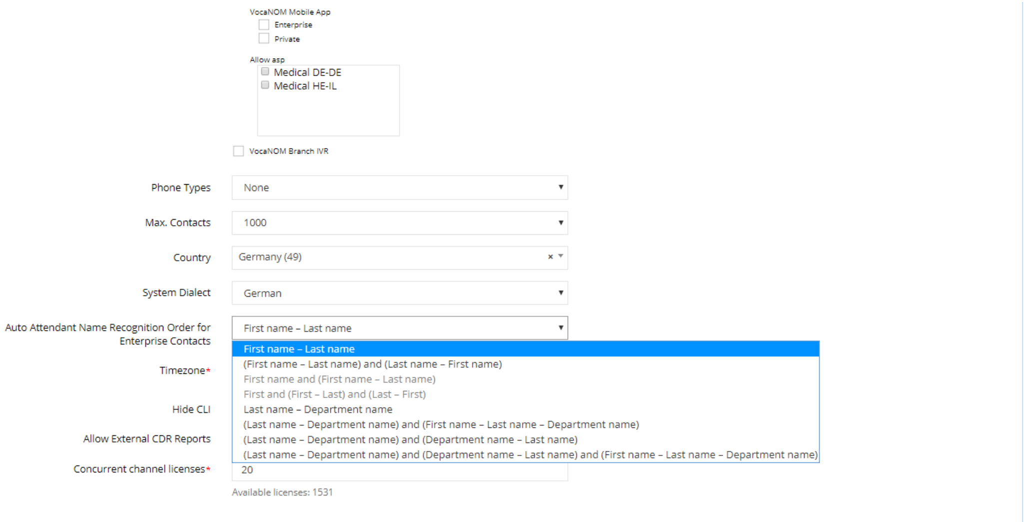
3.3 Freeing Bindings

When an Application User activates the VocaNOM application on a mobile device, a unique binding is set on the server for that device. If more than one device is used, more than one binding is created. If the binding limit is reached (as defined for the customer), the new binding is rejected for the new device and the user is unable to use the app on the new device. The **Free Bindings** menu option clears all bindings on the server for the selected contact, enabling a fresh start.

3.4 Managing Contacts Departments

Note: This sub-section is applicable only if the language selected is "German", and if the tenant is configured to "Last name – Department name".

Figure 3-30: Tenant Configuration Example



The Contacts Departments page allows you greater control in managing aliases for Contacts Departments. Aliases are useful especially when an exact name of a department is not known by the caller. For instance, when calling a 'Sales' department in an organization, there may be a number of different sales departments, for example, "Consumer Sales" and "Enterprise Sales". AC Voca gives the caller the choice of which Sales department the call should be directed to.

The Contacts Departments page retrieves the list of departments from the Contact List.

3.4.1 Adding an Alias

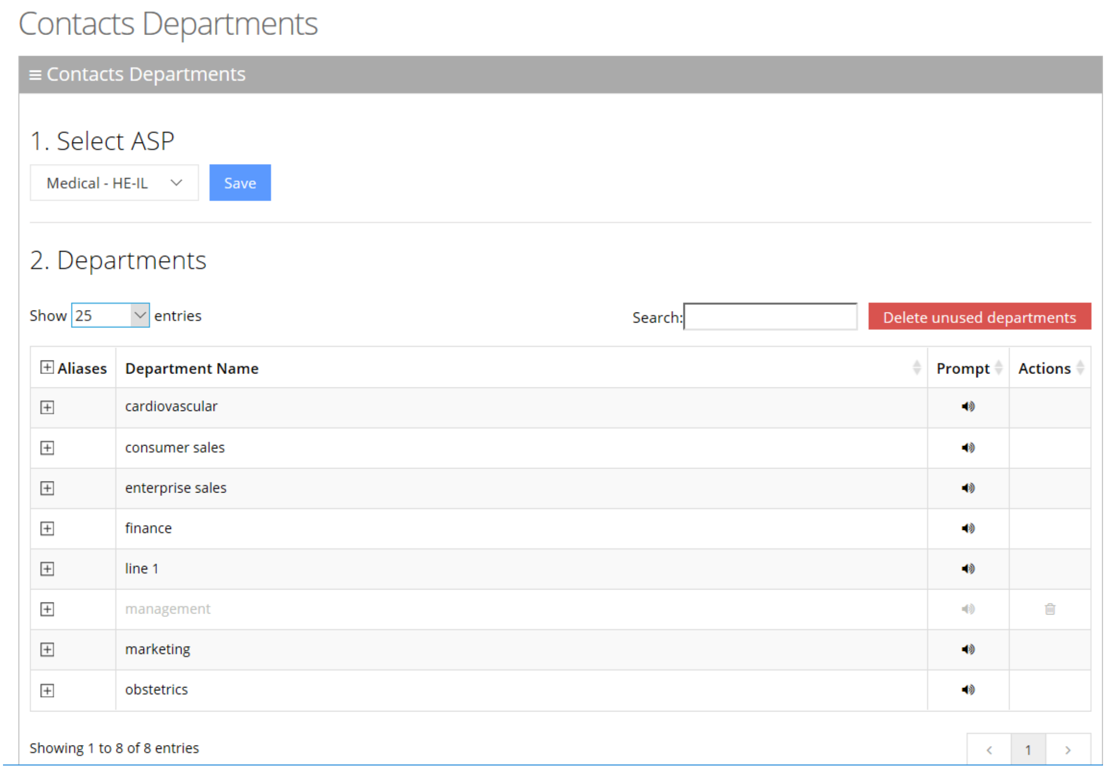
The procedure below describes how to add a new Contacts Departments alias.

➢ **To add a Contacts Departments alias:**

1. Open the Contacts Departments page (**Contacts** > **Contacts Departments**).

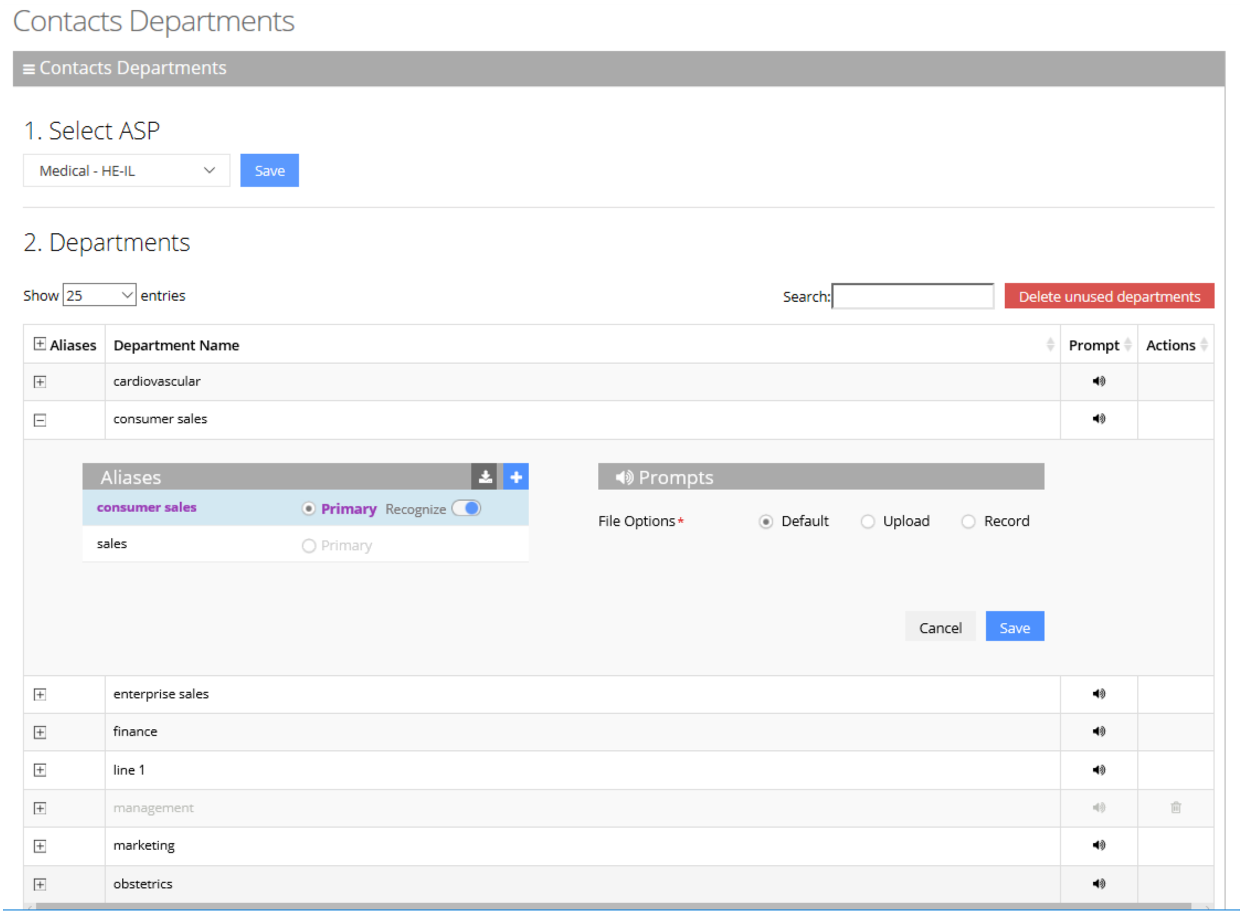
Note: The first time you access this screen, AC Voca forces you to choose an ASP, before saving the values on the screen.

Figure 3-31: Contacts Departments



2. Select a Department Name by clicking on the ⊞ on the line of the department name.
3. Click **+**.
4. In the blank text box that appears, enter the name of the alias. In our example, we have used 'Sales'.

Figure 3-32: Contacts Departments – Add Alias



5. Click **Save**.

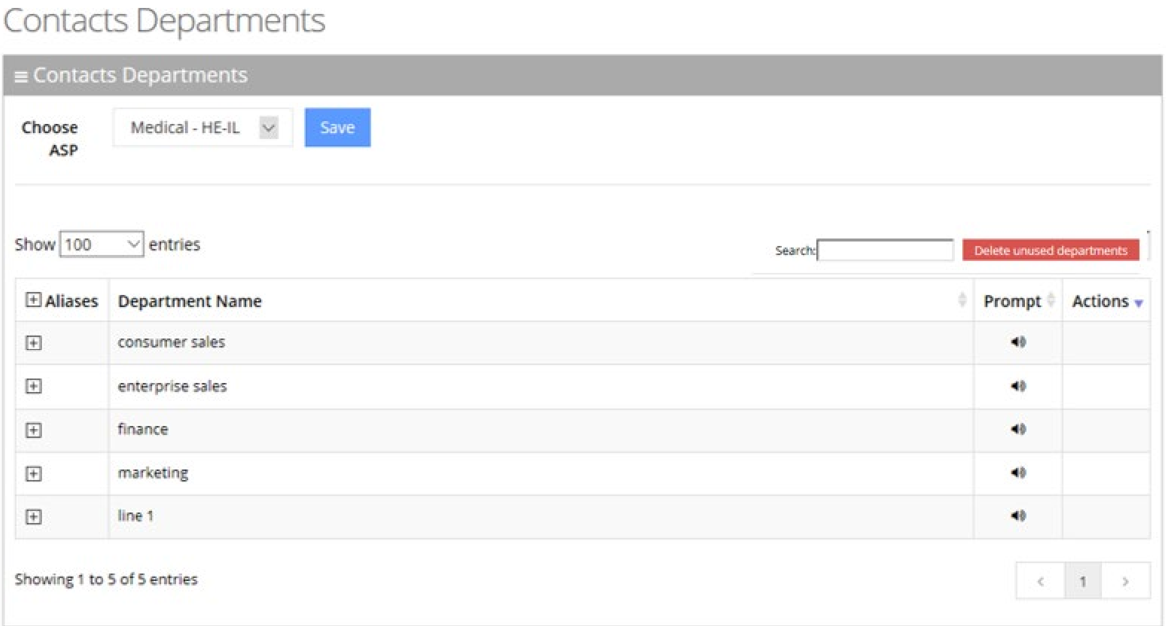
3.4.2 Editing an Alias

The procedure below describes how to edit Contacts Departments aliases.

➢ **To edit Contacts Departments aliases:**

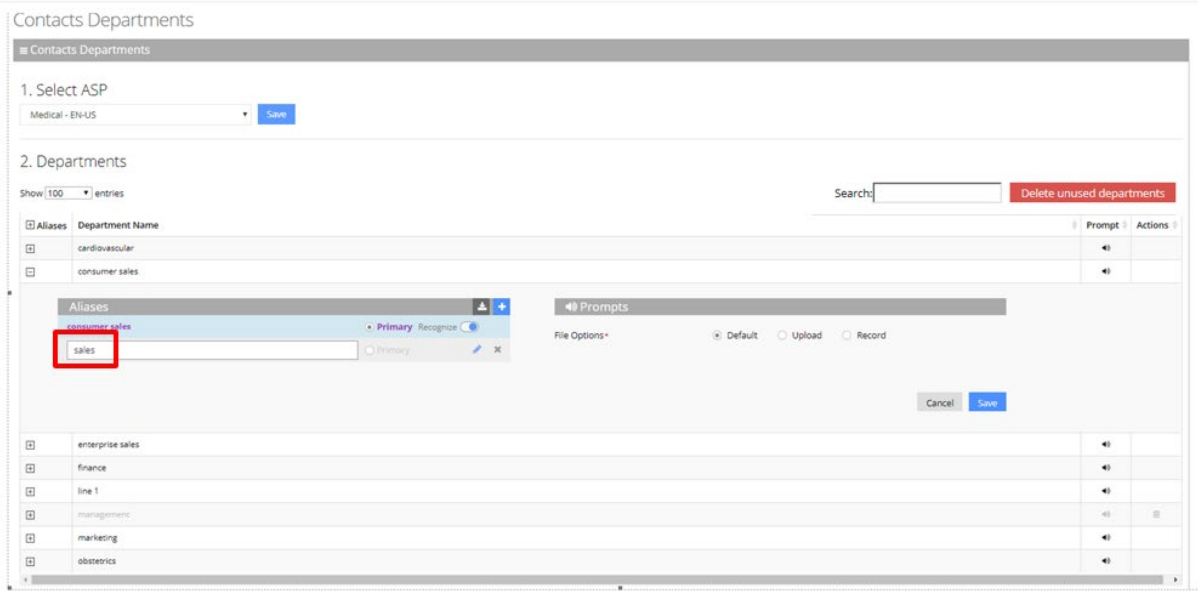
1. Open the Contacts Departments page (**Contacts** > **Contacts Departments**).

Figure 3-33: Contacts Departments



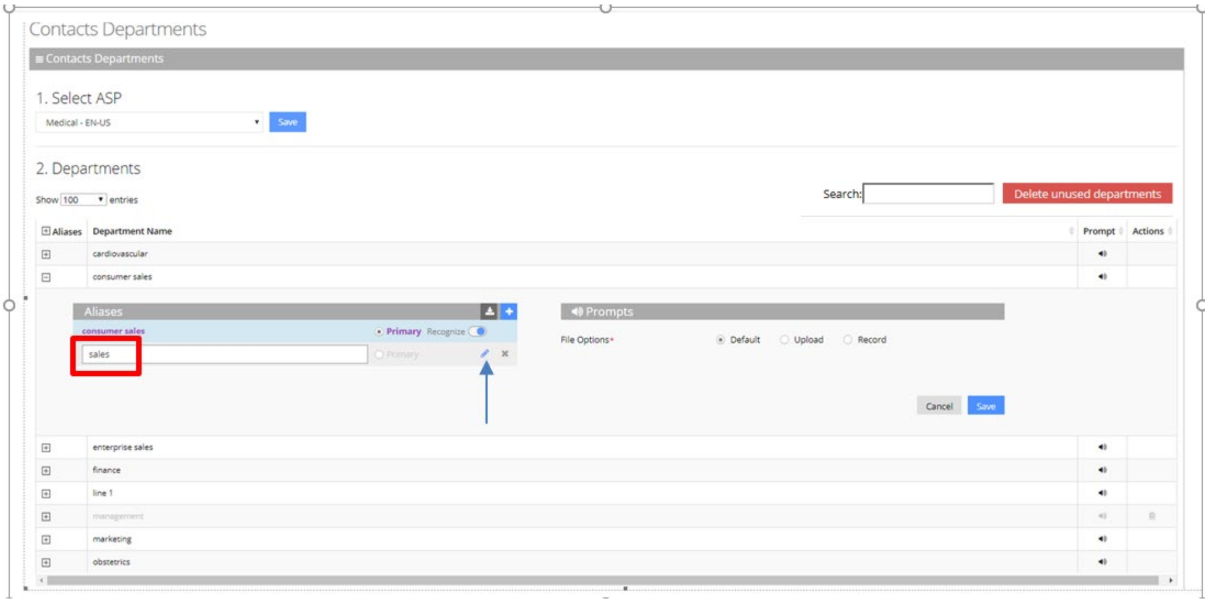
2. Select a Department Name by clicking the ⊞ on the line of the department name.

Figure 3-34: Contacts Departments – Edit Alias



3. Place your cursor over the alias that you wish to edit, and then click the icon.

Figure 3-35: Contacts Departments – Editing Alias



4. Edit the alias as needed, and then press **Enter**. In our example 'Sales 1' was changed to 'Sales'.
5. Click **Save**.

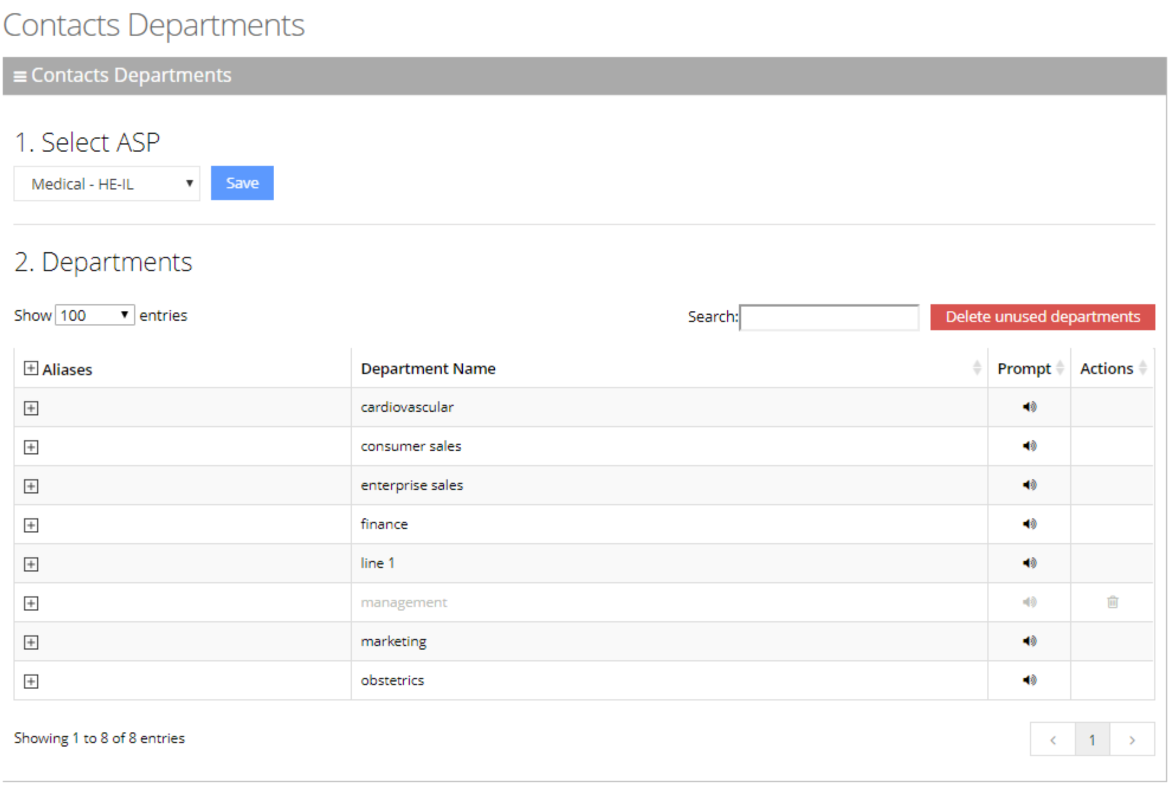
3.4.3 Deleting an Alias

The procedure below describes how to delete a Contacts Departments alias.

➢ **To delete a Contacts Departments alias:**

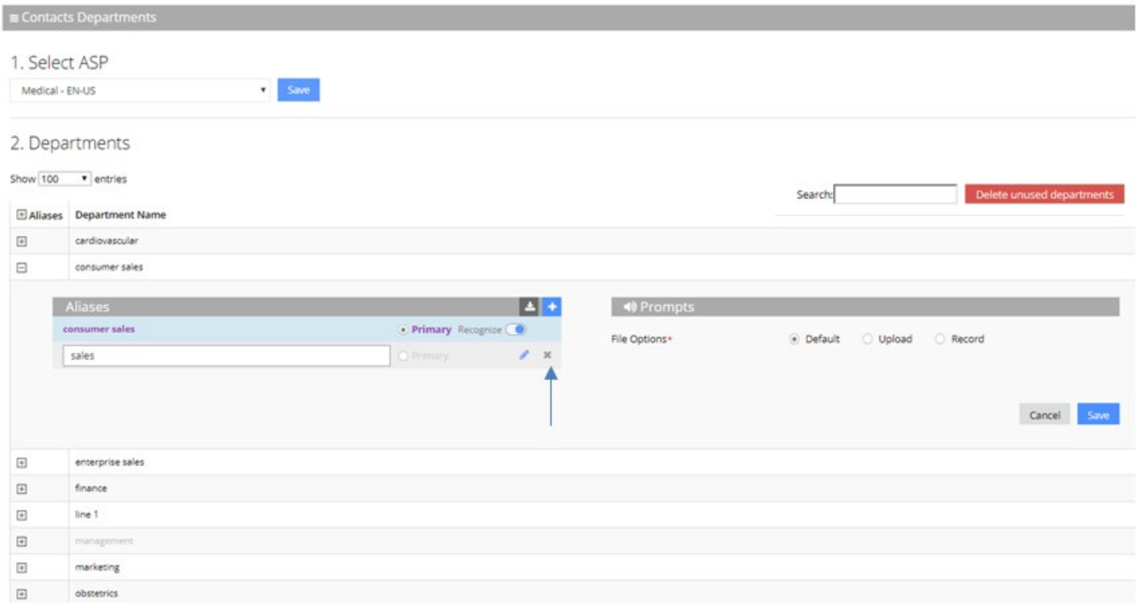
1. Open the Contacts Departments page (**Contacts** > **Contacts Departments**).

Figure 3-36: Contacts Departments – Deleting an Alias



2. Select a Department Name by clicking the ⊞ on the line of the department name.
3. Place your cursor over the alias that you wish to delete, and then click the **x** icon. The alias is deleted.
4. Click **Save**.

Figure 3-37: Contacts Departments – Delete Alias



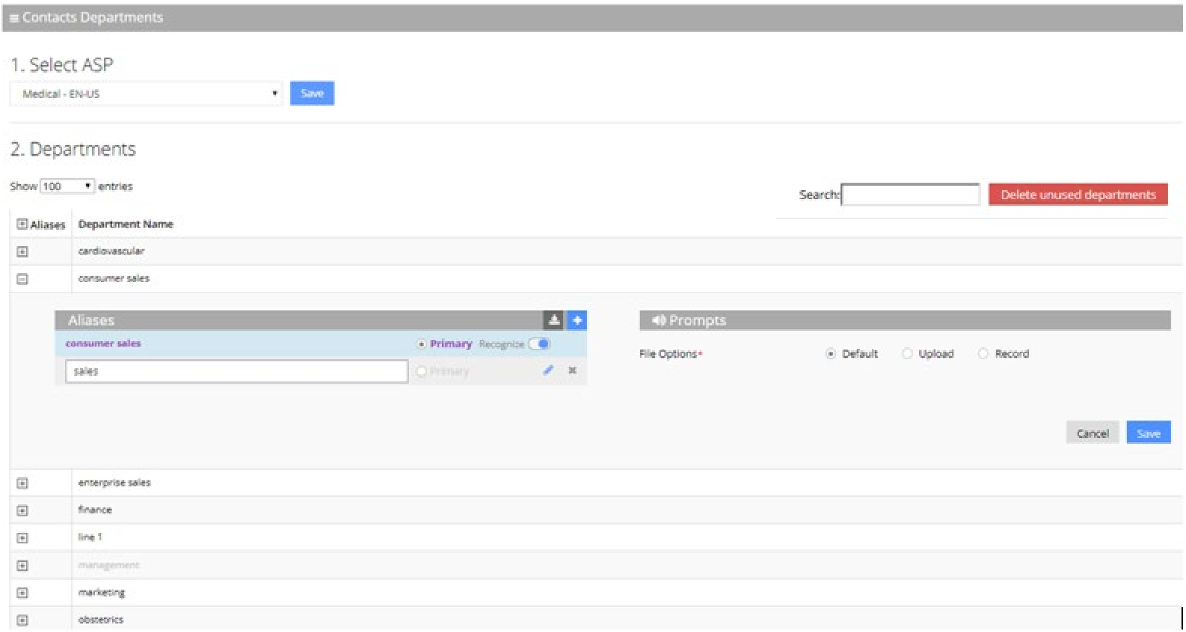
3.4.4 Removing a Department Name from the Recognition List

Sometimes you may need to remove a Department Name from the Recognition List, either because it is inaccurate or unpronounceable.

➢ **To remove a Department Name from the Recognition List:**

1. Open the Contacts Departments page (**Contacts** > **Contacts Departments**).
2. Select the Department Name containing the alias to be hidden by clicking the ⊞ on the line of the Department Name.

Figure 3-38: Contacts Departments – Removing a Department Name



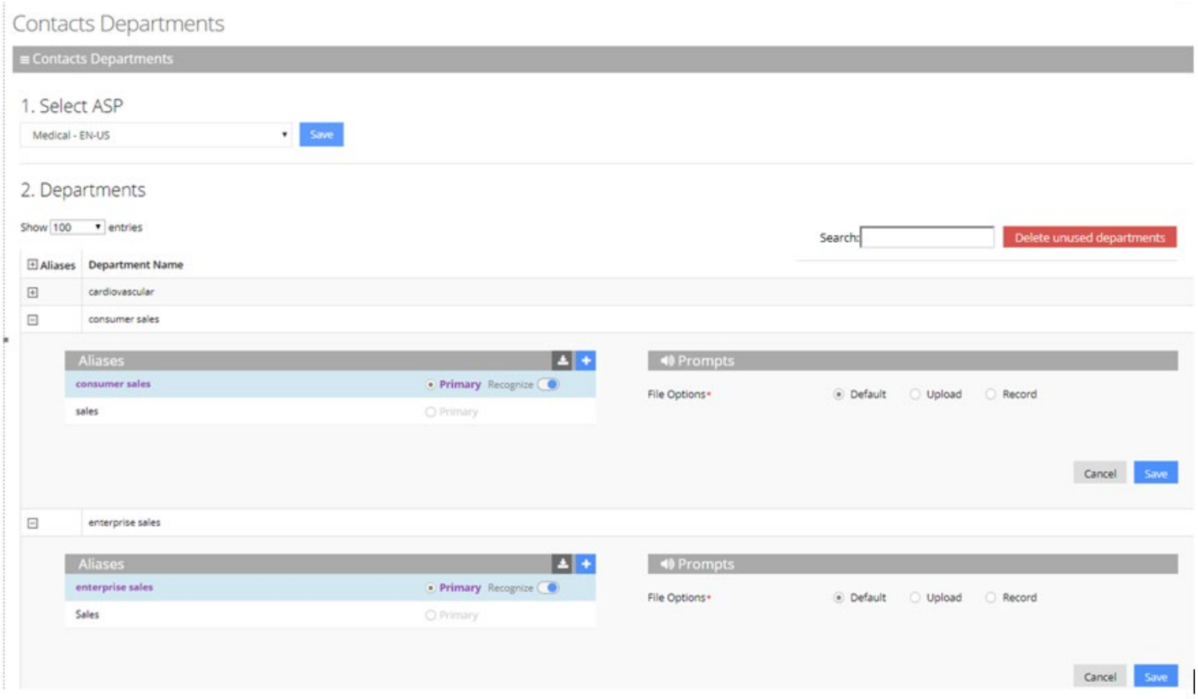
3. Drag the **Recognize** toggle to the left, so that this alias is de-selected and is not recognized by AC Voca. In our example, 'sales' has been selected to be the **primary** alias.
4. Click **Save**.

3.4.5 Setting the Primary Alias

The **Primary** radio-button determines which department is announced first when transferring the call or in a dis-ambiguation scenario.

For instance, when wanting to contact Smith, who is employed in the Sales department, the voice announcement is "transferring call to Smith…Consumer Sales", since the Consumer Sales department was selected as the Primary.

Figure 3-39: Primary Example



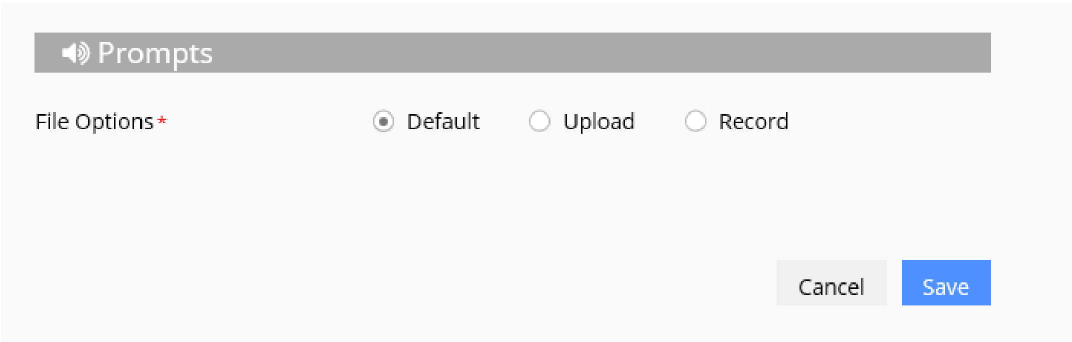
Additionally, if there are two people with the same last name and department name, e.g., "Smith" in the Sales department, the voice announcement asks "Do you want John Smith in the **Enterprise Sales** or John Smith in the **Consumer Sales** department". Both departments are marked as **Primary**.

3.4.6 Using Prompts for an Alias

If you do not want to use the Primary voice announcements, you can use you own Prompts. The procedure below describes how to configure the Department Contacts audio prompt for the AC Voca service. You can use an existing default prompt (Primary), upload a prompt or record a new prompt.

> **Note:**
> - An alias can be configured as a Primary voice announcement.
> - If the same alias is used in more than one department, it cannot be set as a Primary voice announcement.

Figure 3-40: Prompts

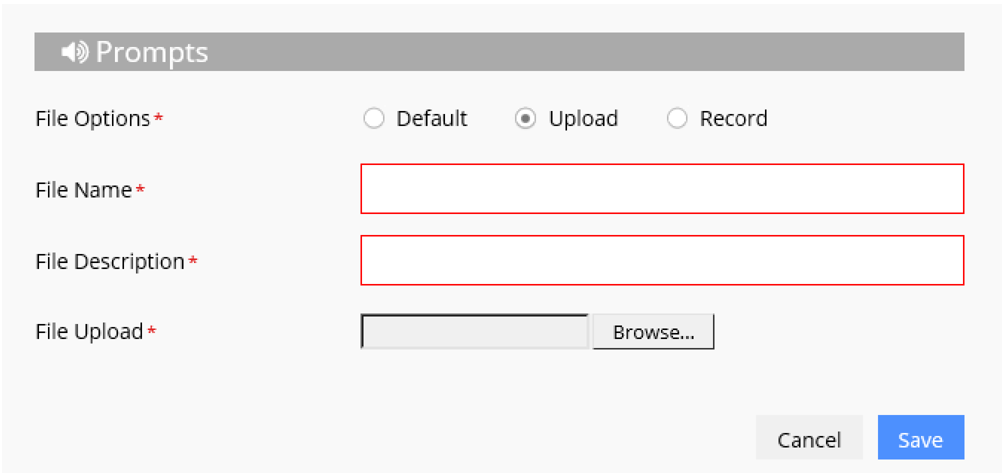


If you wish to use the existing prompt configured under the Alias, click the **Default** option, and then click **Save**.

➢ **To upload a prompt:**

1. Click the **Upload** option.

Figure 3-41: Upload Prompt



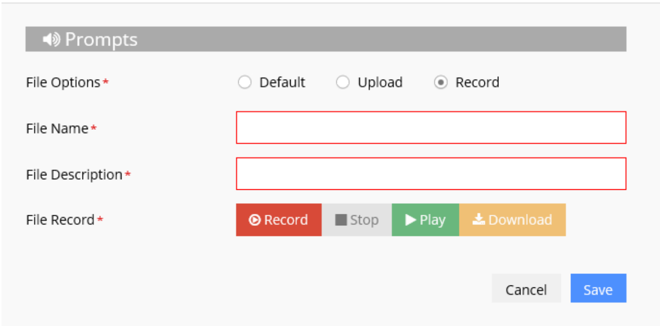
2. In the 'File Name' field, enter the audio file name.
3. In the 'File Description' field, enter a description of the prompt.
4. Click **Browse** to locate the audio file to be uploaded.
5. Click **Save** to complete the upload process.

Note: The audio file must be in the following format - *.wav* file, with 16 Bit Resolution, mono, 8000Hz.

➢ **To record a prompt:**

1. Click **Record**, and then begin recording your prompt.

Figure 3-42: Record New Prompt Details

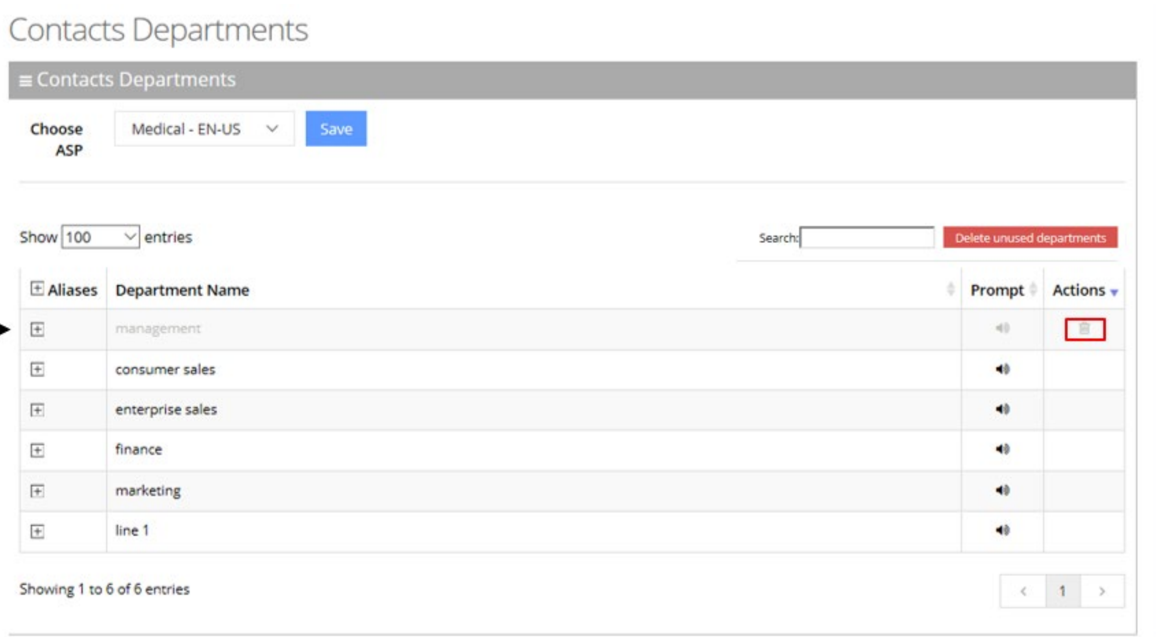


2. When finished recording, click **Stop**.
3. To replay the recent recording, click **Play**.
4. To save a copy of the recorded audio file, click **Download**.
5. Click **Save** to complete the recording process.

3.4.7 Deleting a Department with No Contacts

In a situation where a department has no contacts (for example, the contacts may have left or may have been transferred to another department), it appears faded on the Contacts Departments page, with a Trash icon appearing on the far-right of the page. In the example below, the "management" department appears faded.

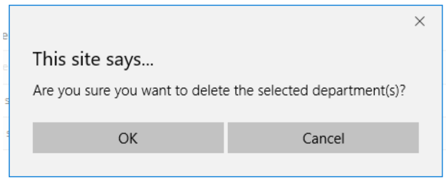
Figure 3-43: Deleting Department with No Contacts



➢ **To delete the department with no contacts:**

1. Open the Contacts Departments menu (**Contacts** > **Contacts Departments**).
2. Place the cursor on the department to be deleted.
3. Click ; the following message appears:

Figure 3-44: Deleting Department



4. Click **OK** to delete the department.

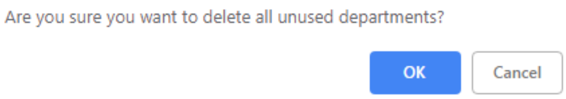
3.4.8 Deleting Unused Departments

AC Voca allows you to delete departments that appear grayed out (unused), in one action, by clicking the **Delete unused** Delete unused departments button.

➢ **To delete unused departments:**

1. The following message appears: "Are you sure you want to delete all unused departments?"
2. Click **OK**.

Figure 3-45: Deleting Unused Departments



3.4.9 Importing a Package

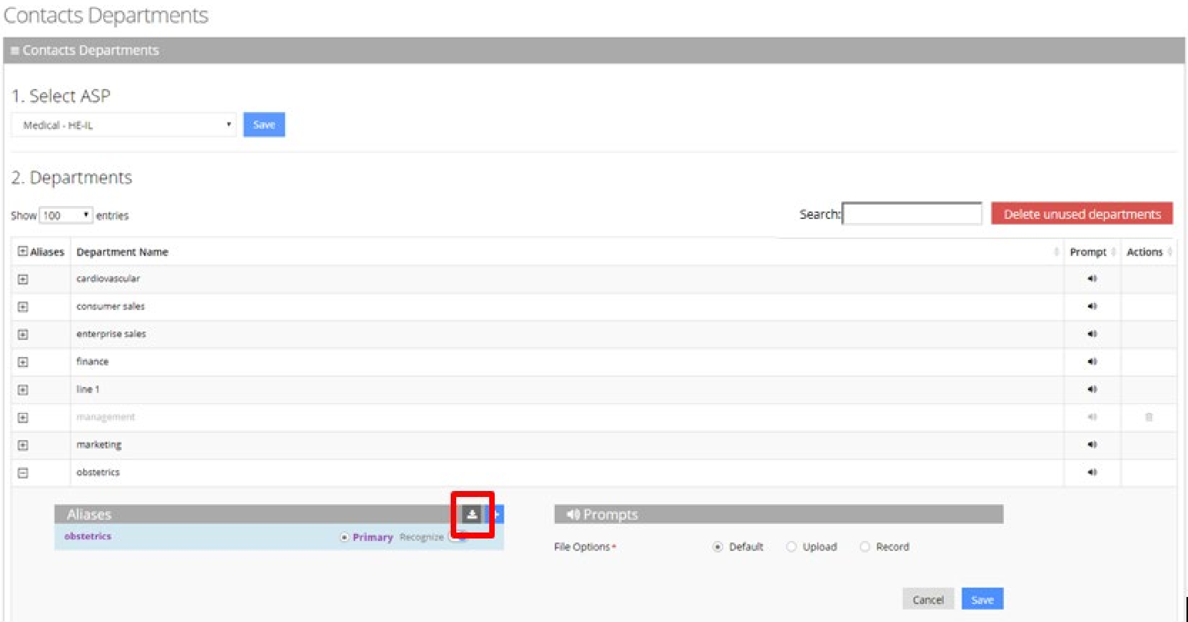
This feature allows you to import specific departments and aliases that are part of the pre-defined packages.

Note: This feature is only applicable if the ASP has been set to "Medical", on the Contacts Departments page.

➢ **To import departments and their related aliases from the "Medical" package:**

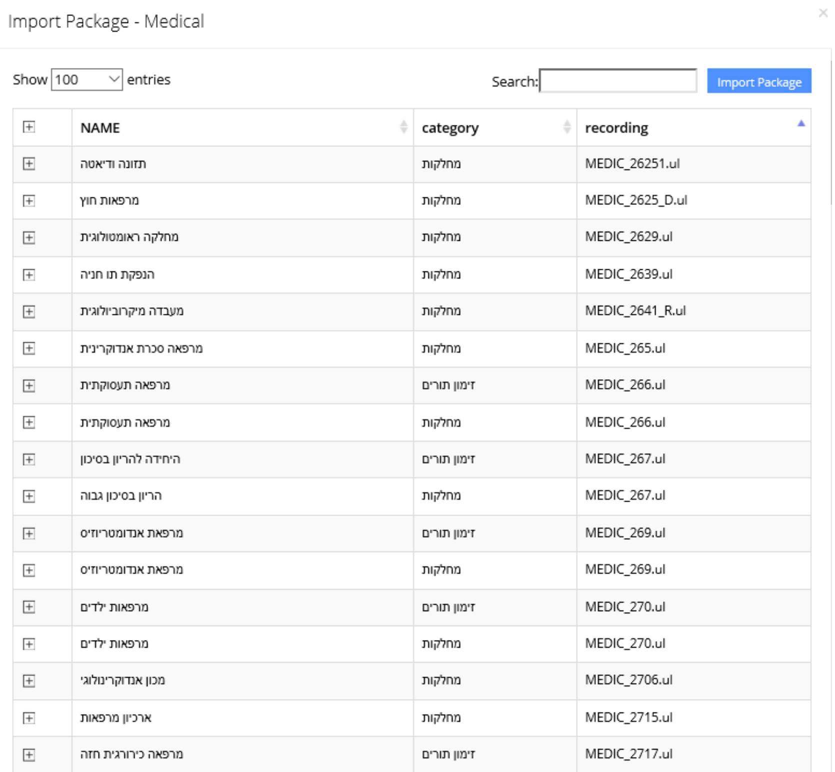
1. Open the Contacts Departments menu (**Contacts** > **Contacts Departments**).
2. Ensure that ASP has been set to "Medical".
3. Select the Department Name you wish to import to. In the example below, *obstetrics has* been selected.
4. Click the **Import Package** icon .

Figure 3-46: Importing Package



5. The Import Package page appears.

Figure 3-47: Import Package Page



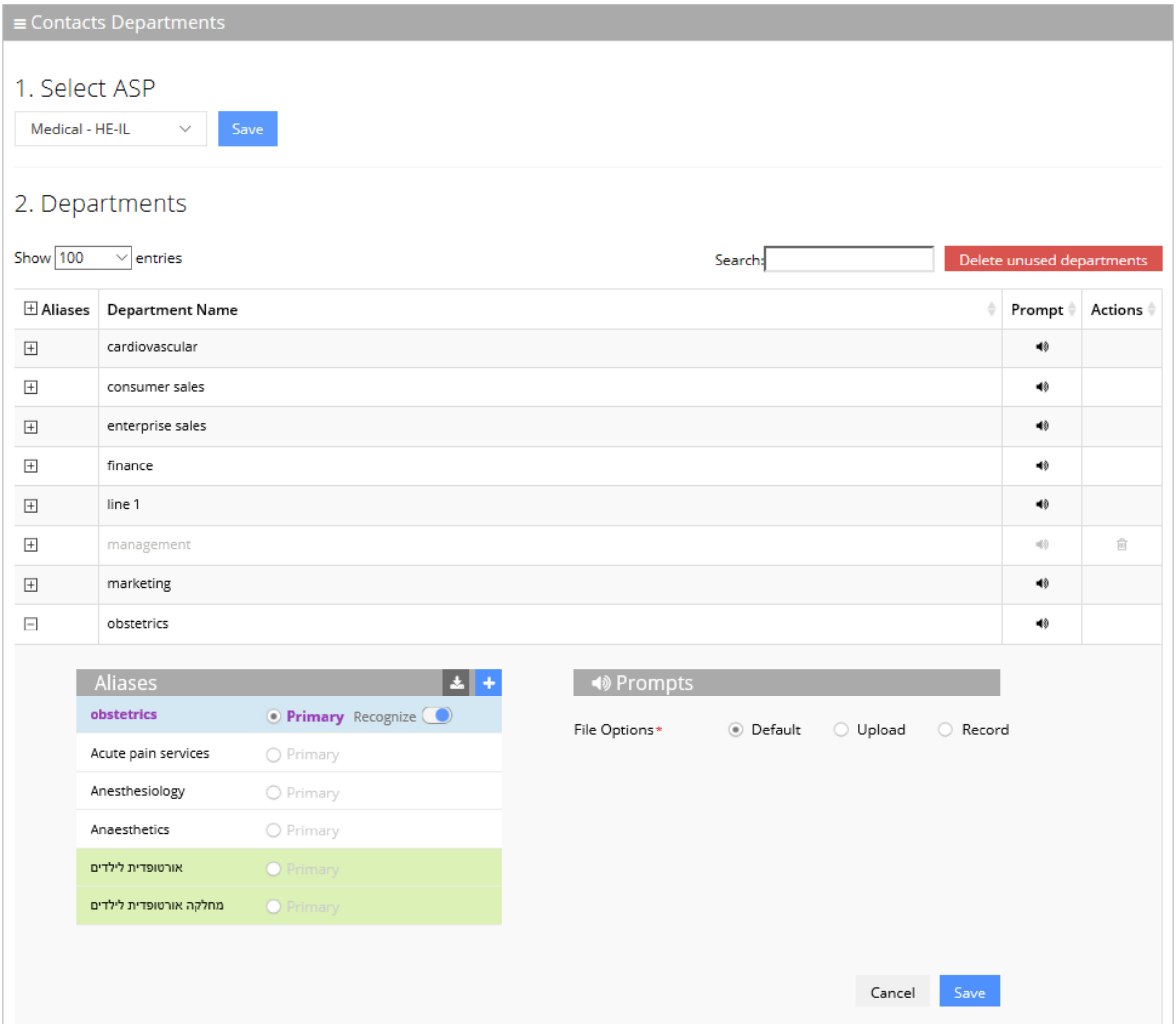
NAME	category	recording
תזונה ודיאטה	מחלקות	MEDIC_26251.ul
מרפאת חוץ	מחלקות	MEDIC_2625_D.ul
מחלקה ראומטולוגית	מחלקות	MEDIC_2629.ul
הנפקת תו חניה	מחלקות	MEDIC_2639.ul
מעבדה מיקרוביולוגית	מחלקות	MEDIC_2641_R.ul
מרפאה סכרת אנדוקרינית	מחלקות	MEDIC_265.ul
מרפאה תעסוקתית	זימון תורים	MEDIC_266.ul
מרפאה תעסוקתית	מחלקות	MEDIC_266.ul
היחידה להריון בסיכון	זימון תורים	MEDIC_267.ul
הריון בסיכון גבוה	מחלקות	MEDIC_267.ul
מרפאת אנדומטריוזיס	זימון תורים	MEDIC_269.ul
מרפאת אנדומטריוזיס	מחלקות	MEDIC_269.ul
מרפאת ילדים	זימון תורים	MEDIC_270.ul
מרפאת ילדים	מחלקות	MEDIC_270.ul
מכון אנדוקרינולוגי	מחלקות	MEDIC_2706.ul
ארכיון מרפאות	מחלקות	MEDIC_2715.ul
מרפאה כירורגית חזה	זימון תורים	MEDIC_2717.ul

6. Select the Department Name(s) you wish to import. The selected departments are shaded.

Figure 3-48: Import Package Page

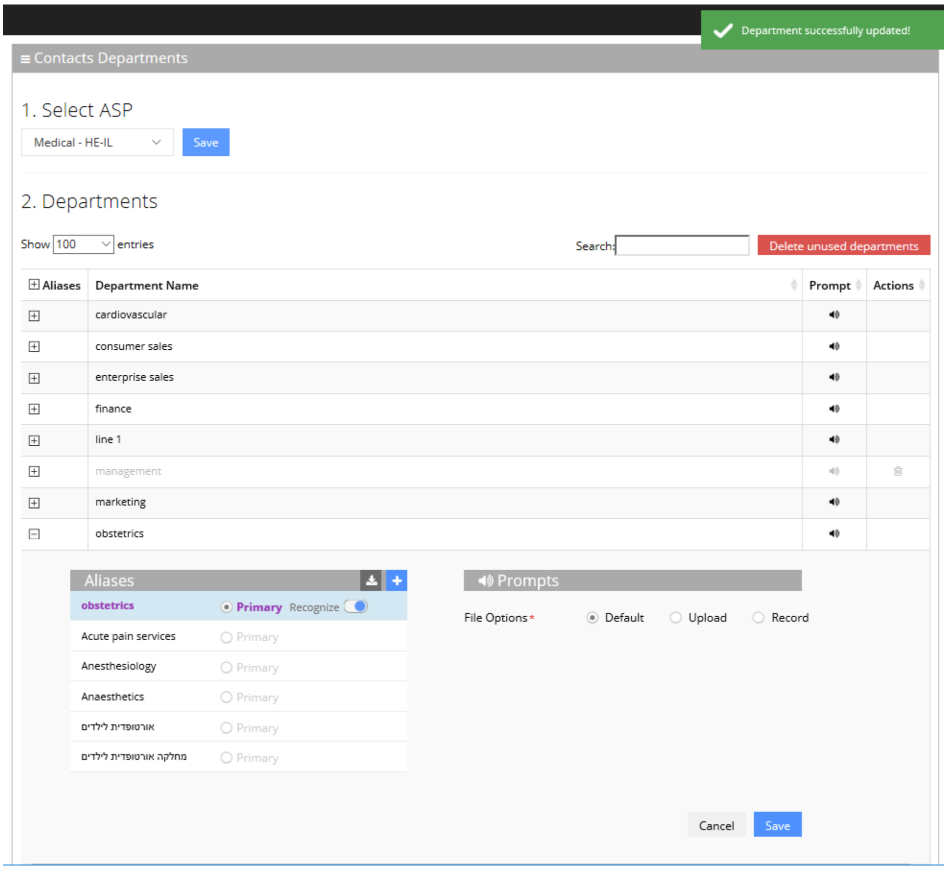
7. Click **Import Package**; the imported departments are highlighted in green.

Figure 3-49: Selected Departments



8. Click **Save** to complete the import phase; the green highlight is removed. A message appears in the top right-hand part of the screen with a message "Department successfully updated".

Figure 3-50: Imported Departments



3.4.10 Importing Contacts Department

The CSV file to be imported should contain the following:

- UID (mandatory) - An employee ID or any unique number, name or both.
- Department Name
- Aliases – Should be separated by a semi-colon ';'. Only the first alias can be set as 'Primary' and start with '#'.
- Recognize – The two possible values are:
  - True (1)
  - False (0)

  If no alias has been set as 'Primary', then Recognize must be set to 'True' (1).

9. The XLS file can be imported according to the following layout.

Figure 3-51: Contacts Departments XLS File Layout

A	B	C	D
UID	Department Name	Aliases	Recognize
1111	Child care services	Child care;Child	1
2222	Station for surgery	#Surgery;Surgery Station	0

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4 Managing Departments Lists

This section describes how to manage your dictionary list and departments.

Figure 4-1: Departments

4.1 Using the Dictionary List

AC Voca provides the ability to create separate lists of departments that can be used on a menu level for detection. You can manually add Department Names or import them from pre-defined packages into your department lists.

For every tenant/service the "Default" Dictionary List is pre-defined and can't be deleted. It can be used for creating your list or alternatively you can create a new department list with your required name.

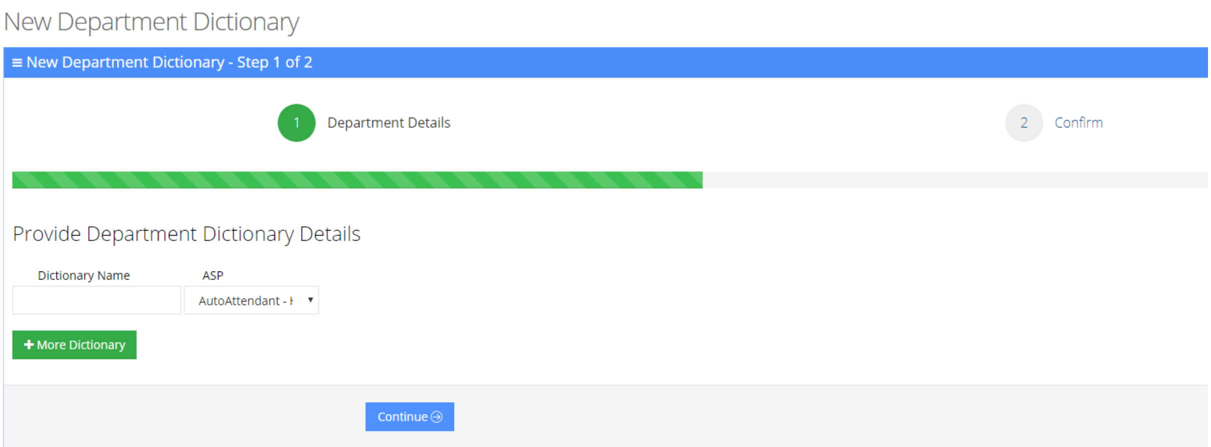
4.1.1 Adding Department Dictionary

The procedure below describes how to add a department dictionary.

➢ **To add a department dictionary:**

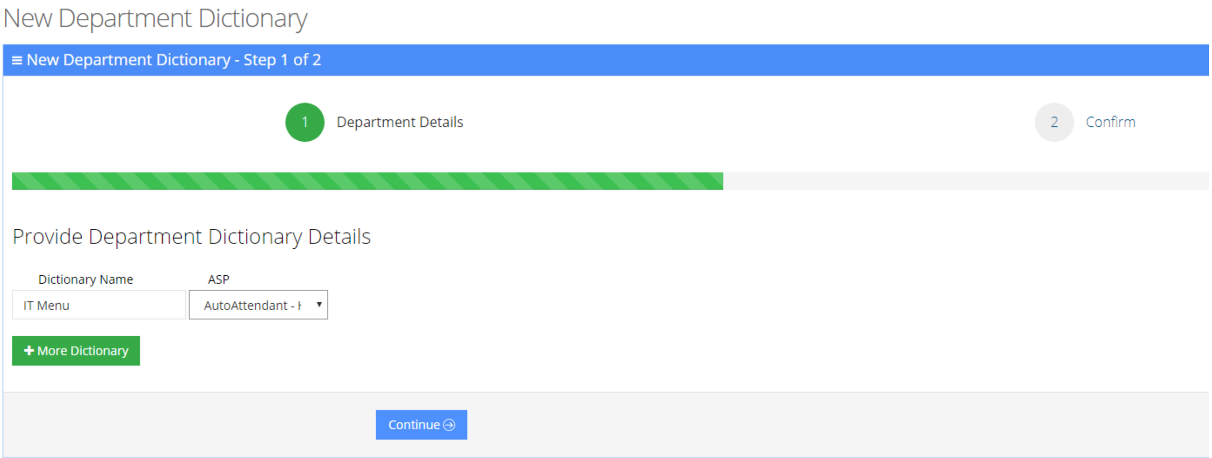
1. Open the Department Dictionary menu (**Departments** > **Dictionary List**).
2. Click **Add New**; the following appears:

Figure 4-1-1-1: New Department Dictionary



3. Under the **Provide Department Dictionary Details** group, enter the following:
   - Dictionary Name
   - ASP
4. Enter the required fields.

Figure 4-1-1-2: Provide Department Dictionary Details



5. Click **Continue**.
6. Click **Save Information**.

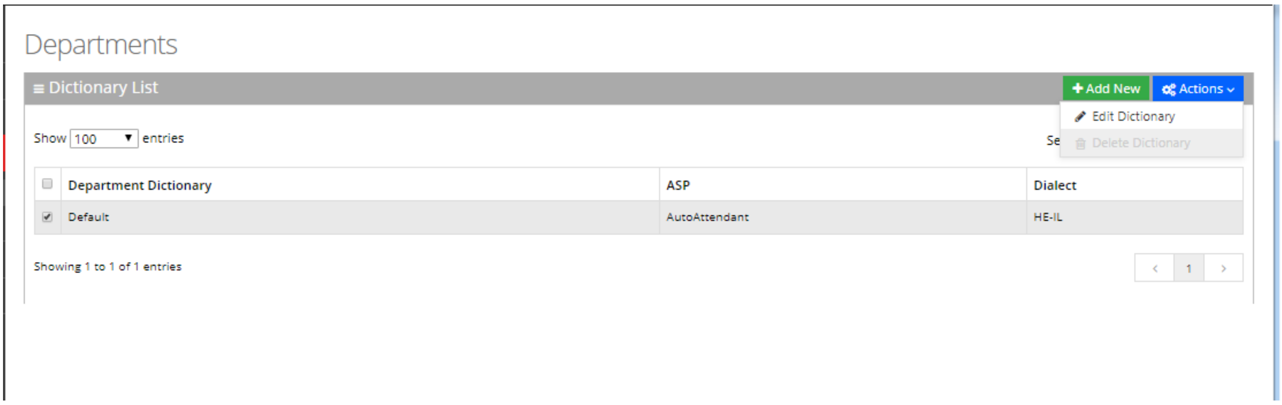
4.1.2 Editing Department Dictionary

The procedure below describes how to edit a Department dictionary.

➢ To edit a department Dictionary:

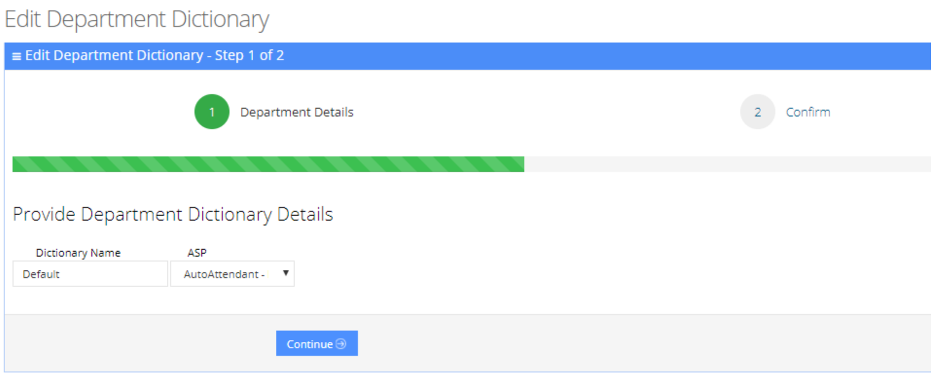
1. Open the Department Dictionary menu (**Departments** > **Dictionary List**).
2. Check the Department Dictionary that you wish to edit.
3. From the 'Actions' drop-down list, select **Edit Dictionary.**

Figure 4-1-2-1: Edit Department Dictionary



4. Edit the required fields.

Figure 4-1-2-2: Edit Department Dictionary Details



5. Click **Continue**.
6. Click **Save Information**.

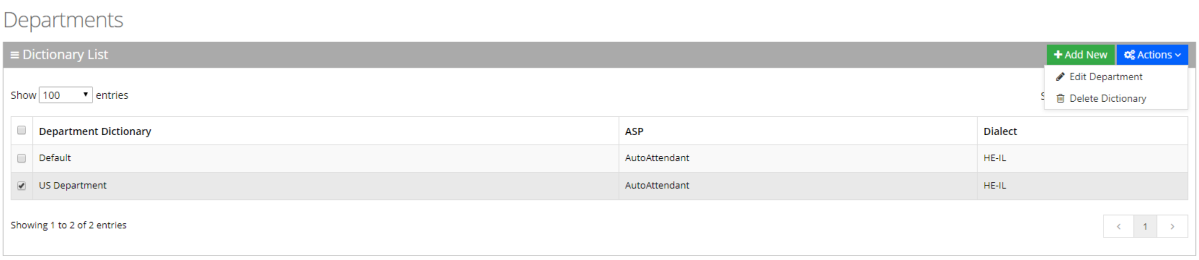
4.1.3 Deleting Department Dictionary

The procedure below describes how to delete a department Dictionary.

➢ **To Delete a department Dictionary:**

1. Open the Department Dictionary menu (**Departments** > **Dictionary List**).
2. Check the Department Dictionary that you wish to Delete.
3. From the drop-down action list select **Delete Dictionary**.

Figure 4-1-3-1: Delete Department Dictionary



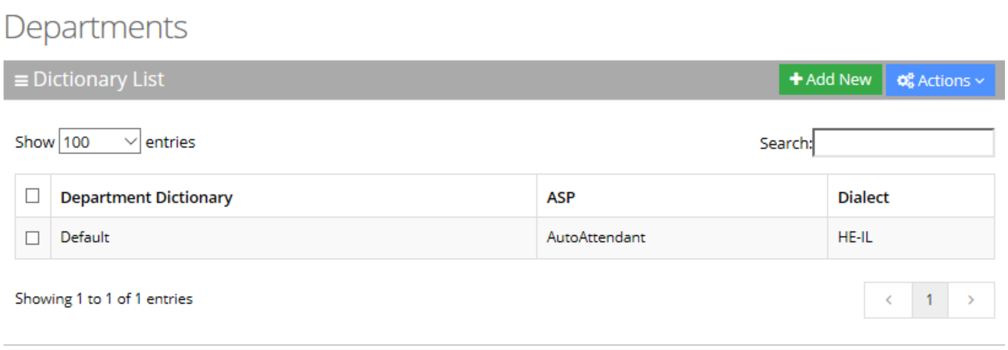
4.2 Adding a Department Manually

The procedure below describes how to add a department to specific department Dictionary manually.

➢ **To add a department manually:**

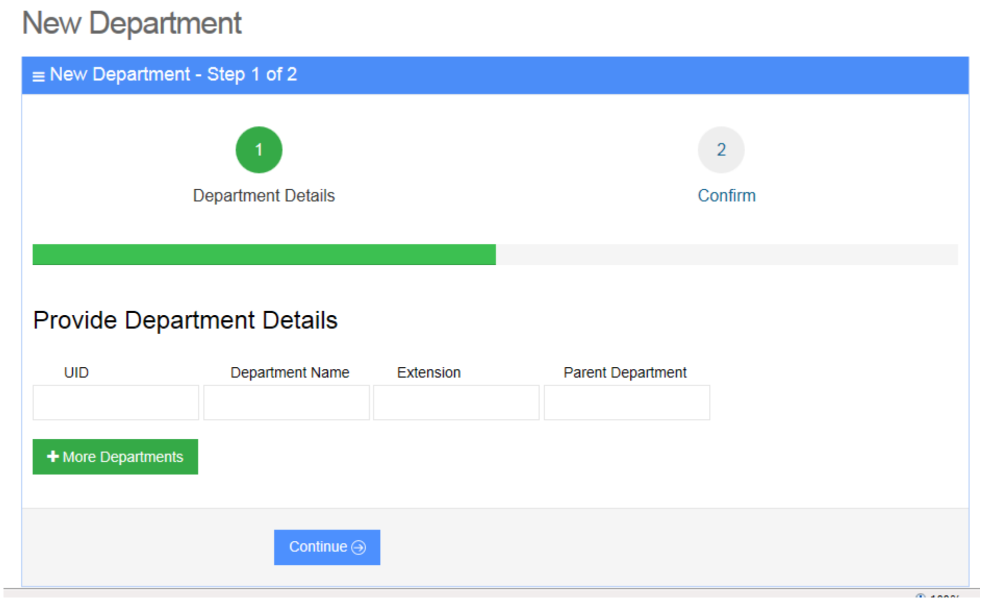
1. Open the **Departments menu** and click the required department Dictionary (**Departments** > <*department Dictionary name*>).
2. Click the **Departments List** menu.

Figure 4-2-1: Open Departments List



3. Click **Add New**; the following appears:

Figure 4-3-2: New Department



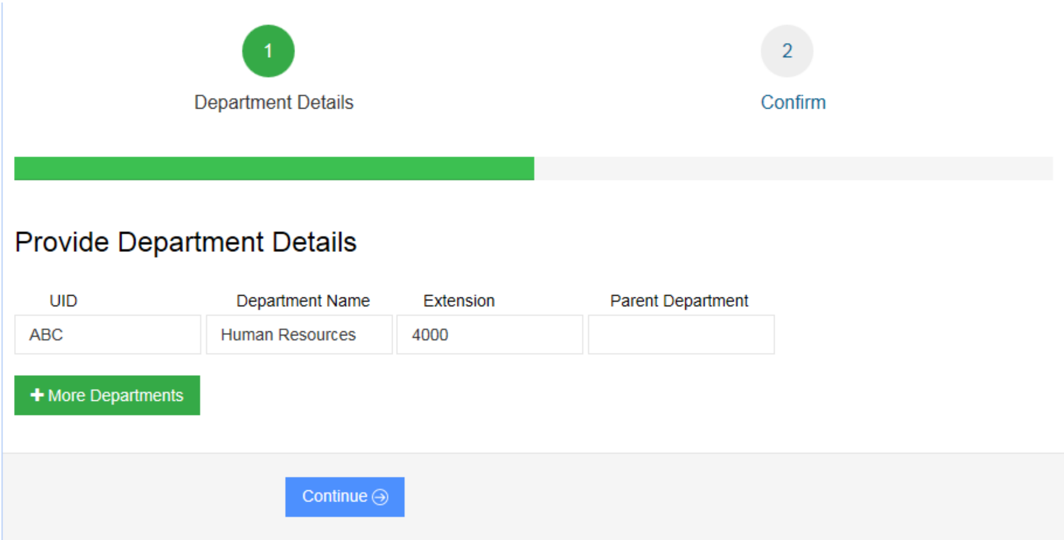
4. Under the **Provide Department Details** group, enter the following:
   - UID
   - Department Name
   - Extension
   - Parent Department

5. Enter the required fields.

Notes:

- Every Department must have a unique ID. It can either be a unique number or a name (for example, ABC123).
- The 'Parent Department' field can be ignored for this step.

Figure 4-4: Provide Department Details



6. Click **Continue**.
7. Click **Save Information**.

4.3 Activating a Department

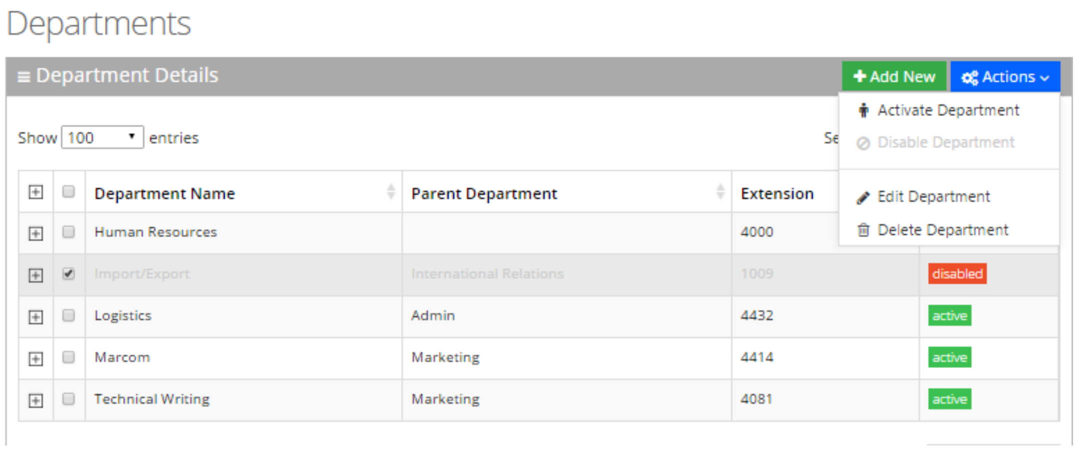
> **Note:** By default, a new department is already activated. This sub-section is applicable to departments that have been disabled, that you now wish to activate.

The procedure below describes how to activate a department.

➢ **To activate a department:**

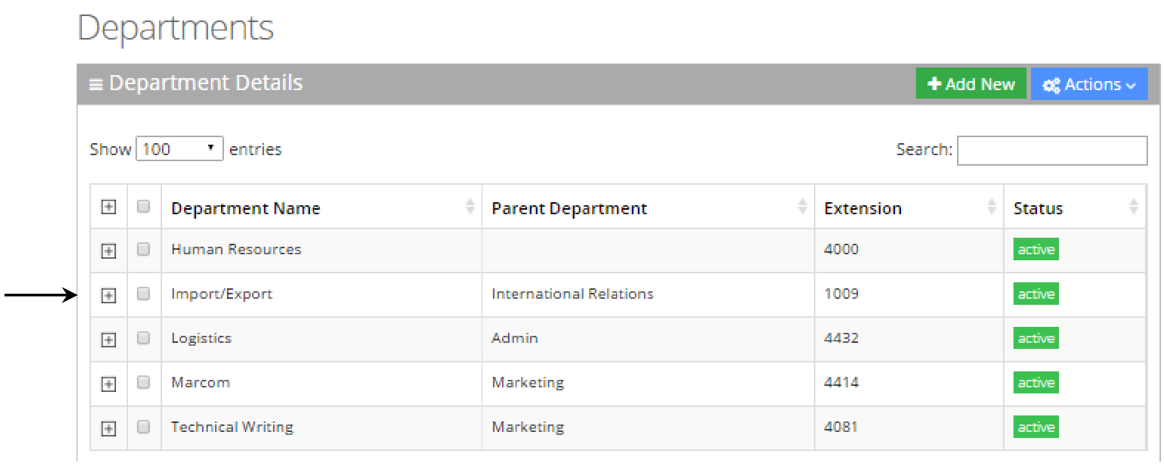
1. Open the Departments menu and click the required department Dictionary (**Departments** > <*department Dictionary name*>).
2. Click the **Department List** menu.
3. Select the department you wish to activate by enabling the Department check box.
4. From the 'Actions' drop-down list, select **Activate Department**.

Figure 4-5: Activate a Department



5. The disabled department appears with a green status of "active", as shown below.

Figure 4-6: Activated Department



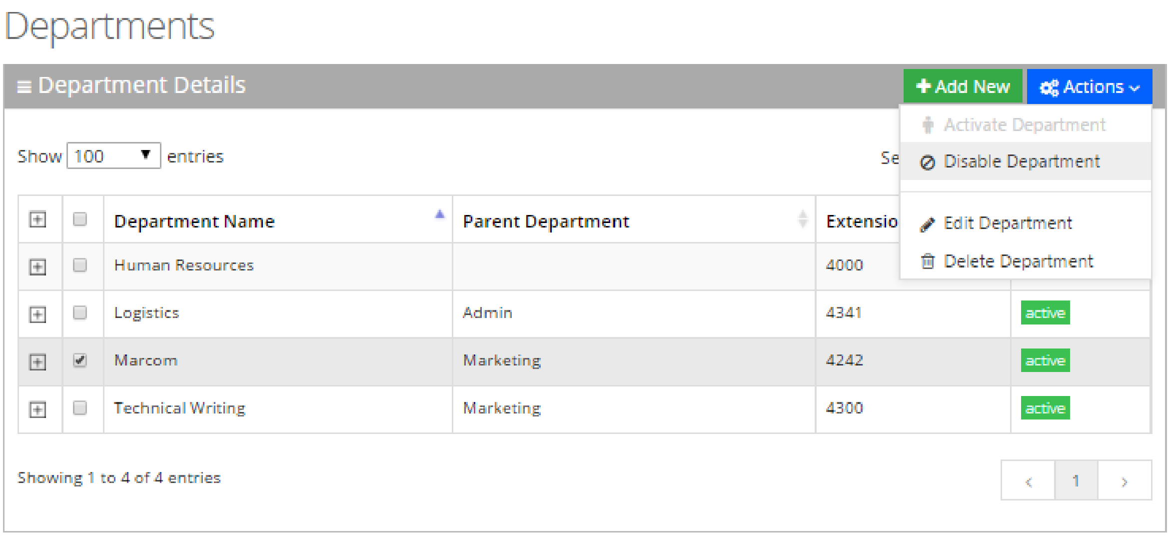
4.4 Disabling a Department

The procedure below describes how to disable a department.

➢ **To disable a department:**

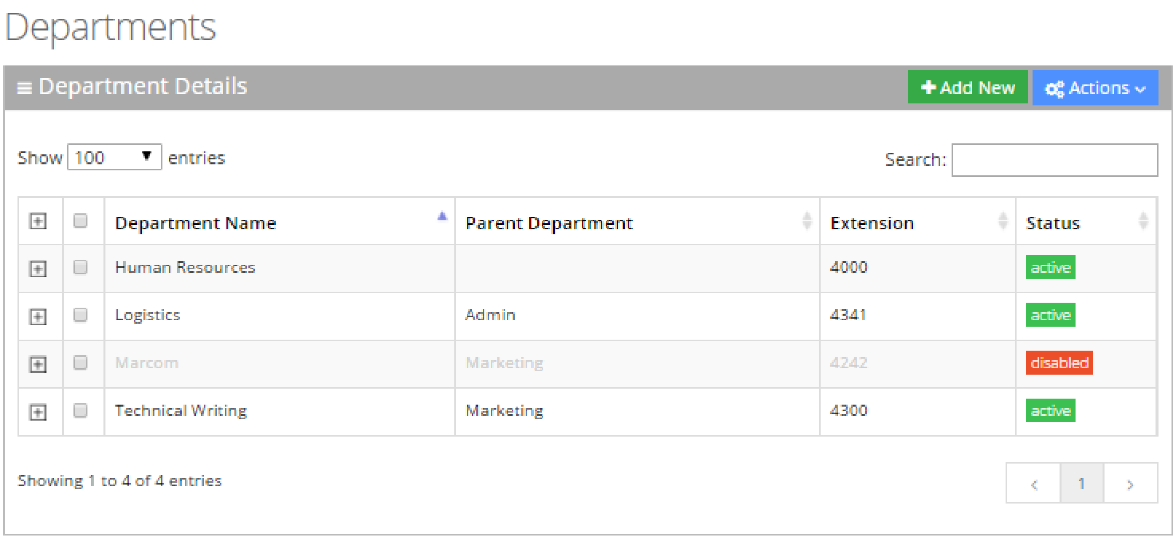
1. Open the Departments menu and click the required department (**Departments** > *<department Dictionary name>*).
2. Click on the **Department List** menu.
3. Select the department you wish to disable by enabling the Department check box.
4. From the 'Actions' drop-down list, select **Disable Department**.

Figure 4-7: Disabling a Department



5. The selected department is "disabled" as shown in the figure below:

Figure 4-8: Disabled Department



4.5 Editing a Department

The procedure below describes how to edit a department.

➢ To edit a department:

1. Open the Departments menu, and then click the required department (**Departments** > *<department Dictionary name>*).
2. Click on the **Department List** menu
3. Select the department you wish to edit by enabling the Department check box.
4. From the 'Actions' drop-down list, select **Edit Department**; the following appears:

Figure 4-9: Department Detail Actions

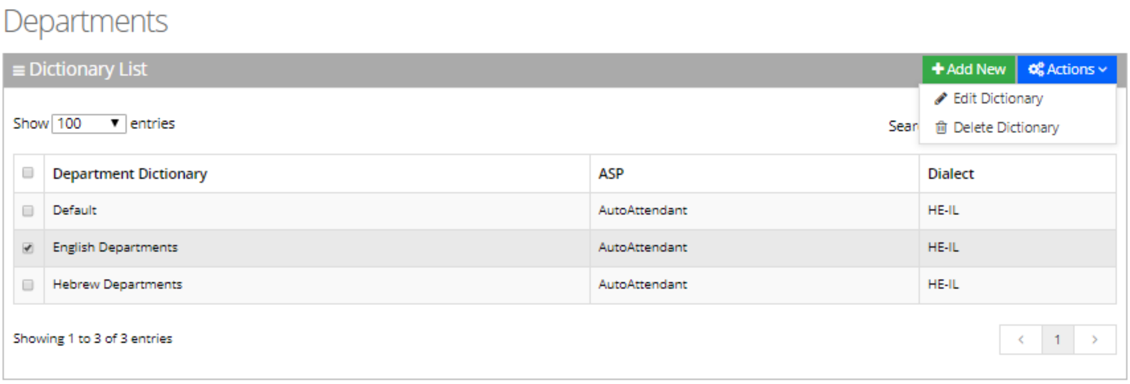
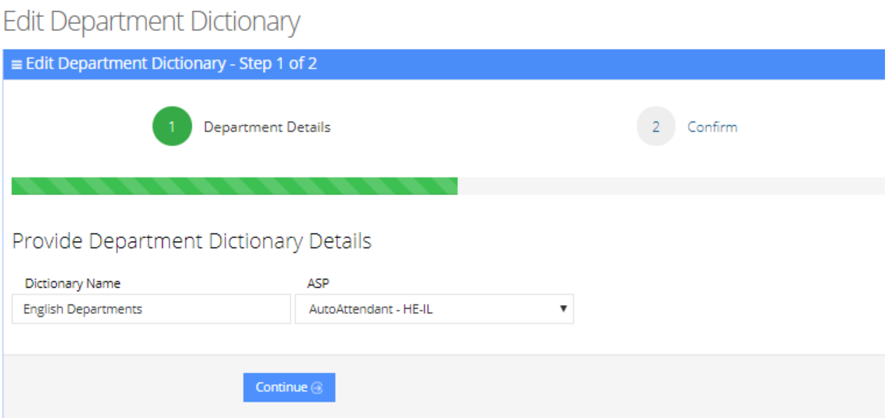
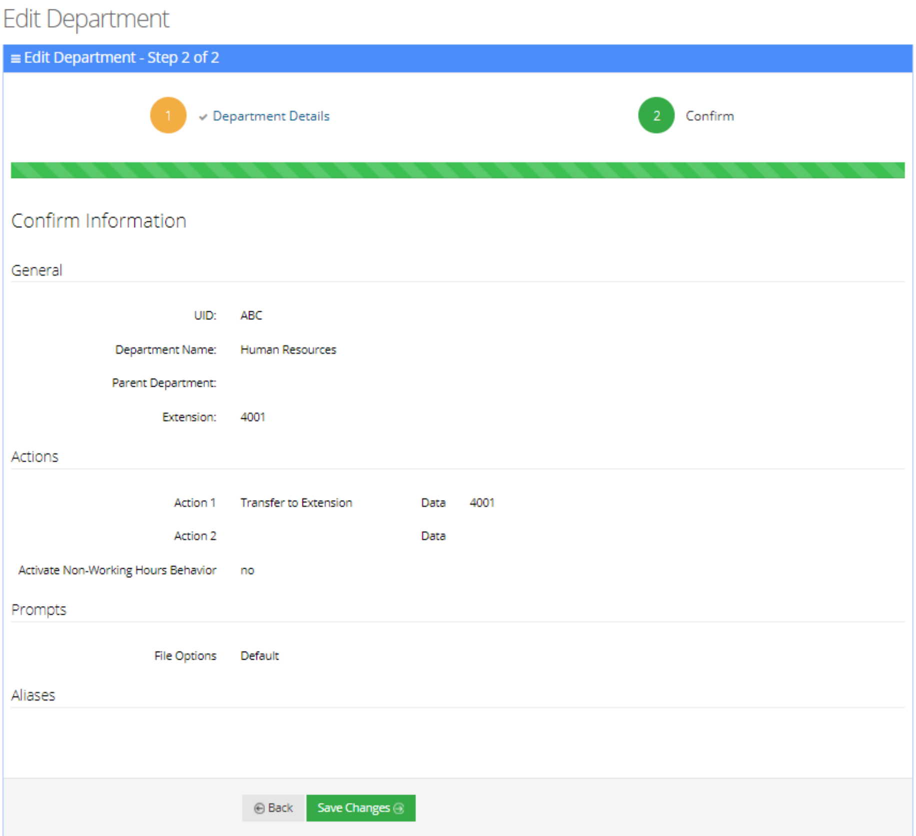


Figure 4-10: Edit Department Dictionary



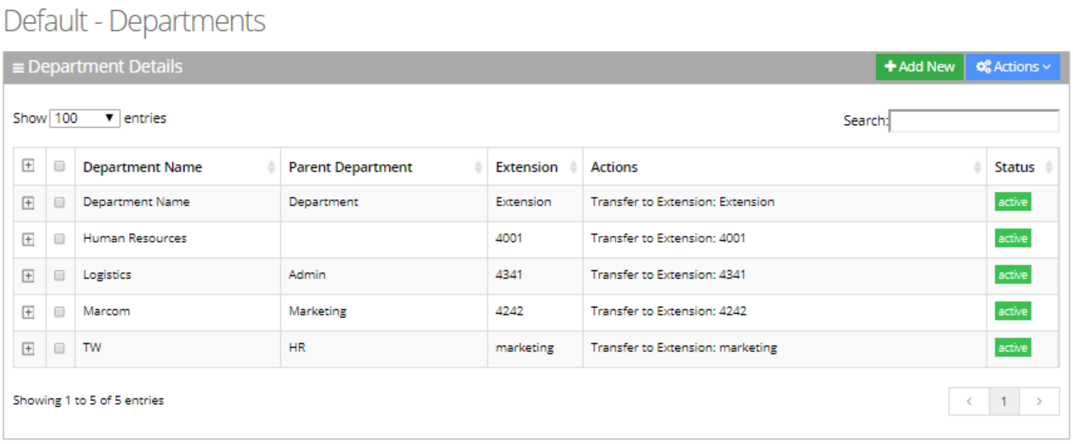
5. Make your changes on the ‘Edit Department’ screen, and then click **Continue.**

Figure 4-11: Edit Department – Save Changes



6. Click **Save Changes**; the updated Department details appear.

Figure 4-12: Updated Information



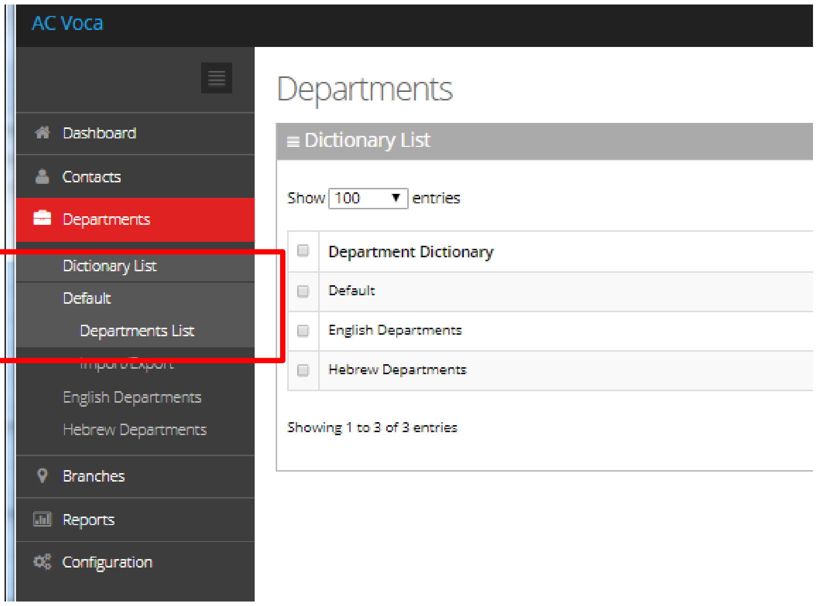
4.6 Setting Actions for a Department

The procedure below describes how to set various actions for each department.

➢ **To set Actions for a Department:**

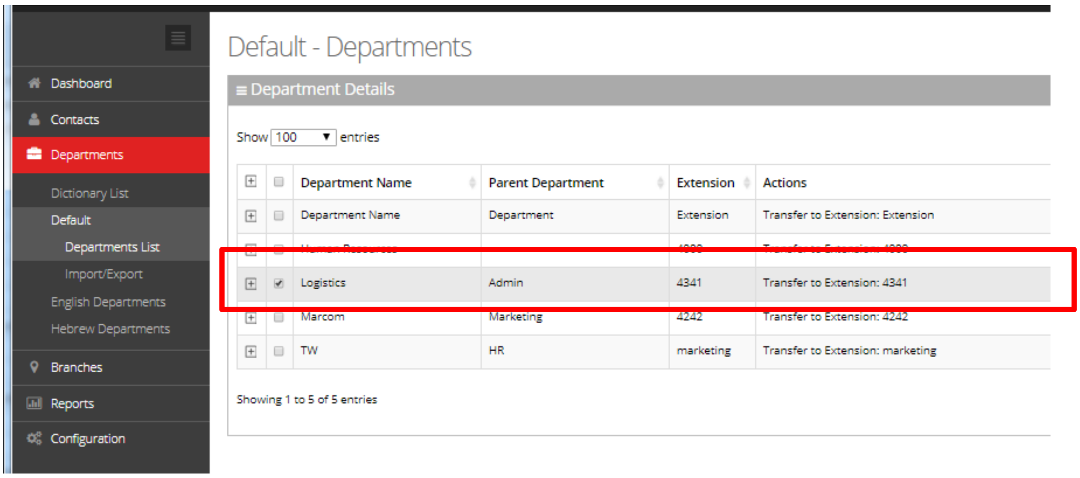
1. On the menu pane, under the **Departments** menu, select the Department Dictionary name you wish to edit.
2. Click the **Dictionary List** menu option. In our example, we selected the 'Default' Dictionary List.

Figure 4-13: Departments List



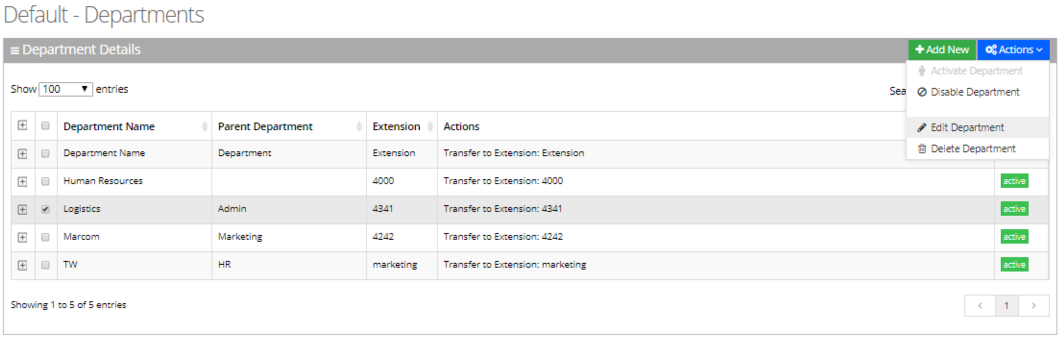
3. Click on the **Departments List** menu option, and then select a department to edit.

Figure 4-14: Selecting Department within Departments List



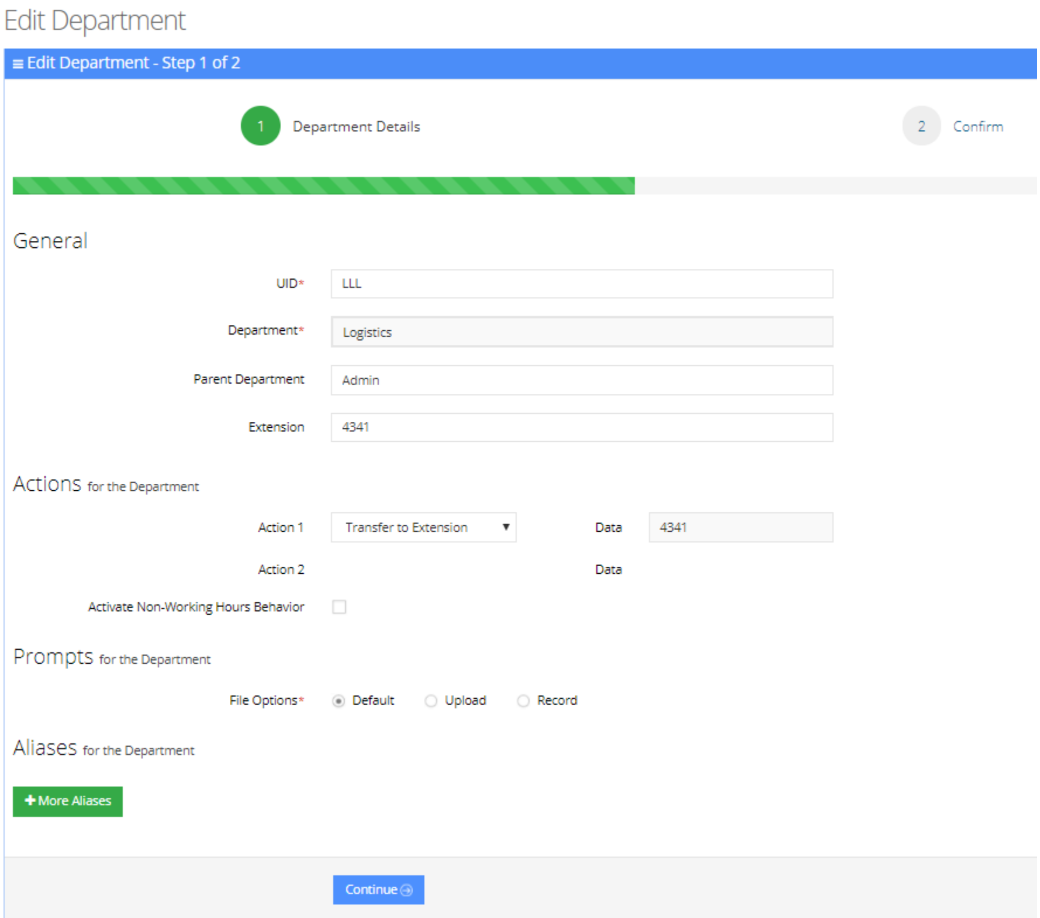
4. Click the **Actions** drop-down list.

Figure 4-15: Selecting Department



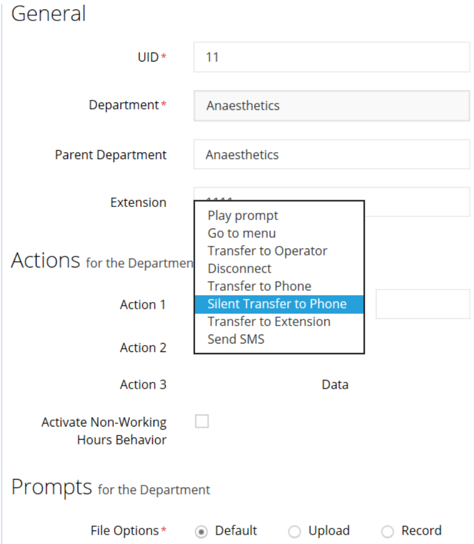
5. Select **Edit Department**; the following appears:

Figure 4-16: Selecting Edit Department



6. From the 'Action 1' drop-down list, select one of the following options:

Figure 4-17: Actions for Department Fields



- **Play prompt:** The system plays a prompt as described in the 'Action 1 Data' field, and then perform the action described in 'Action 2'.
- **Go to menu:** The system directs you to another menu, specified in the 'Action 1 Data' field.
- **Transfer to Operator:** The system transfers the call to the operator.
- **Disconnect:** The system automatically disconnects.
- **Transfer to Phone:** The system transfers the call to a phone number as shown in the 'Action 1 Data' field.
- **Silent Transfer to Phone:** The system transfers the call to the extension without playing the "*Transferring the call to…*" prompt.
- **Transfer to Extension:** The system transfers the call to the extension number.
- **Send SMS**: Allows for an SMS message to be sent.
  a. If you want to send an SMS, from the 'Action 1' drop-down list, select **Send SMS**.
  b. In the 'Action 1 Data' field, click the icon; the following appears:

Figure 4-18: Write SMS

  c. Write the SMS, and then click **OK**. The SMS is sent as the first Action Type for the appropriate key.

d. Note that the number of characters in the SMS, is limited by the allowed message parts and the language type used.
e. Sending an SMS must be followed by an action.

Notes:

- If you have selected "Send SMS" and you are calling from a mobile phone, the SMS is sent directly to your mobile phone. If you are calling from a landline, the system asks you to enter the mobile number that you wish to receive the SMS on.
- The "Send SMS" action is only applicable if the Administrator has given the appropriate permissions.

7. In the 'Action1 Data' field, enter the related action data for the 'Action 1' field.

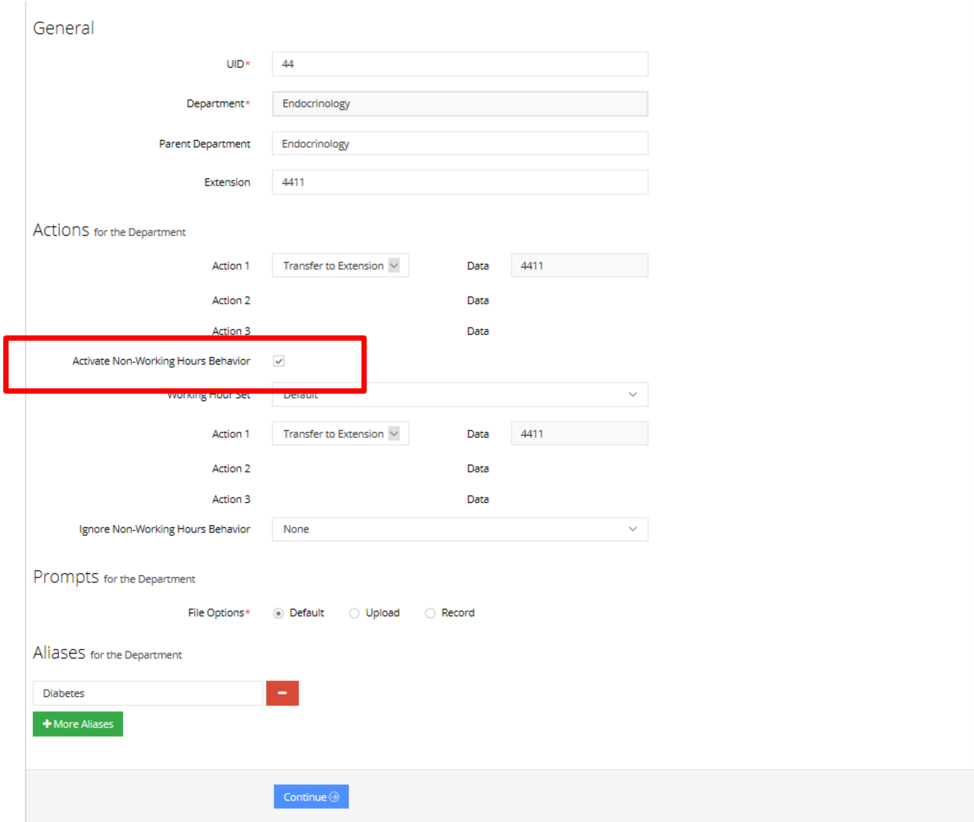
4.7 Non-Working Hours Behavior for a Department

The procedure below describes how to set Non-Working Hours behavior for each department.

➢ **To set Non-Working Hours behavior:**

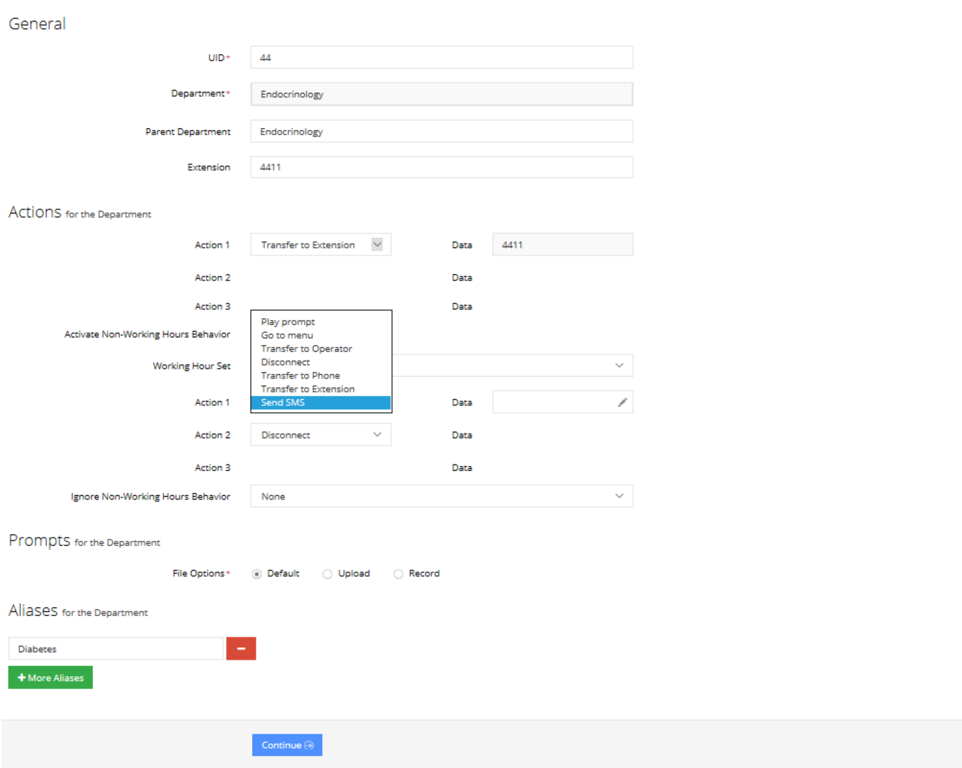
1. See Steps 1 to 5 in Section 4.6 on page 70.
2. From the screen in Step 5, enable the 'Activate Non-Working Hours Behavior' check box.

Figure 4-19: Non-Working Hours Behavior Fields



3. From the 'Working Hours Set' drop-down list, you can select a pre-configured list of working hours set for each department (See Section 7.5 on page 166).

Figure 4-20: Activate Non-Working Hours Behavior Fields



4. From the 'Action 1' drop-down list, select one of the following options:
   - **Play prompt:** The system plays a prompt described in the **Action 1 Data** field, and then perform the action described in **Action 2**.
   - **Go to menu:** The system directs you to another menu, specified in the **Action 1 Data** field.
   - **Transfer to Operator:** The system transfers the call to the operator.
   - **Disconnect:** The system automatically disconnects.
   - **Transfer to Phone:** The system transfers the call to a phone number as shown **in** in the **Action 1 Data** field.
   - **Transfer to Extension:** The system transfers the call to the extension number.
   - **Send SMS**: Allows for an SMS message to be sent.
   - If you want to send an SMS, from the 'Action 1' drop-down list, select **Send SMS**.
     a. In the 'Action 1 Data' field, click the icon; the following appears:

Figure 4-21: Write SMS

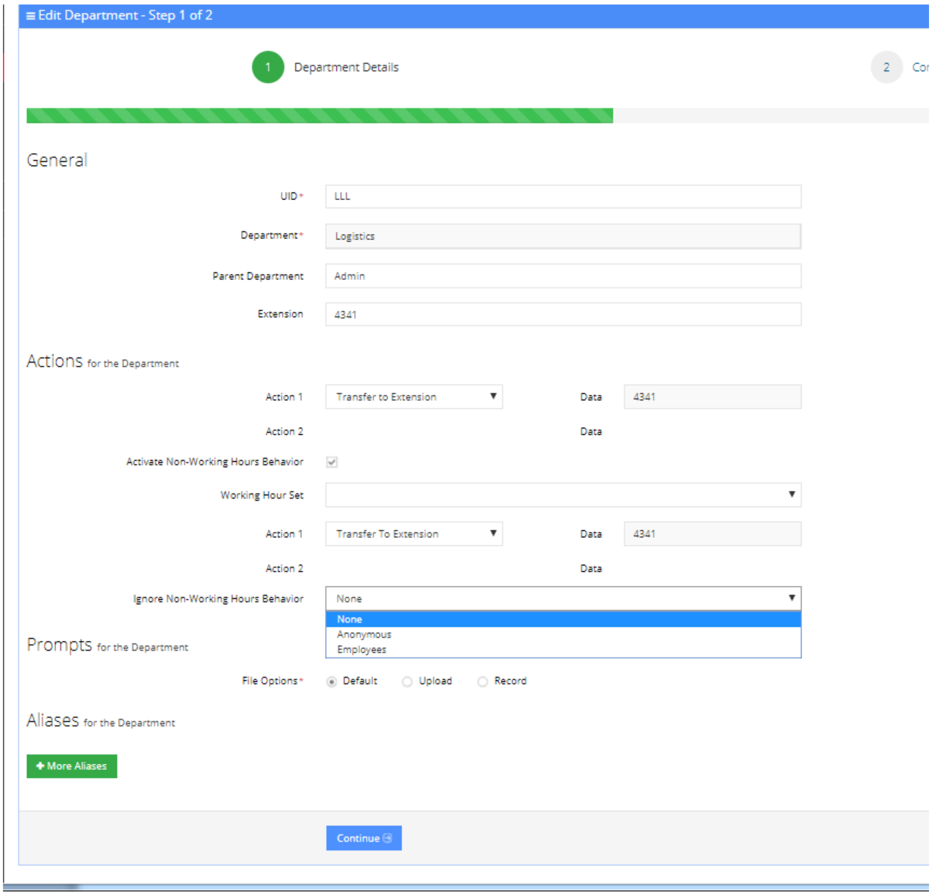
     b. Write the SMS, and then click **OK**; the SMS sends it.

Notes:

- If you have selected "Send SMS" and you are calling from a mobile phone, the SMS is sent directly to your mobile phone. If you are calling from a landline, the system asks you to enter the mobile number that you wish to receive the SMS on.
- The "Send SMS" action is only applicable if the Administrator has given the appropriate permissions.

5. In the 'Action1 Data' field, enter the related action data for the 'Action 1' field.

Figure 4-22: Ignore Non-Working Hours Behavior Fields



6. From the ‘Ignore Non-Working Hours Behavior’ drop-down list, select which type of callers the non-working hours behavior does not affect.
   - **None:** Select this option if you want the non-working hours behavior to affect all callers.
   - **Anonymous:** Select this option if you want the non-working hours behavior not to affect anonymous (non-employees) callers.
   - **Employees:** Select this option if you want the non-working hours behavior not to affect employee’s callers.

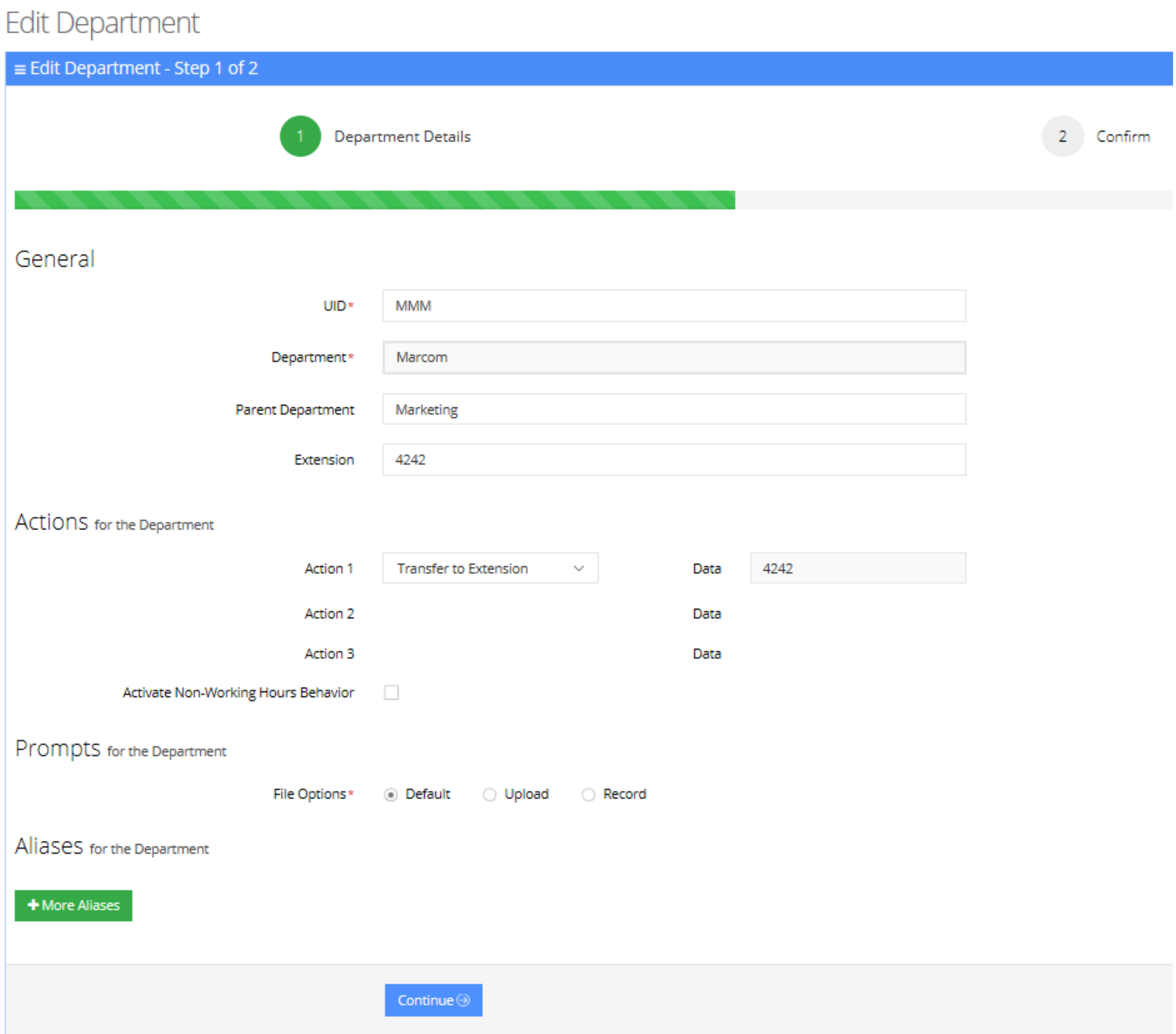
4.8 Configuring Department Prompts

The procedure below describes how to configure a Department audio prompt for the AC Voca service. You can use an existing default prompt, upload a prompt or record a new prompt.

➢ **To use the default department prompt:**

1. Open the **Department** menu and click the required department (**Departments** > *<department Dictionary name>*).
1. Click on the **Department List** menu.
2. Select the department you wish to edit by enabling the Department check box.
3. From the 'Actions' drop-down list, select **Edit Department**; the following appears:

Figure 4-23: Edit Department

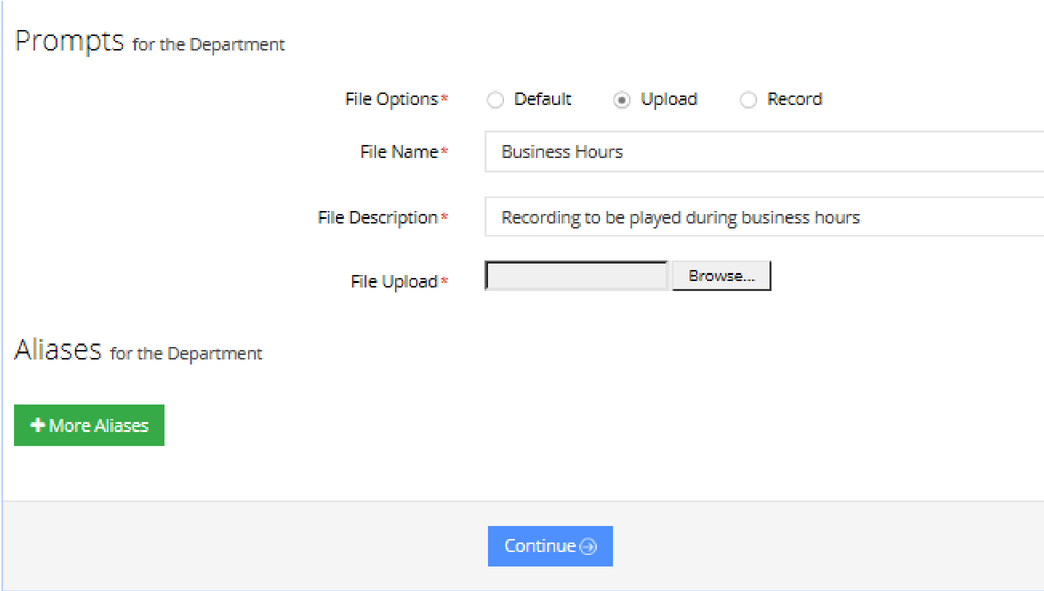


4. Under the **Prompts** group, select 'default' to use a pre-existing prompt.

- ➤ **To upload a prompt:**

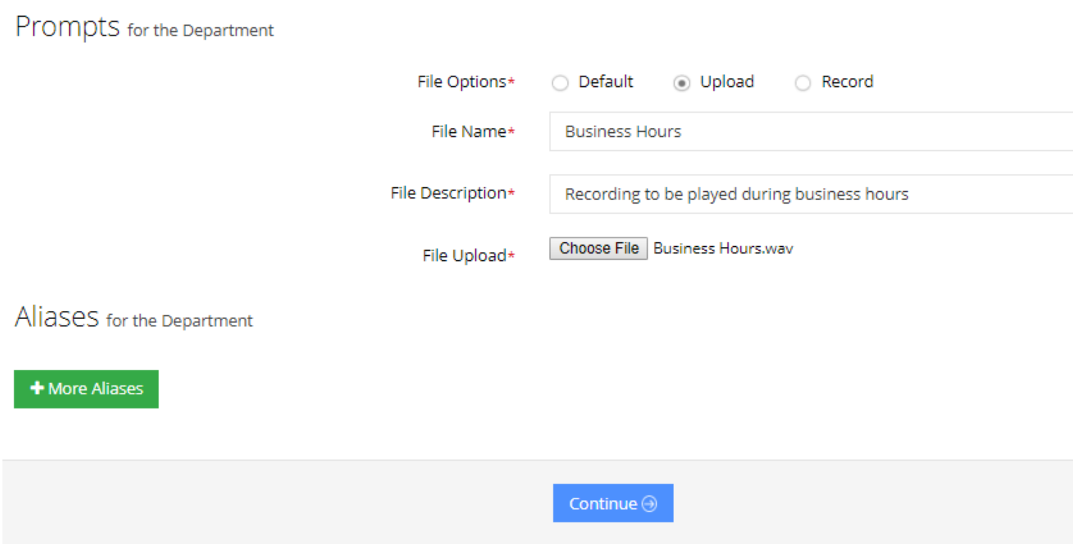
1. Click the **Upload** option.

Figure 4-24: New Prompt Details



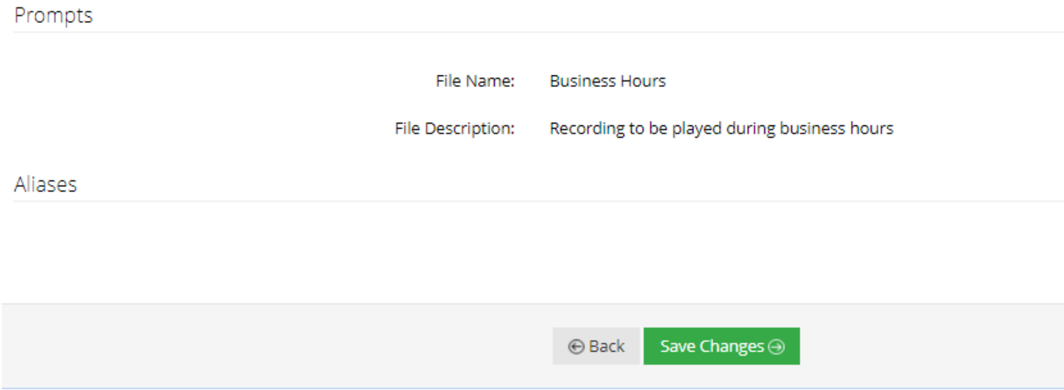
2. In the ‘File Name’ field, enter the audio file name.
3. In the ‘File Description’ field, enter a description of the prompt.
4. Click **Browse** to locate the audio file to be uploaded.

Figure 4-25: New Prompt Details – Choose File



5. Click **Choose File** to upload the file.

Figure 4-26: New Prompt Details – Choose File



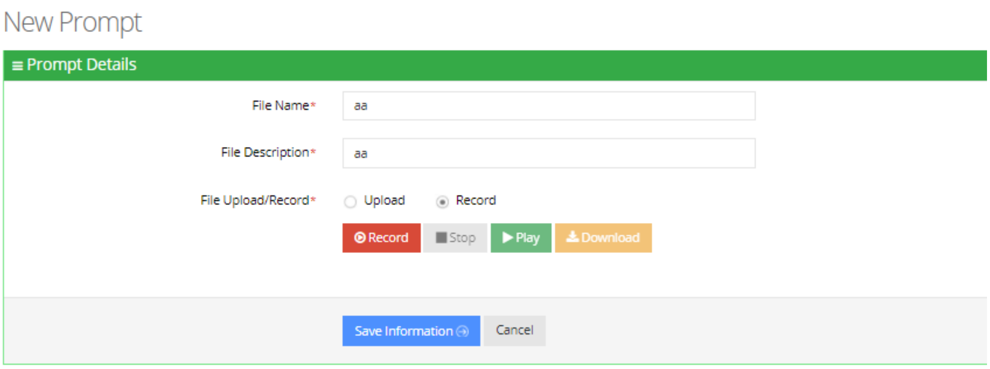
6. Click **Save Changes** to complete the upload process. A "Department Successfully Updated" message appears.

Note: The audio file must be in the following format - *.wav* file, with 16 Bit Resolution, mono, 8000Hz.

➢ To record a prompt:

1. Click **Record**, and then begin recording your prompt.

Figure 4-27: Record New Prompt Details

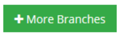


2. When finished recording, click **Stop**.
3. To replay the recent recording, click **Play**.
4. To save a copy of the recorded audio file, click **Download**.
5. Click **Save Information** to complete the recording process.

4.9 Creating an Alias for a Department

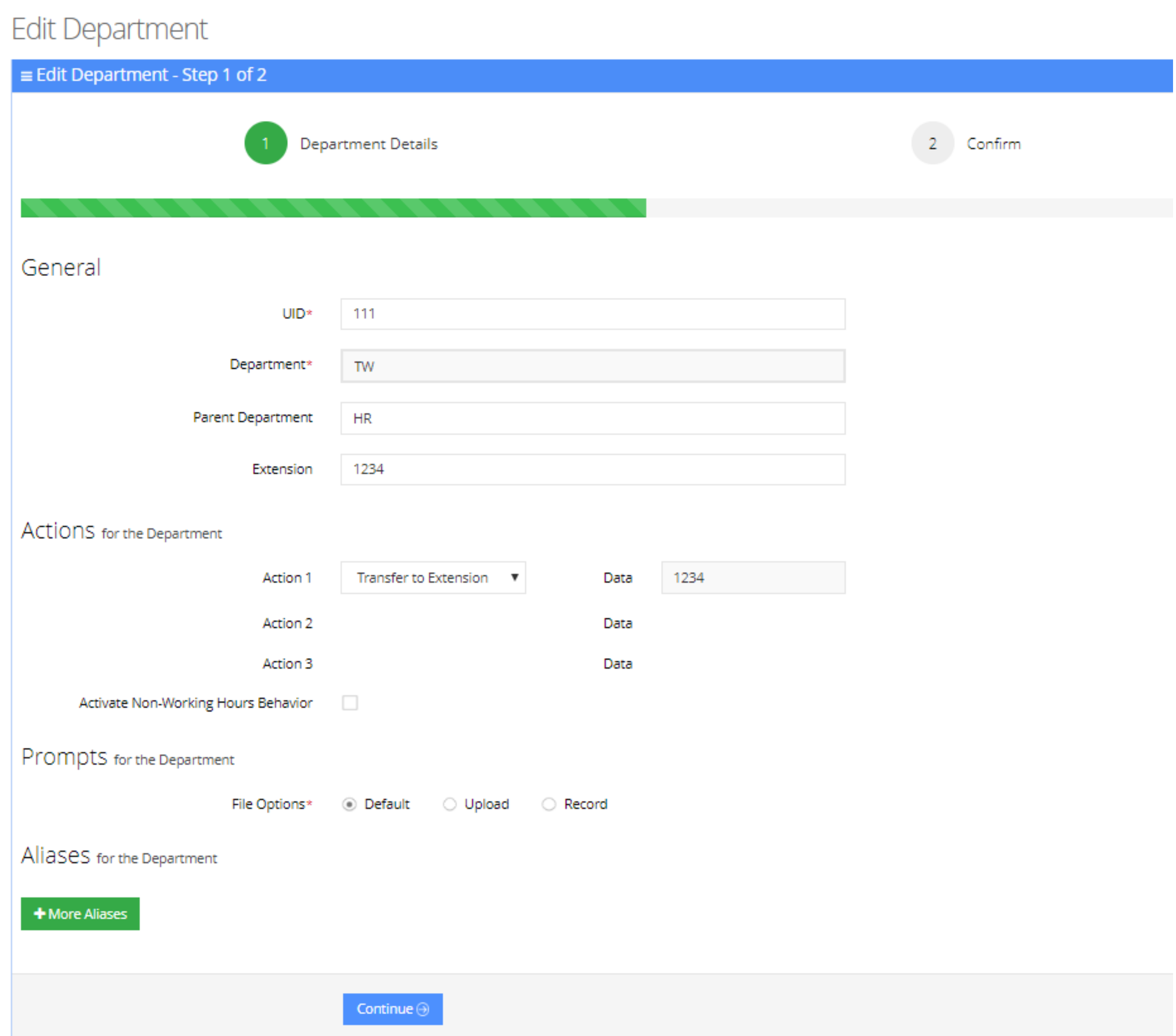
An alias is another name for a department, known or more familiar under another specified name. You can create an alias for a specified department.

➢ To create an alias for a department:

1. Open the Departments menu and click the required department (**Departments** > *<department Dictionary name>*).
2. Click on the **Department List** menu.
3. Select the department you wish to edit by selecting the department check box.
4. From the 'Actions' drop-down list, select **Edit Department**.
5. Under the **Alias** group, click the 

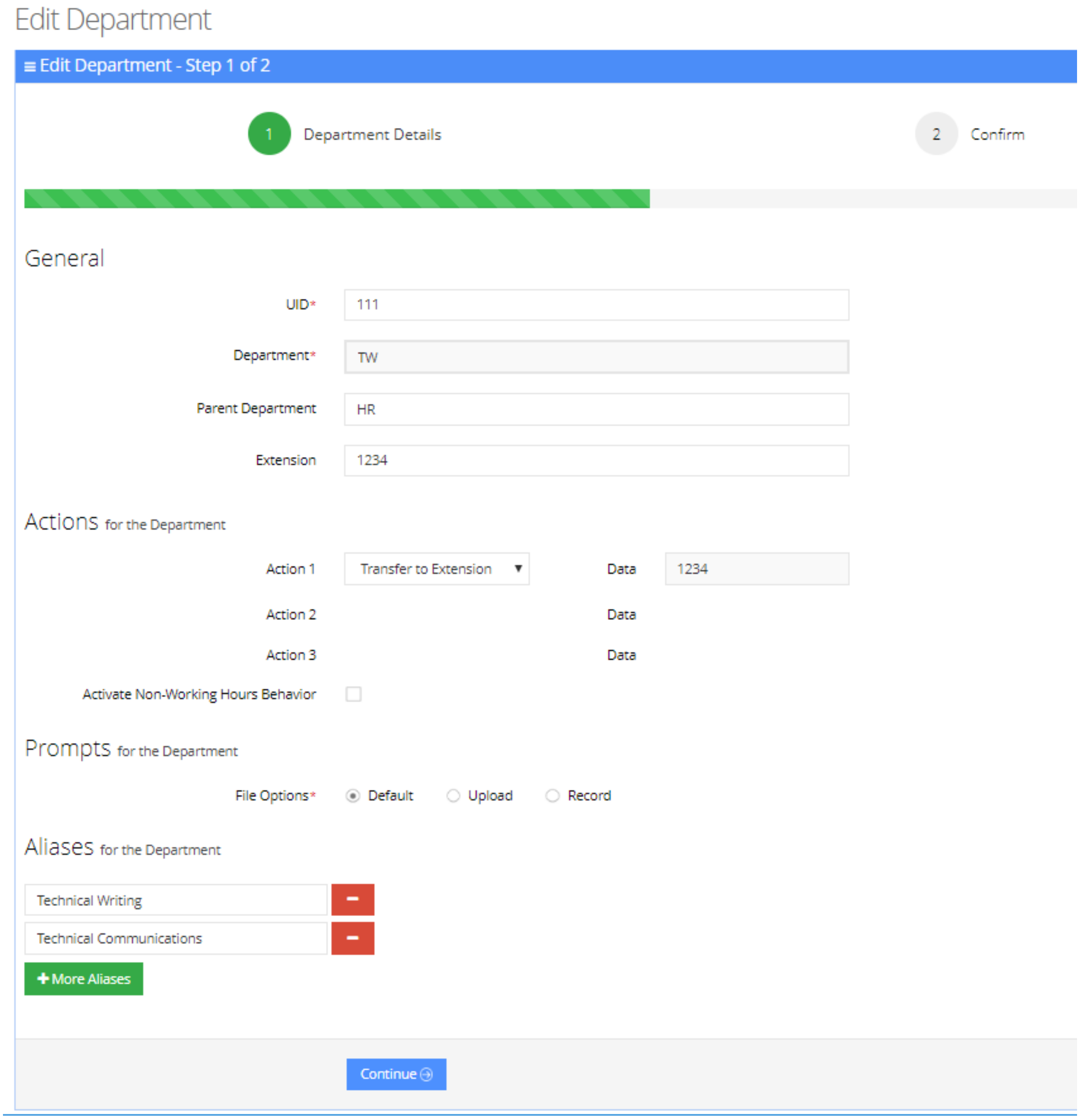
button; the following appears:

Figure 4-28: Create an Alias for a Department – Edit Department



6. Enter the alias name(s).

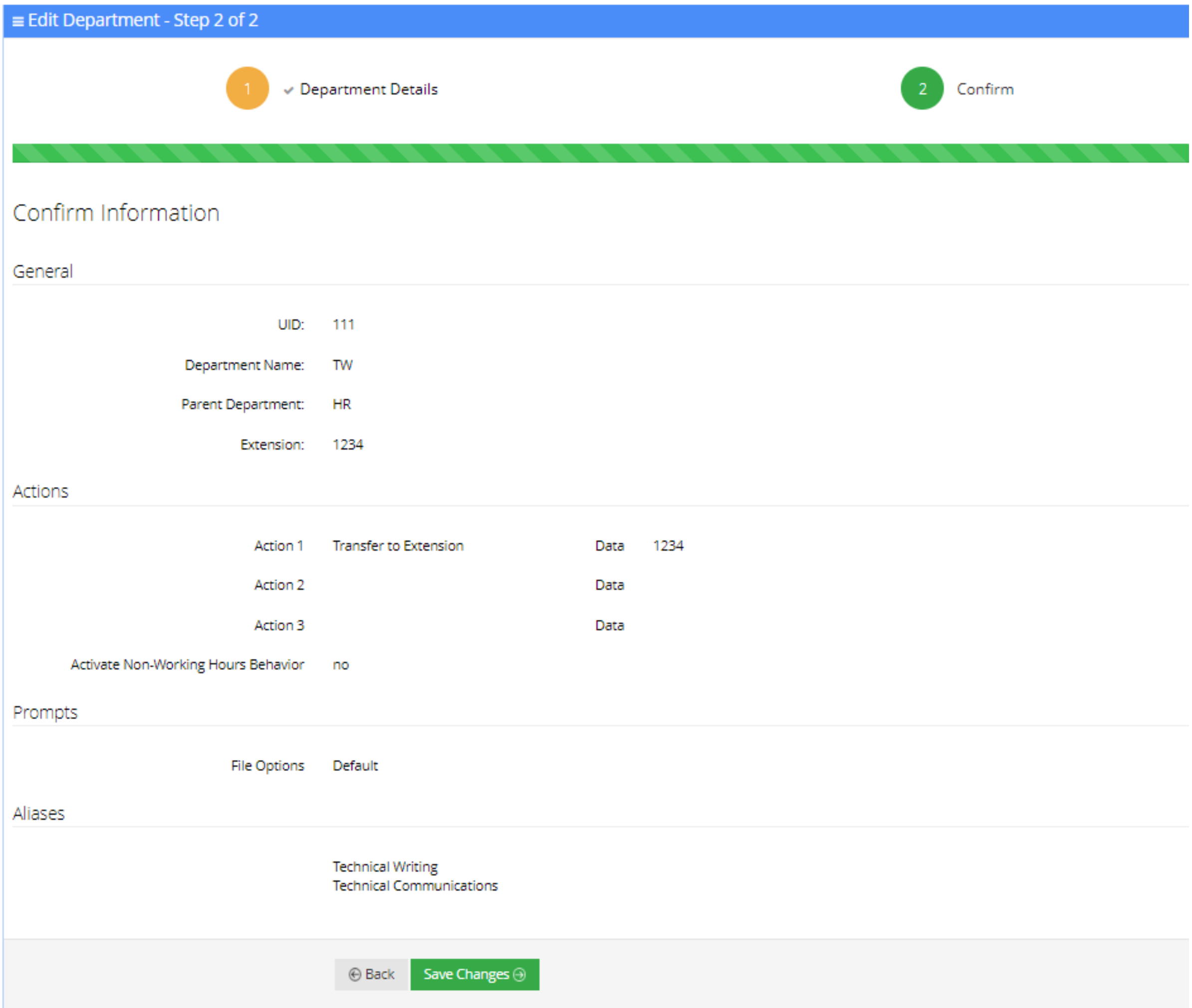
Figure 4-29: Create an Alias for a Department - Continue



Note: You can remove an alias by clicking the red "-" icon.

7. Click **Continue**; the following appears:

Figure 4-30: Create an Alias for a Department – Save



8. In the above example, you can use either "TW", "Technical Communication" or "Technical Writing" when calling the Technical Writing department.
9. Click **Save Changes**; A “Department Successfully Updated” message appears.

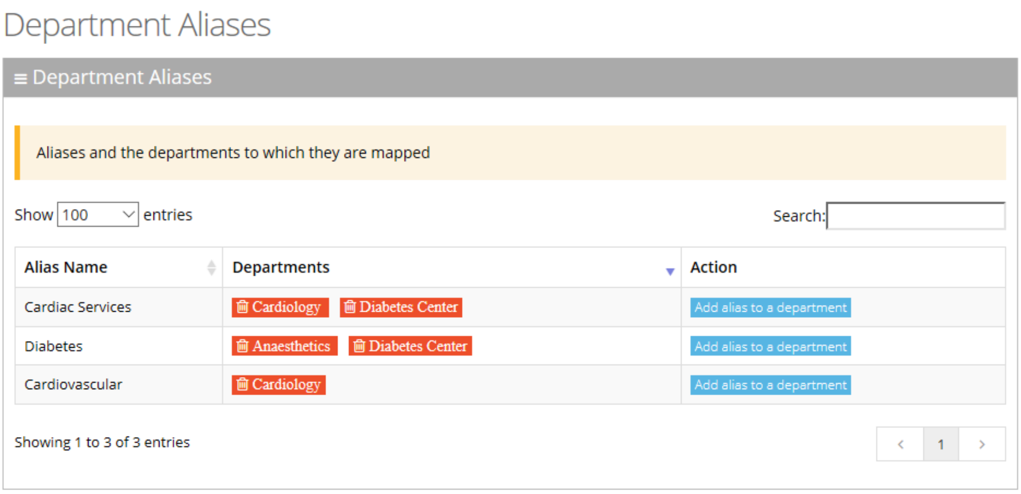
4.10 Aliases to Departments Mapping

The procedures below describe how aliases are mapped to departments, and allows removing aliases and adding aliases to additional departments.

➢ **To add an Alias to a Department:**

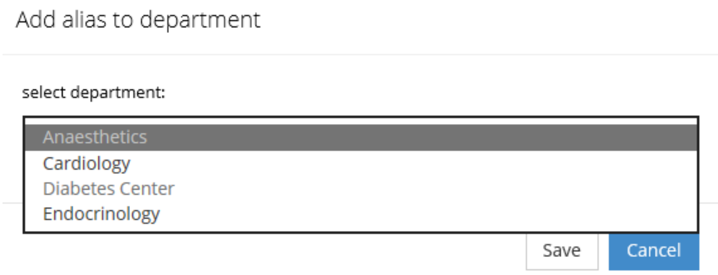
1. Open the Departments Aliases page (**Departments** > **Default** > **Department Aliases**).

Figure 4-31: Department Aliases



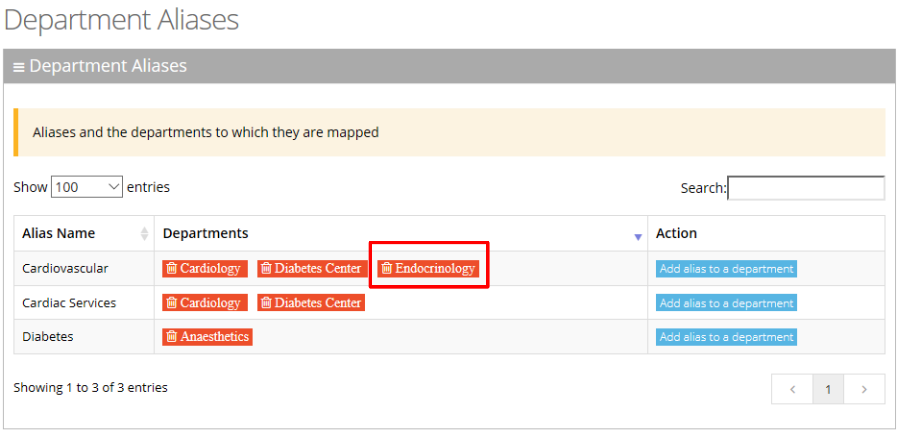
2. Place the cursor on the Alias that you wish to have the department mapped to.
3. In the Action column, click the Add alias to a department button.
4. From the Department drop-down list, select the department you wish to map to the alias.

Figure 4-32: Add Alias to Department



5. Click **Save**. (In our example, "Endocrinology" was added to the **Cardiovascular** alias name.)

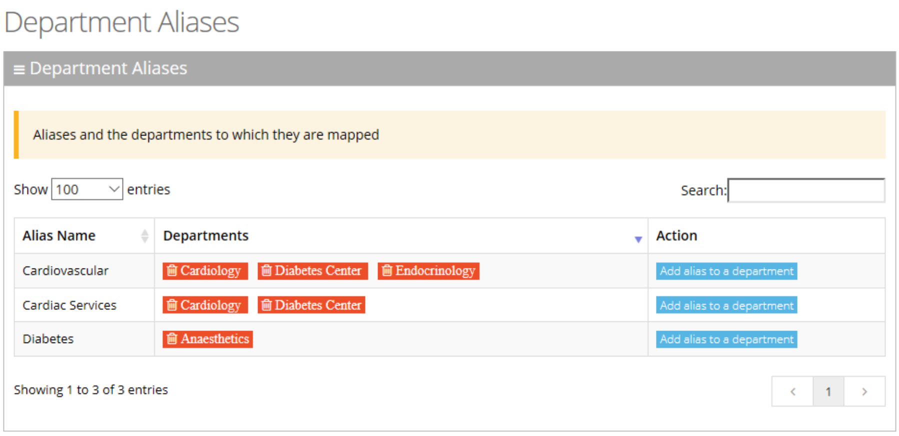
Figure 4-33: Department Aliases - Example



➢ To delete an Alias from a Department:

1. Open the Departments Aliases page (**Departments** > **Default** > **Department Aliases**).

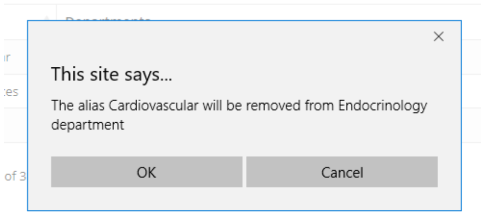
Figure 4-34: Department Aliases



2. Double-click a 

department button that you want to delete.
In our example, we want to delete "Cardiovascular" from the Endocrinology department.)

Figure 4-35: Removing Alias

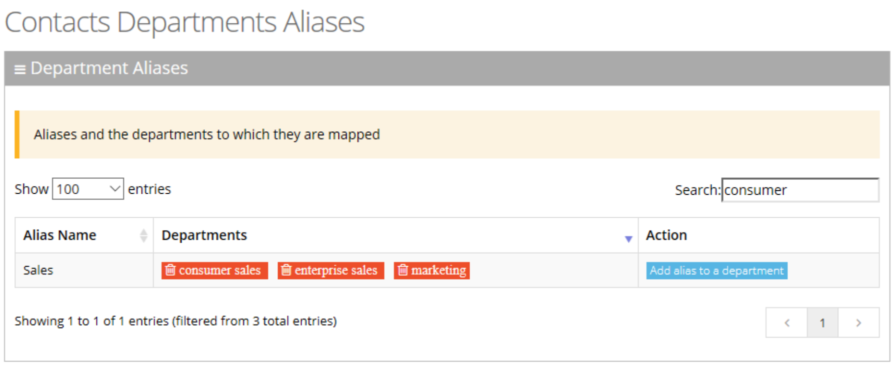


3. Click **OK**.

4.11 Searching for an Alias

You can use the **Search** box to search for specific text on the Department Aliases page.

Figure 4-36: Searching for an Alias/Department



4.12 Deleting a Department

The procedure below describes how to delete a department.

➢ **To delete a department:**

1. Open the Departments menu and click the required department (**Departments** > *<department Dictionary name>*).
2. Click on the **Department List** menu.
3. Select the department you wish to delete.
4. From the ‘Actions’ drop-down list, select **Delete Department**.
5. The following message appears: "Are you sure you want to delete the selected department(s)?"
6. Click **OK** to delete the selected department.

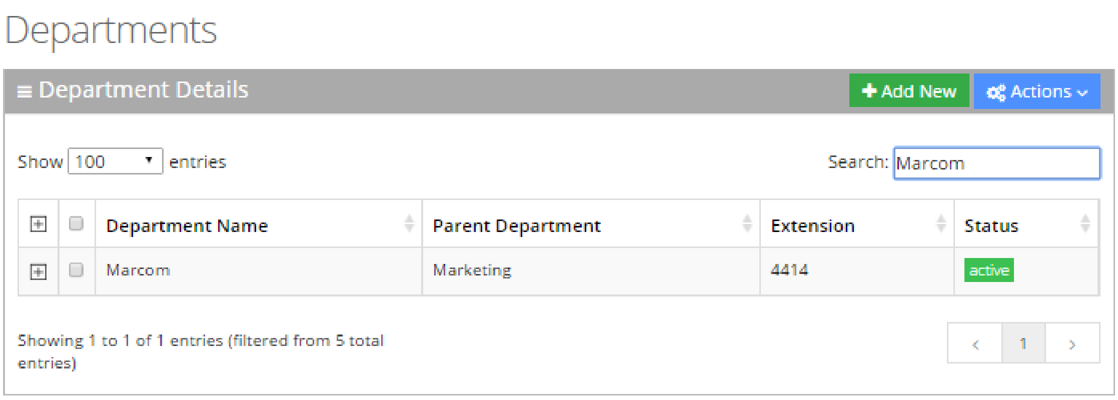
4.13 Searching a Department

The procedure below describes how to search for a department.

➢ **To search for a department:**

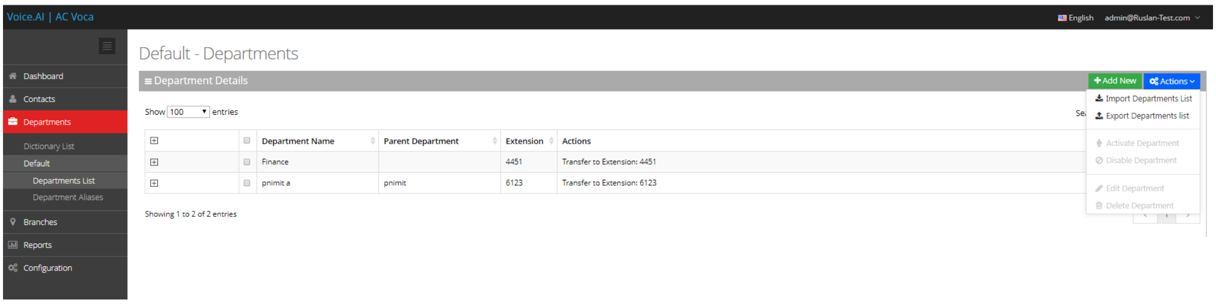
7. Open the Departments menu and click the required department (**Departments** > *<department Dictionary name>*).
8. Click on the **Department List** menu.
9. Enter the search criteria in the Search field; the searched data is displayed.

Figure 4-37: Search Department



4.14 Importing/Exporting Department List

The procedure below describes how to import and export CSV or XLS files containing Department lists from/to a specific department Dictionary. When using CSV files, we recommend you use Notepad++ and save files in UTF-8 encoding format.

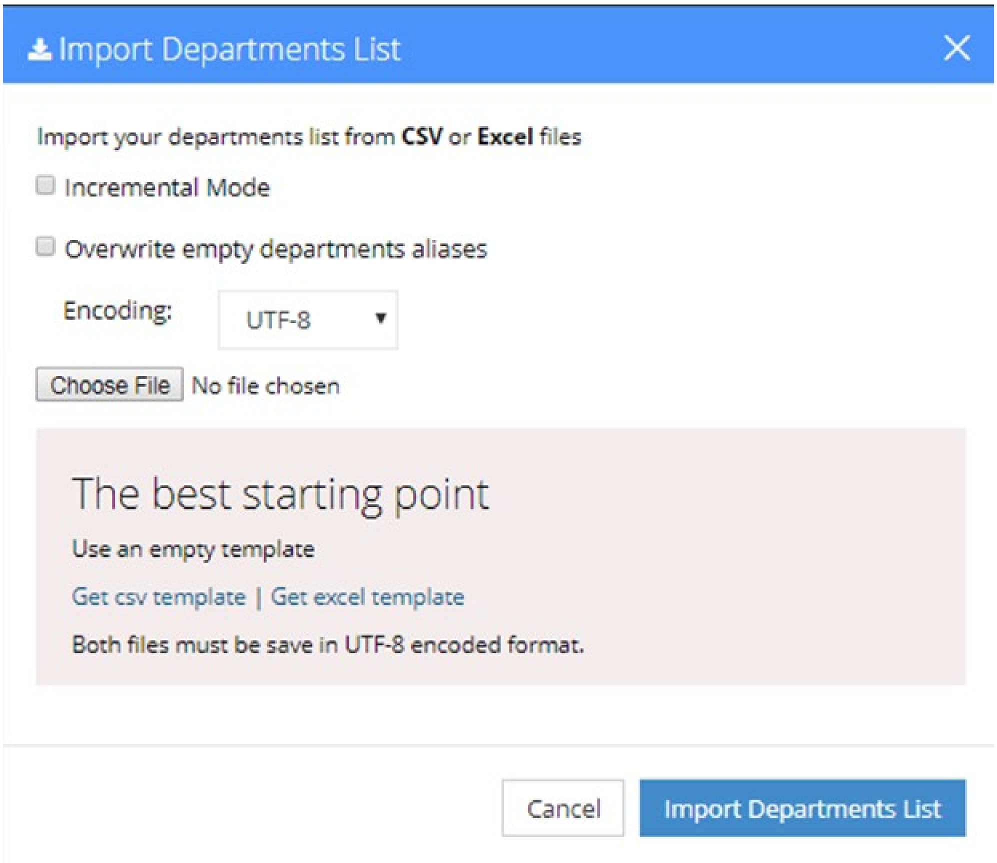


4.14.1 Importing Department Information

The procedure below describes how to import department information.

➢ **To import department information:**

1. From the Actions drop-down list, on the Department Details screen, click **Import Departments List.**

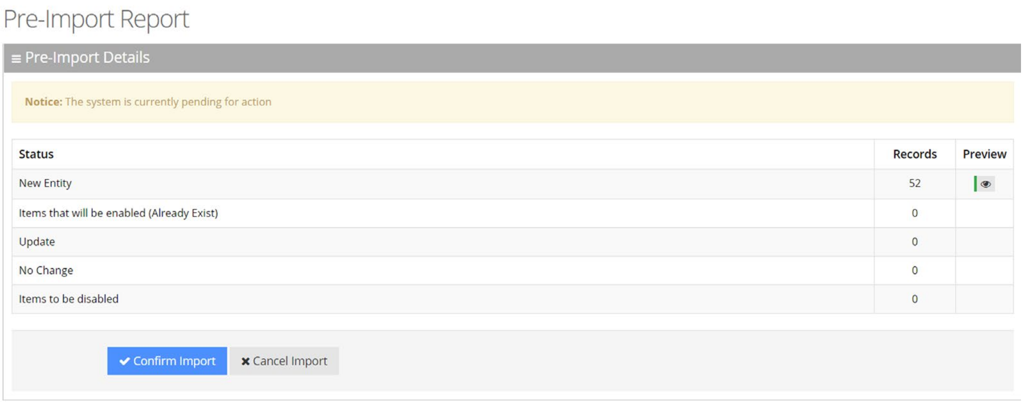


2. If you select the 'Incremental Mode' check box, only the records that you are importing are activated in your Departments List. All pre-existing records are disabled.
3. If you select the 'Overwrite empty departments aliases' check box, all empty

departments aliases in the imported file are overwritten.

4. From the 'Encoding' drop-down list, select the Encoding type. The recommended value is **UTF-8**.
5. Click **Choose File** and select the file to be imported.
6. Select the CSV or Excel template.
7. Click **Import Departments List**.

Figure 4-38: Pre-Import Report

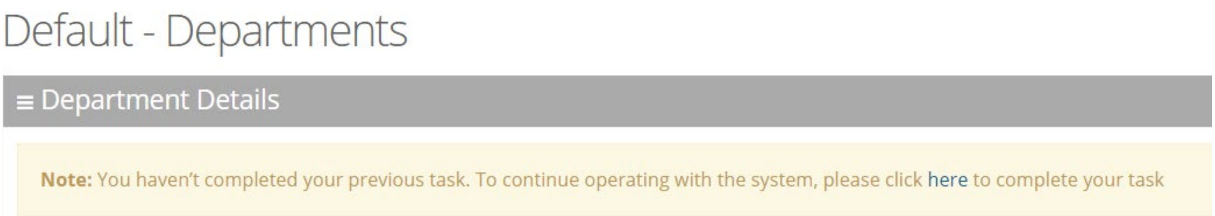


This report lists the status of the departments to be imported. In this example, 52 new departments are ready to be imported. Clicking the **Preview** icon, displays these new departments before they are imported.

8. Click **Confirm Import** to import the departments. If you wish to cancel the import process, click **Cancel Import**.

> **Note:** If you do not click **Confirm Import/Cancel Import** or switch to another tab, the actual import is pending and all departments are disabled. The following appears:

Figure 4-39: Uncompleted Department Import



9. You can return to the **Confirm Import** or **Cancel Import** processes by clicking on the ***here*** link.

The CSV to be imported should contain the following:

- UID (mandatory) - an employee ID or any unique number, name or both.
- Department name
- Extension number
- Aliases separated by ";"
-

> **Note:** It is highly recommended that the CSV file is saved in UTF-8 encoding format (Unicode Text). Use Notepad++ to view CSV files.

10. The XLS file can be imported according to the following layout.

Figure 4-40: Department XLS File Layout

A	B	C	D
UID	Department Name	Extension	Aliases
1111	Sales and Marketing	1001	Sales;Marketing

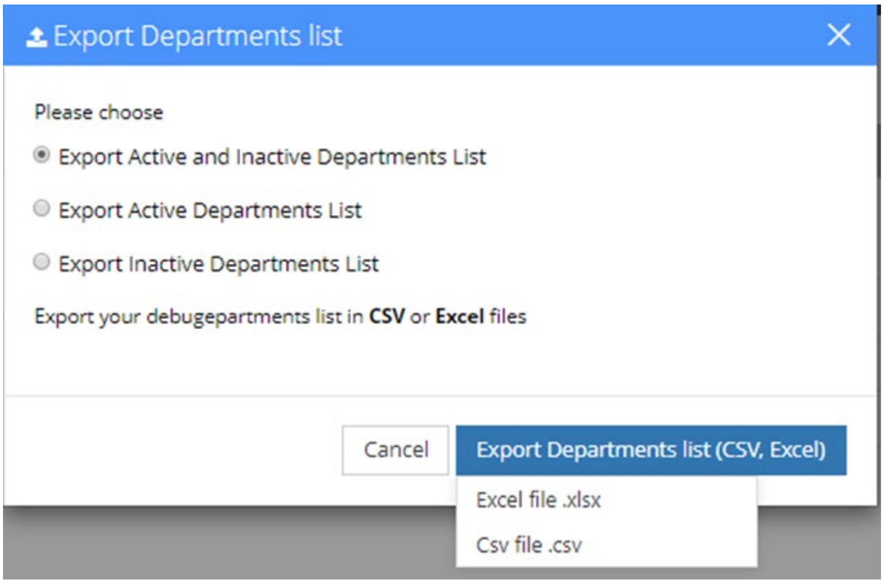
4.14.2 Exporting Department Information

The procedure below describes how to export department information.

➢ **To export department information:**

1. From the Actions drop-down list, on the Department Details screen, click **Export Departments List.**

Figure 4-41: Export Departments List



2. Select the type of Departments List to be exported:
   - Active and Inactive Departments List
   - Active Departments List
   - Inactive Departments List
3. Click **Excel file** or **CSV file** as the format to export the Departments List.

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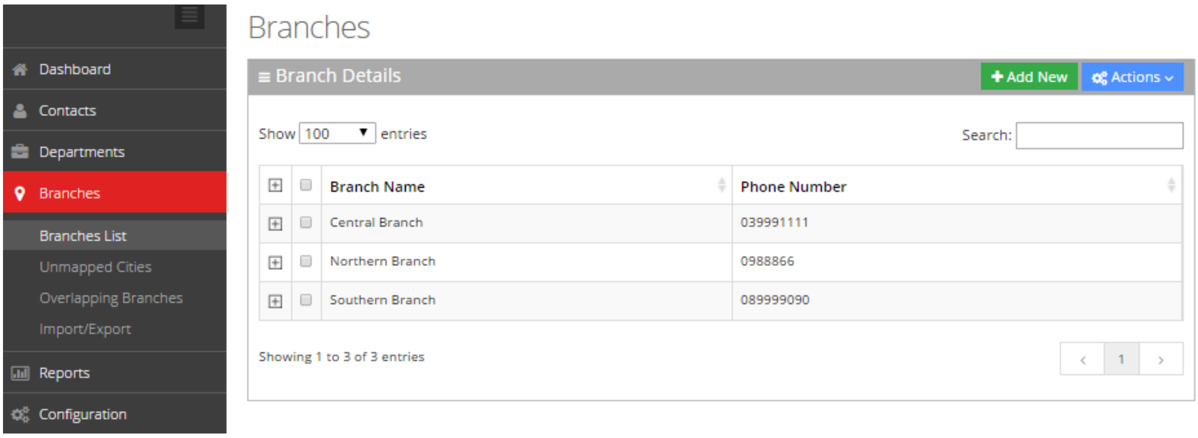
5 Managing Branches

This feature allows the customer to provide one single contact number for callers as a general entry point of information. This number directs callers to the specific branch that is being requested or to the closest branch if the requested branch is not contactable.

The procedures below describe how to manage your branches.

Note: Please note that Branches feature is only supported in Israel.

Figure 5-1: Managing Branches



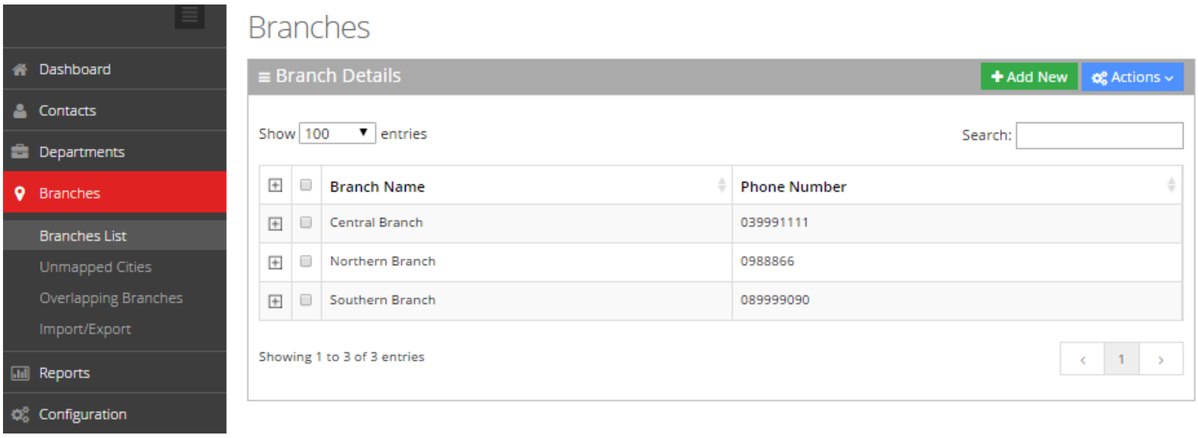
5.1 Adding a Branch

The procedure below describes how to add a branch.

➢ **To add a branch:**

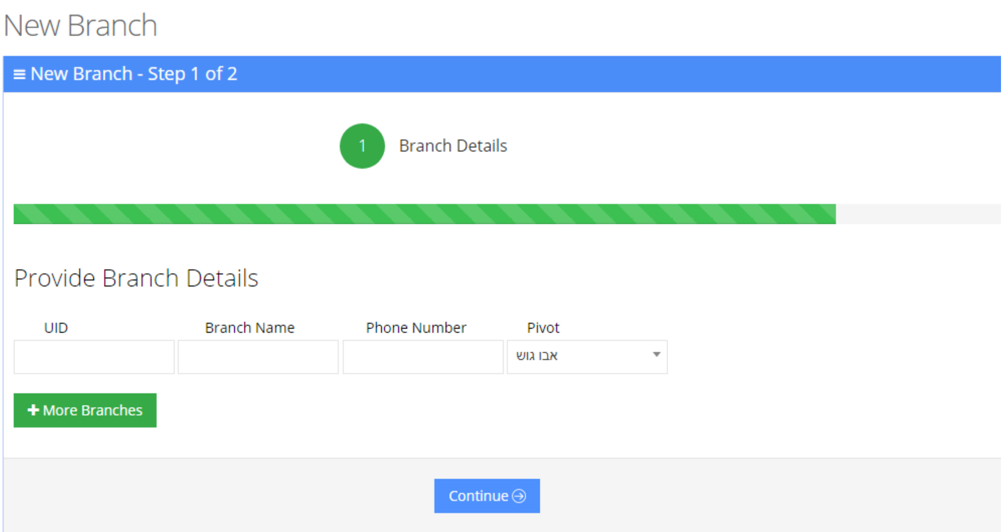
1. Open the Branch Details screen (**Branches** > **Branches List**); the following appears.

Figure 5-2: Adding a New Branch



2. Click **Add New**; the following appears:

Figure 5-3: New Branch

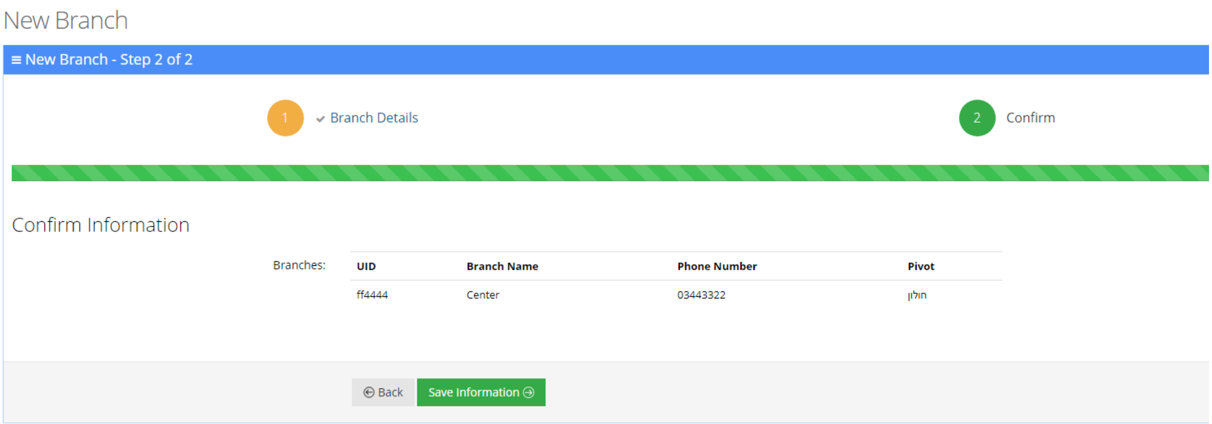


3. Under the **Provide Branch Details** group, enter the following:
   - UID
   - Branch Name
   - Phone Number
   - Pivot

> **Note:** Every User ID (UID) can either be a unique number or name, for example, ABC123.

4. Click **Continue**.

Figure 5-4: Confirm Branch Information



5. Click **Save Information**; the new branch has been added.

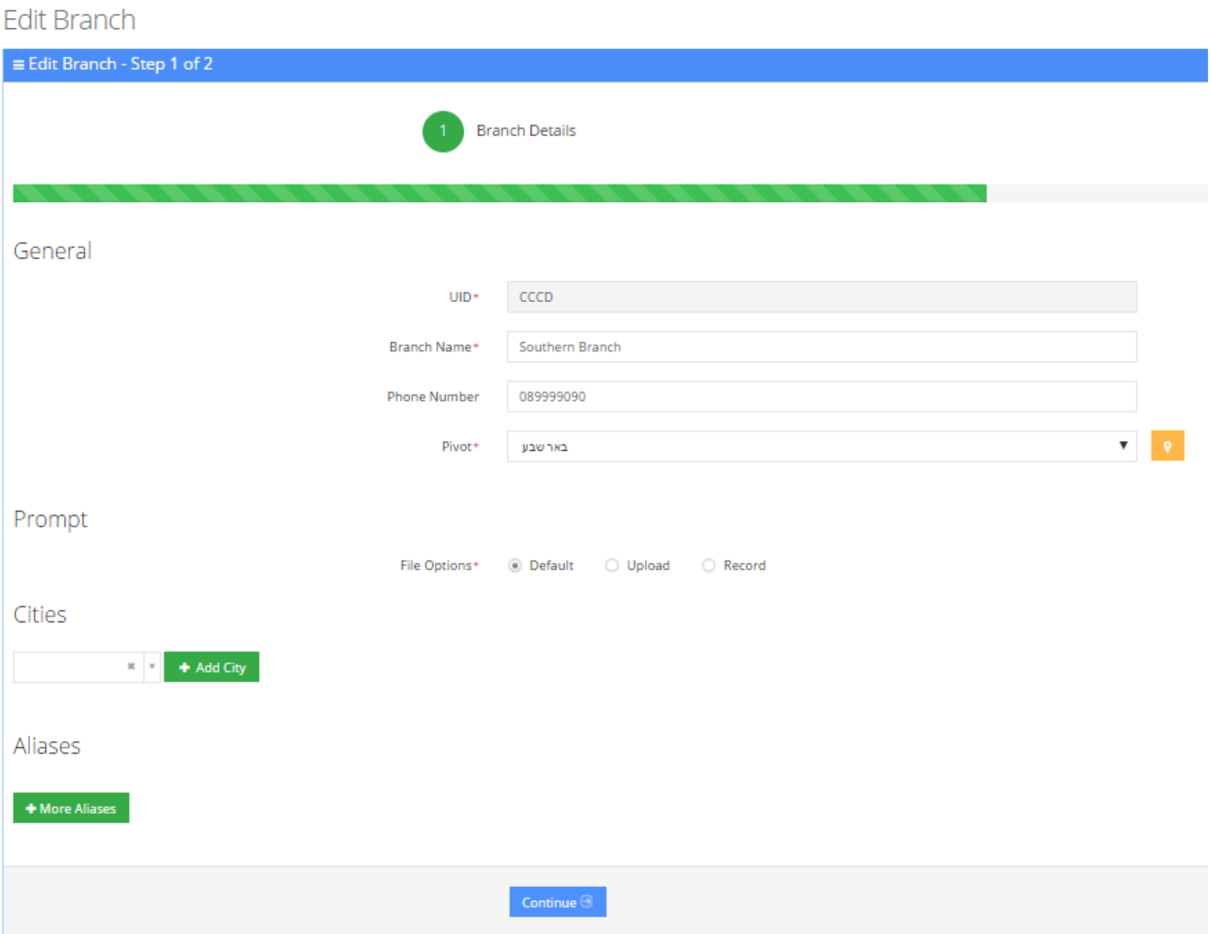
5.2 Editing a Branch

The procedure below describes how to edit a branch.

➢ **To edit a branch:**

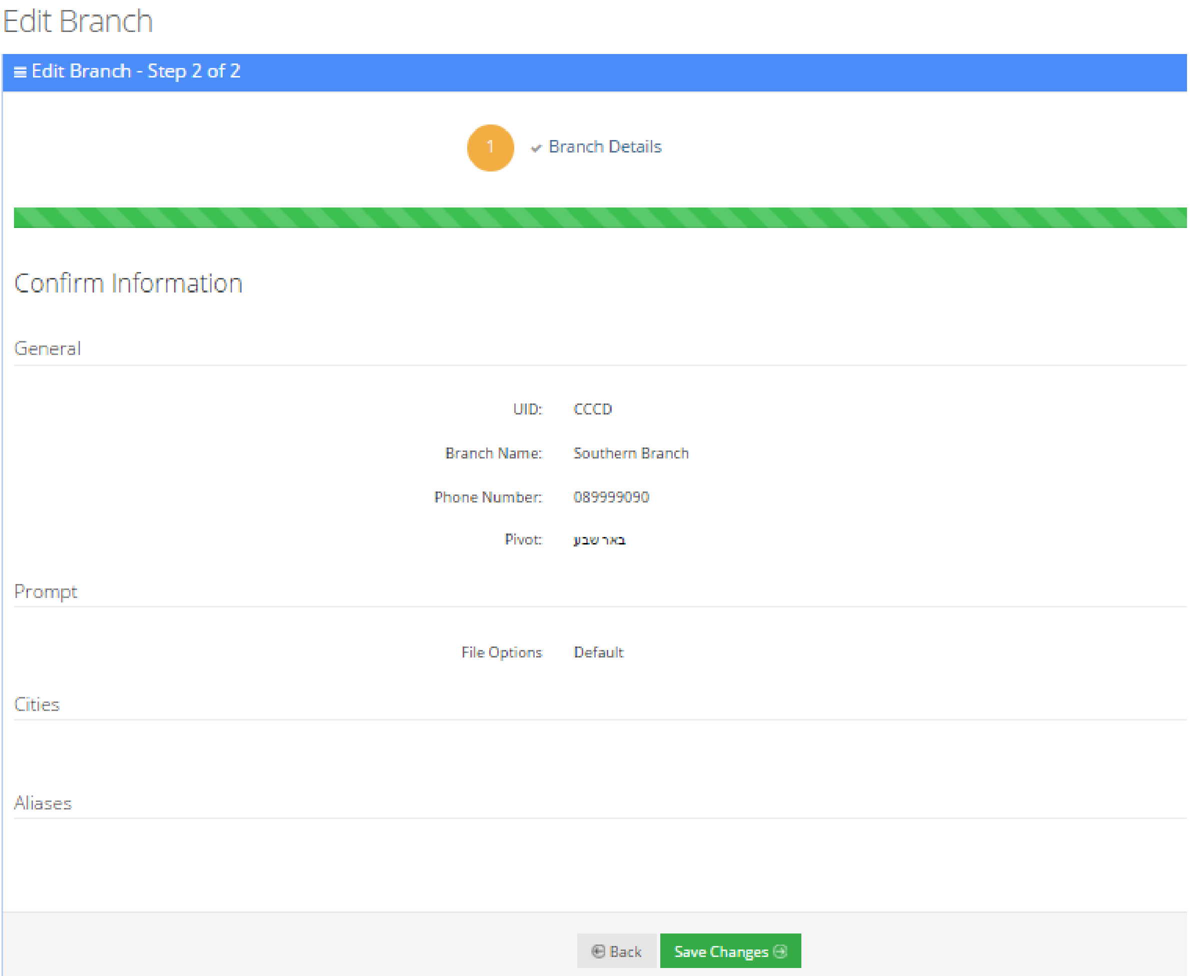
1. Open the Branch Details screen (**Branches** > **Branches List**).
2. Select the branch you wish to edit by enabling the Branch check box.
3. From the 'Actions' drop-down list, select **Edit Branch**; the following appears:

Figure 5-5: Edit Branch - Step 1



4. Make your changes to the appropriate fields and click **Continue**; the following appears:

Figure 5-6: Edit Branch - Step 2



5. Click **Save Changes**.

5.3 Mapping a City to a Branch

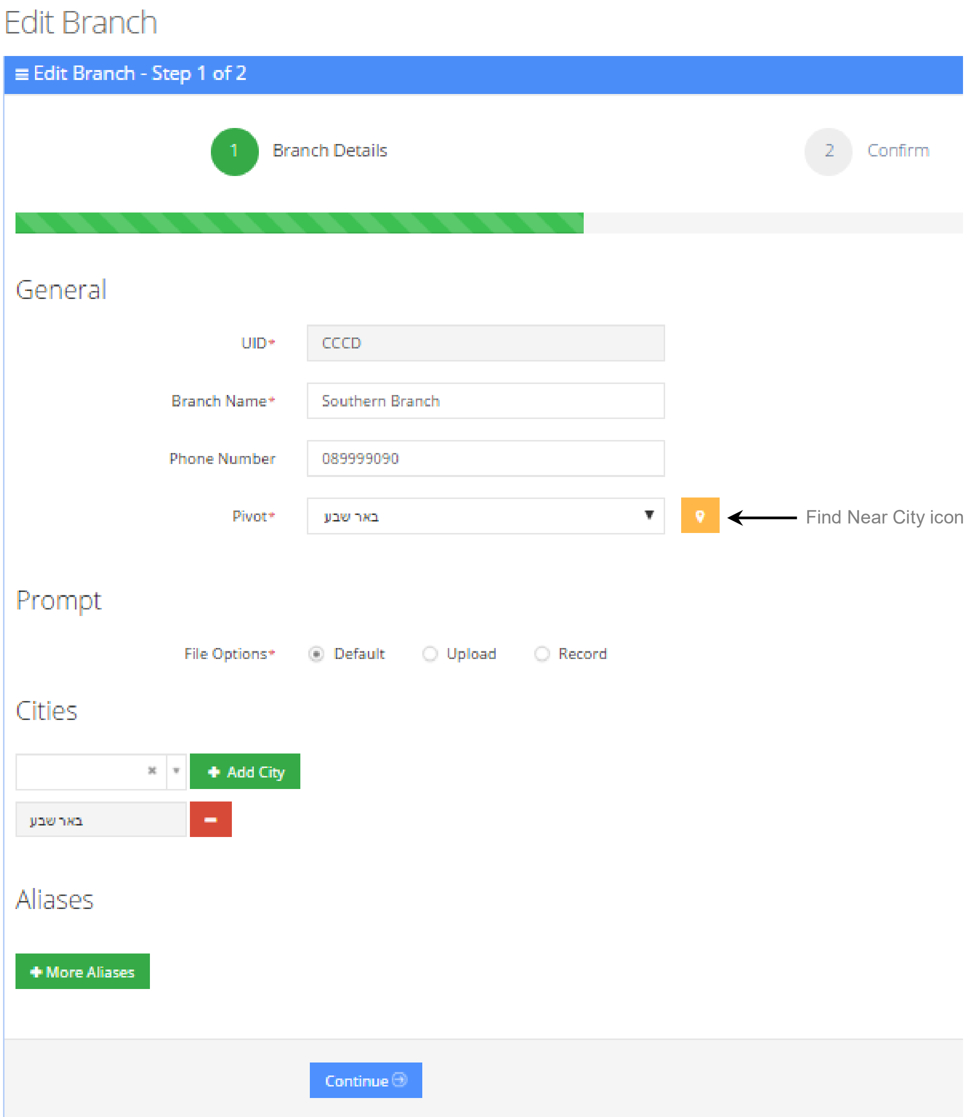
Once you have created a new branch (as described in Section 5.1 on page 94), you need to map cities to that branch.

➢ **To map a city to a branch:**

1. On the **Edit Branch – Step 1 of 2** screen, set the Pivot city. The Pivot city is the actual city where the branch is located.

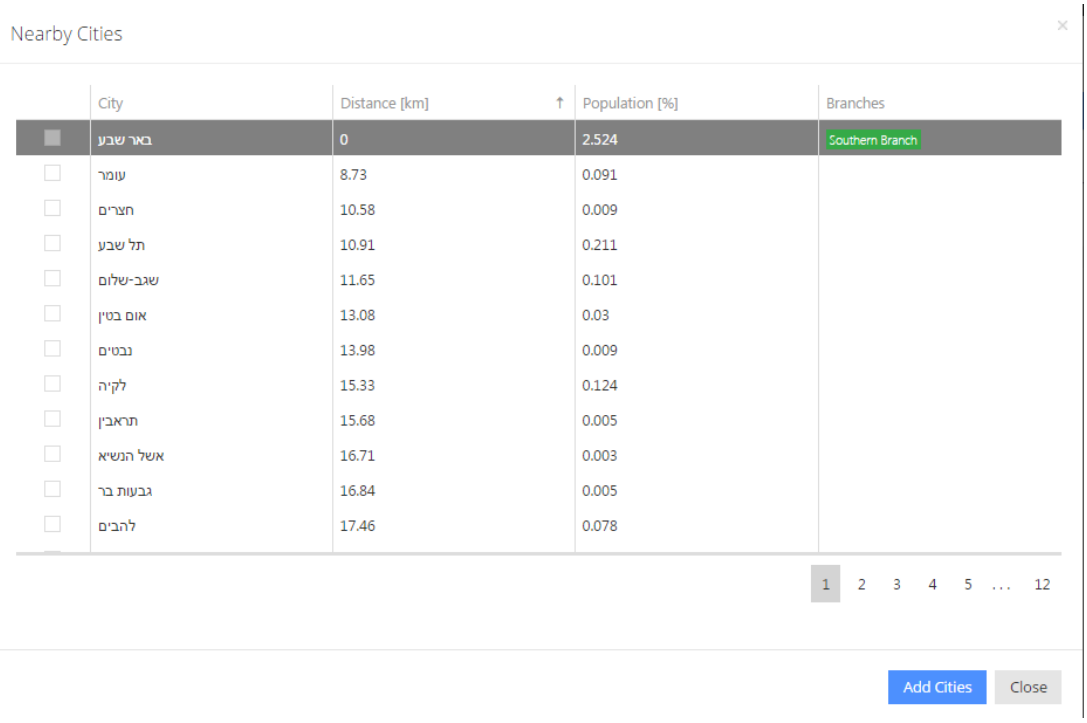
> **Note:** Setting the Pivot city is mandatory.

Figure 5-7: Map a City to a Branch



2. Click the **Find Near City** yellow icon next to the Pivot drop-down list, to view the nearby cities list and map the appropriate cities that need to be mapped to the specific branch; the Nearby Cities table appears:

Figure 5-8: Nearby Cities


Nearby Cities

	City	Distance [km]	Population [%]	Branches
	באר שבע	0	2.524	Southern Branch
	עומר	8.73	0.091	
	חצרים	10.58	0.009	
	תל שבע	10.91	0.211	
	שגב-שלום	11.65	0.101	
	אום בטין	13.08	0.03	
	נבטים	13.98	0.009	
	לקיה	15.33	0.124	
	תראבין	15.68	0.005	
	אשל הנשיא	16.71	0.003	
	גבעות בר	16.84	0.005	
	להבים	17.46	0.078	

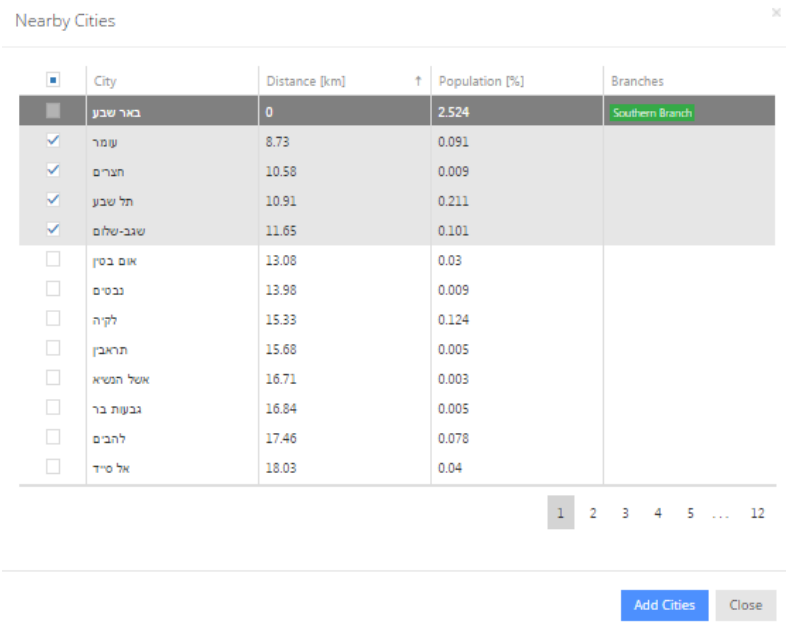
1 2 3 4 5 ... 12

Add Cities Close

This screen displays nearby cities, their distance to the Pivot city, the population of that nearby city (in percentages) and which branch it is already mapped to.

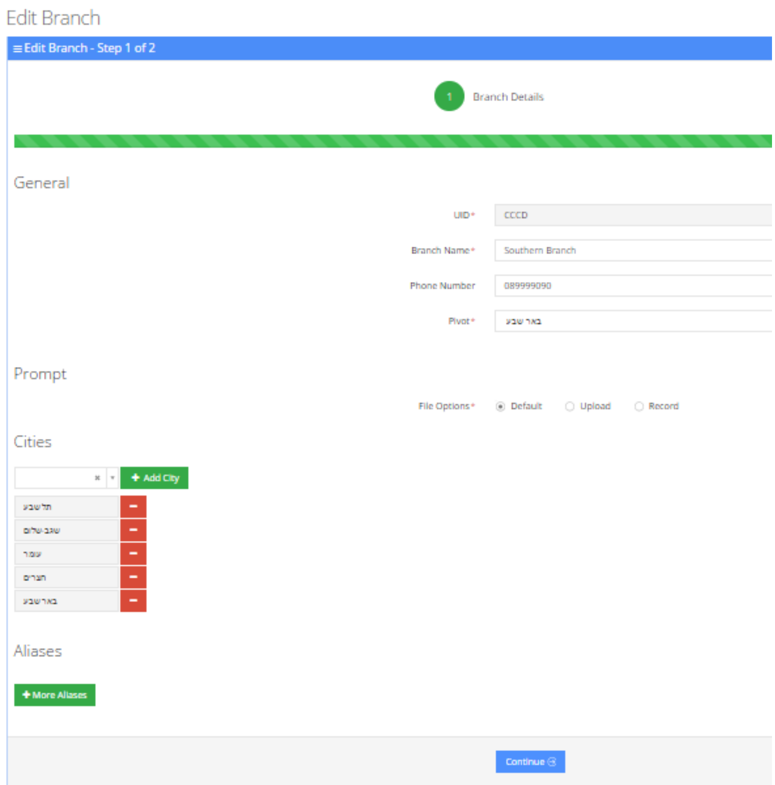
3. You can sort this table by any one of the following columns:
   - City
   - Distance
   - Population
   - Branches
4. Select the check box of the cities that you wish to map to the branch.

Figure 5-9: Select Nearby Cities



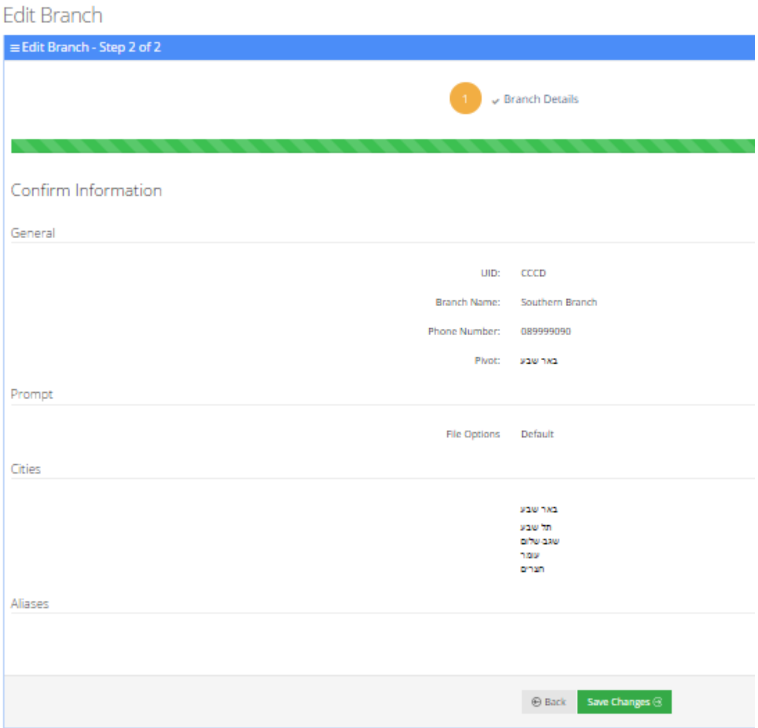
5. Click **Add Cities**, to map the selected cities to the branch.
6. On the **Edit Branch – Step 1 of 2** screen, scroll down to the **Cities** group.
7. You can also map cities to a branch from the 'Cities' drop-down list by selecting the appropriate cities that you want mapped to the specific branch, by clicking **+ Add City**.
8. Repeat this process until all the cities you wanted mapped to the specific branch have been added.

Figure 5-10: Mapping Cities - Continue



9. Click **Continue**.

Figure 5-11: Mapping Cities – Save Changes



10. Click **Save Changes**.

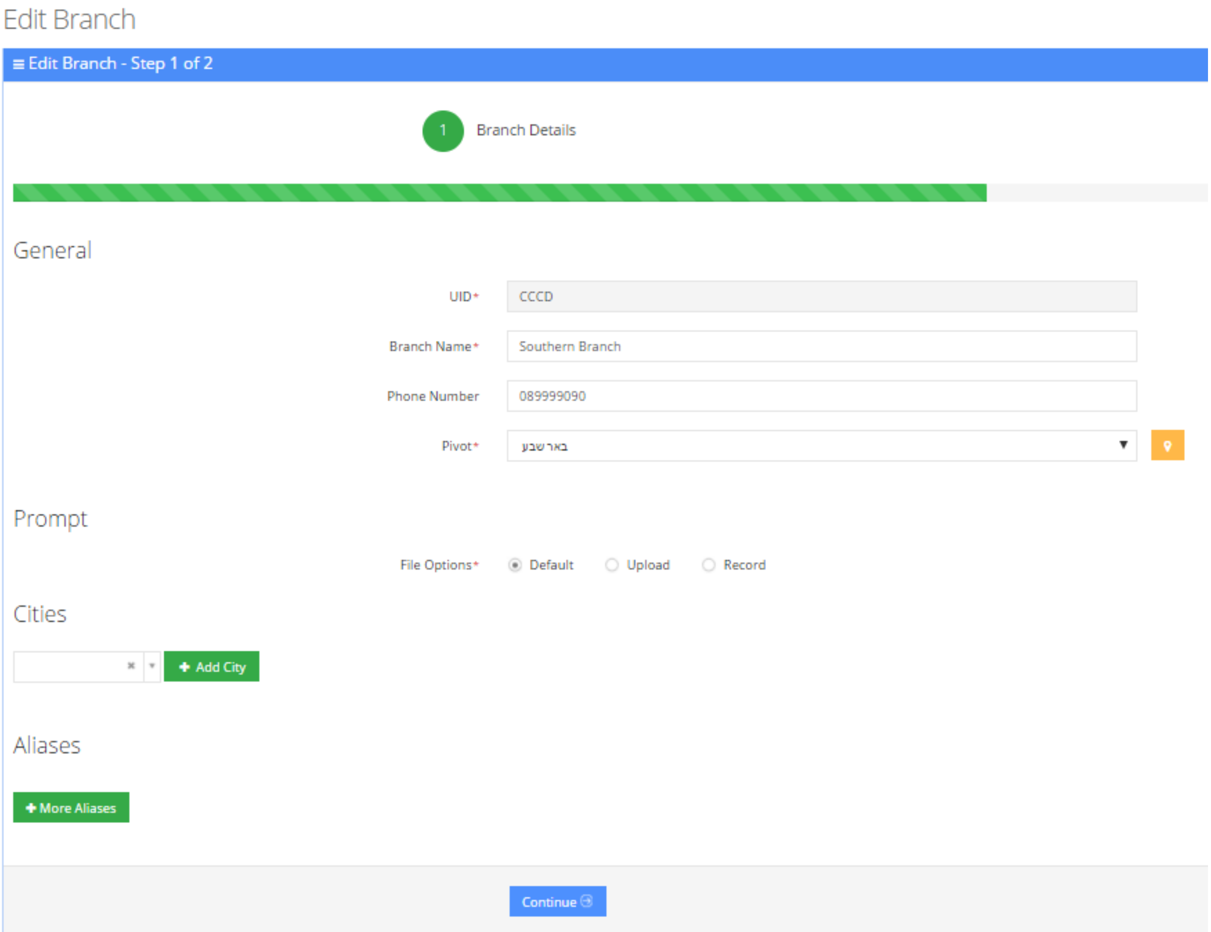
5.4 Configuring Branch Prompts

The procedure below describes how to configure a Branch audio prompt for the AC Voca service. You can use an existing default prompt, upload a prompt or record a new prompt.

➢ **To use the default branch prompt:**

1. Open the Department Details screen (**Branch** > **Branch List**).
2. Select the branch you wish to edit by enabling the Branch check box.
3. From the ‘Actions’ drop-down list, select **Edit Branch**; the following appears:

Figure 5-12: Edit Branch

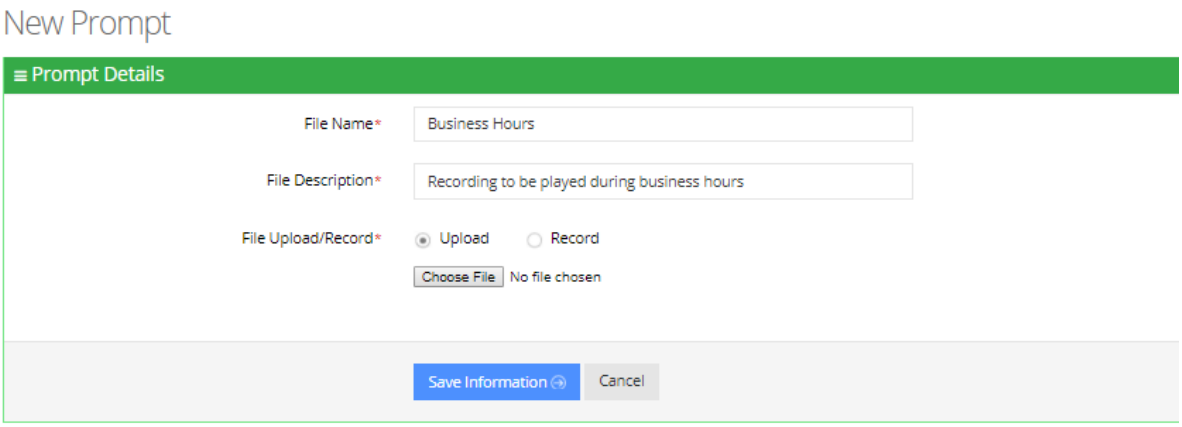


4. Under the **Prompts** group, select 'default' to use a pre-existing prompt.

➢ To upload a prompt:

1. Click the **Upload** option.

Figure 5-13: Upload Prompt Details



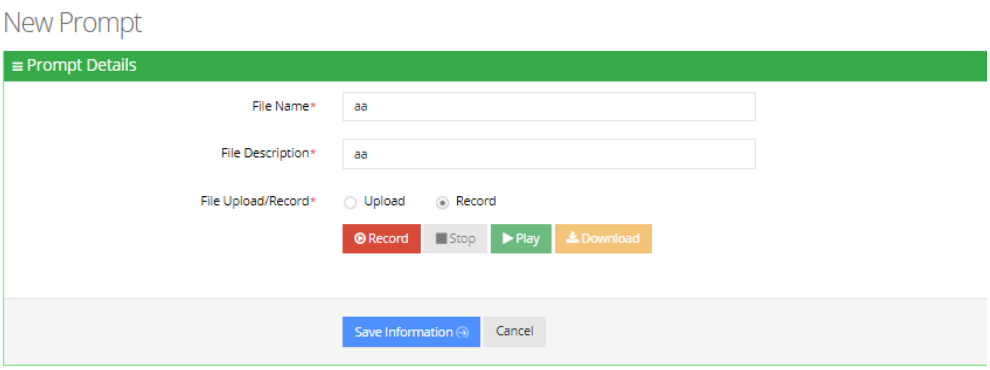
2. In the ‘File Name’ field, enter the audio file name.
3. In the ‘File Description’ field, enter a description of the prompt.
4. Enter the prompt details in the fields provided.
5. Click **Choose** to locate the audio file to be uploaded.
6. Click **Save Information** to complete the upload process.

> **Note:** The audio file must be in the following format - *.wav* file, with 16 Bit Resolution, mono, 8000Hz.

➢ To record a prompt:

1. Click **Record**, and then begin recording your prompt.

Figure 5-14: Record New Prompt Details



2. When finished recording, click **Stop**.
3. To replay the recent recording, click **Play**.
4. To save a copy of the recorded audio file, click **Download**.
5. Click **Save Information** to complete the recording process.

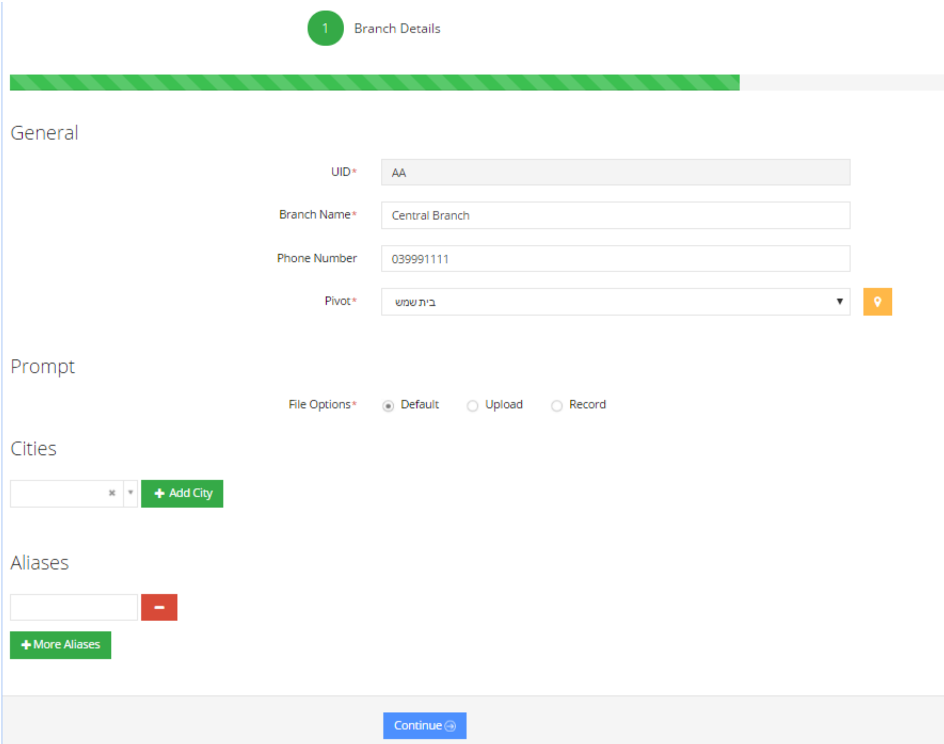
5.5 Creating an Alias for a Branch

An alias is another name for a branch, known or more familiar under another specified name. You can create an alias for a specified branch.

➢ **To create an alias for a branch:**

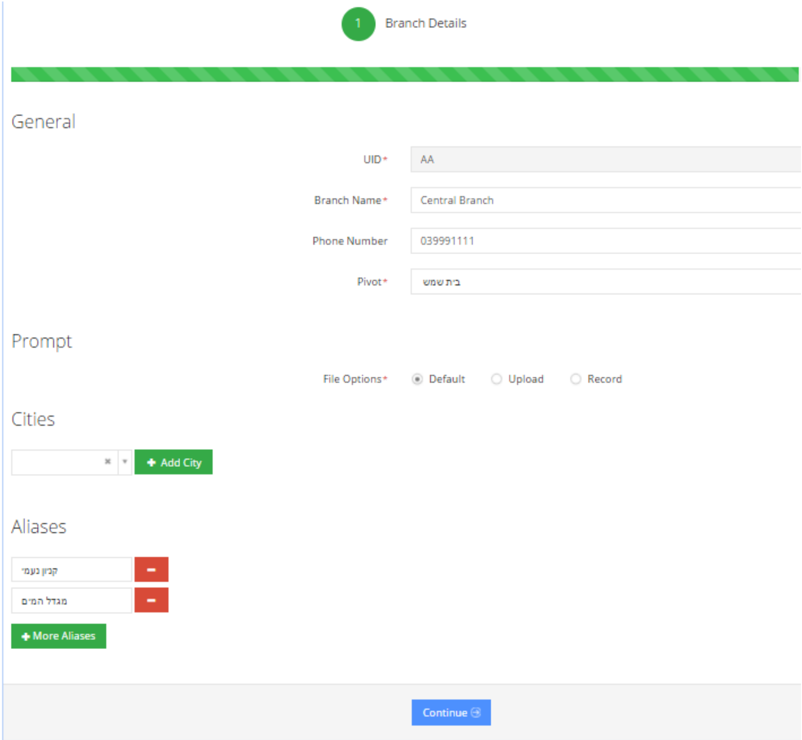
1. Open the Branch Details screen (**Branches** > **Branches List**).
2. Select the branch you wish to edit by selecting the Branch check box.
3. From the 'Actions' drop-down list, select **Edit Branch**.
4. Under the **Alias** group, click the + More Branches button; the following appears:

Figure 5-15: Create an Alias for a Branch



5. Enter the alias name(s).

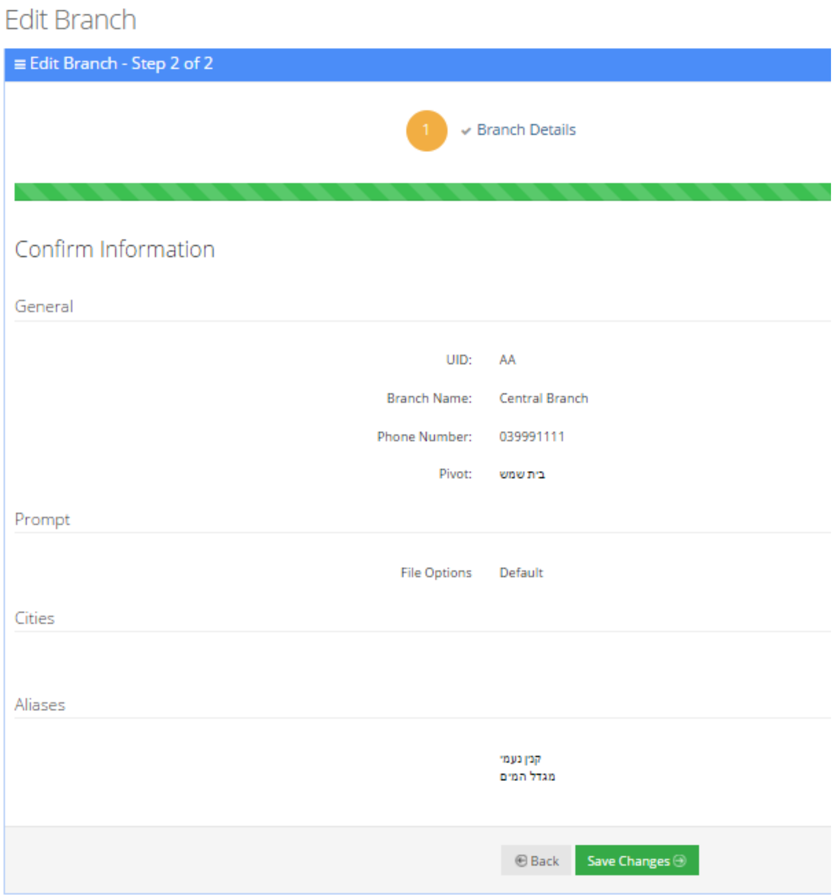
Figure 5-16: Create an Alias for a Branch - Continue



Note: You can remove an alias by pressing the red "-" icon.

6. Click **Continue**; the following appears:

Figure 5-17: Create an Alias for a Branch - Save



7. Click **Save Changes**.

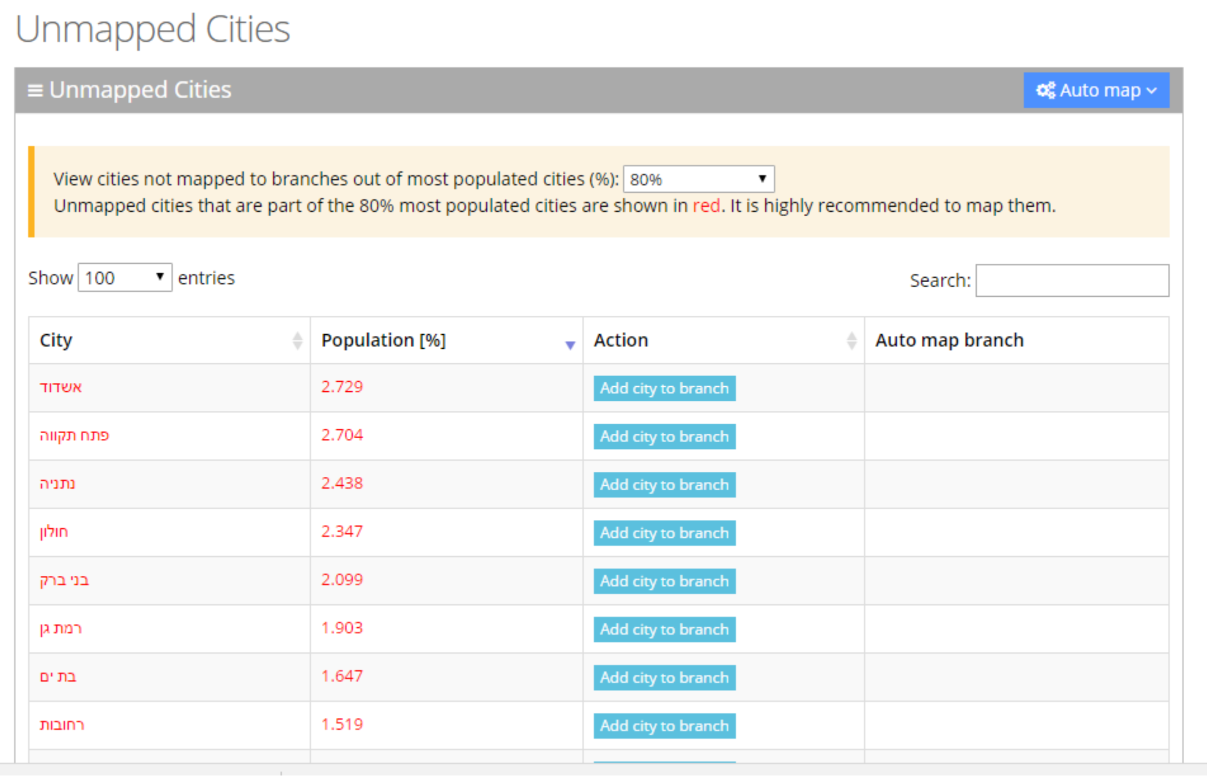
5.6 Mapping Unmapped Cities to Branches

The 'Unmapped Cities' menu option allows you to view cities that have not been mapped to branches, out of the most populated cities, so that they can be mapped. Unmapped cities that are part of the percentage selected, of the most populated cities, are shown in red. All cities should be mapped (See Section 5.3 on page 98).

Cities can be mapped either:

- Automatically
- Manually

Figure 5-18: Unmapped Cities



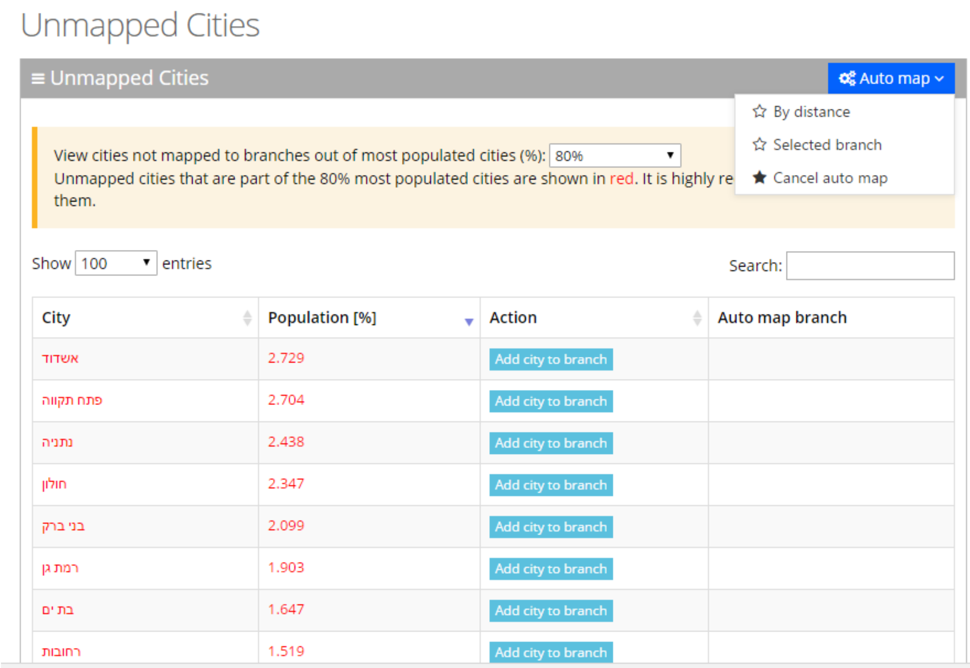
5.6.1 Mapping Cities Automatically to a Branch

To make the city mapping process more efficient, you can map cities automatically.

➢ **To map cities automatically:**

1. Click the **Auto map** drop-down list in the top right-hand corner of the screen; the following appears:

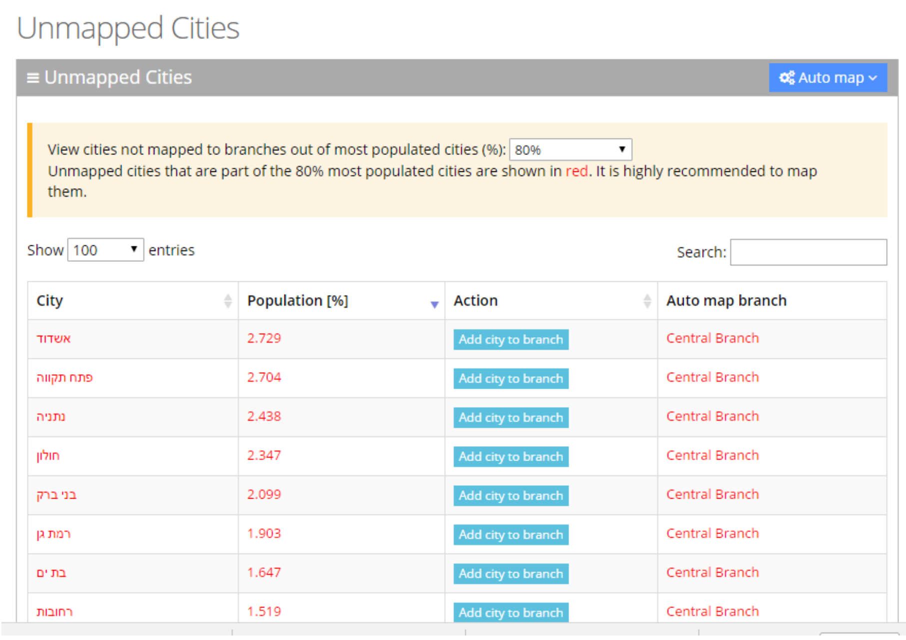
Figure 5-19: Unmapped Cities – Auto map Options



The 'Auto map' drop-down list contains three options:

- **By distance:** This option enables all cities which are part of most populated cities (%) that were defined by the user (only the branches mark in red are auto-mapped) to be mapped automatically according to distance to the Pivot city. When this option is selected, the following appears:

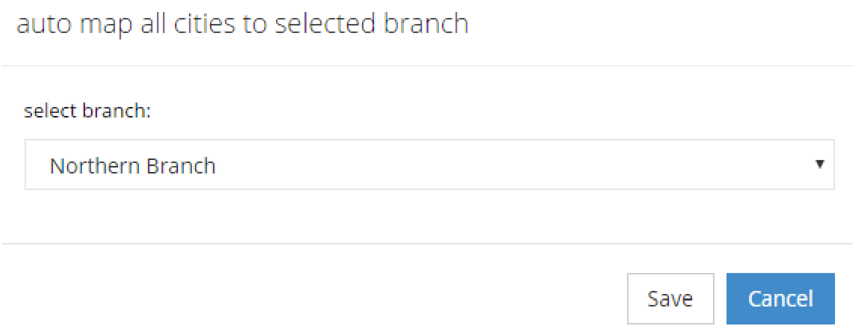
Figure 5-20: Unmapped Cities – Auto Map Distance



Note: This may take a few seconds to process.

- **Selected branch:** This option enables all cities which are part of most populated cities (%) that were defined by the user (only the branches mark in red are auto-mapped) to be mapped automatically to a selected branch. When you choose this option, select the branch you want all unmapped cities to be mapped to, and then click **Save**.

Figure 5-21: Unmapped Cities – Saving Selected Branch

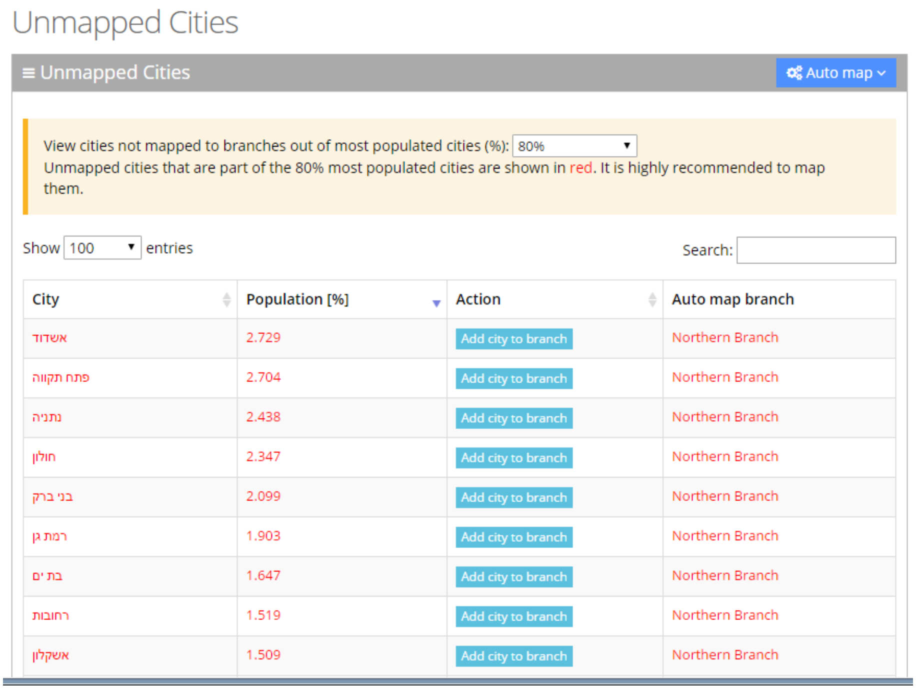


From the 'Selected Branch' drop-down list, select the branch you want all unmapped cities to be mapped to, and then click **Save**.

Note: This may take a few seconds to process.

The following screen example appears:

Figure 5-22: Unmapped Cities – Select Branch



- **Cancel Auto map:** This option cancels the Auto map selections.

> **Note:** For performance and accuracy of the service, it is highly recommended to use the automatic mapping of cities.
> Only the branches marked in red are auto-mapped.

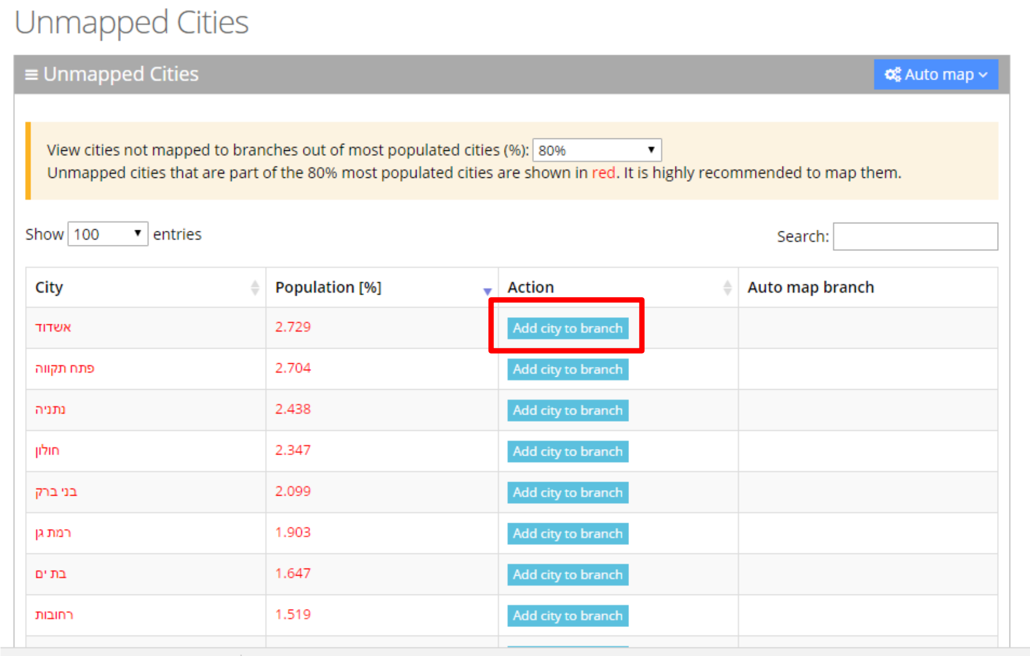
5.6.2 Mapping Cities Manually to Branches

It is also possible to map a city manually to branches.

➢ **To map a city manually to a branch:**

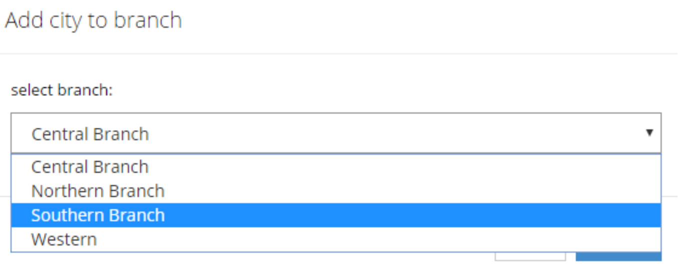
1. Select the city you want manually map, from the Unmapped Cities screen.
2. Click **Add city to branch**.

Figure 5-23: Unmapped Cities- Manual Update



3. Select the branch you want to map to.

Figure 5-24: Unmapped Cities- Select Branch Manually



4. Click **Save**.
5. The following message appears in the upper right-hand screen: "The city was added to the branch"; The city that was mapped no longer appears on the Unmapped Cities screen.

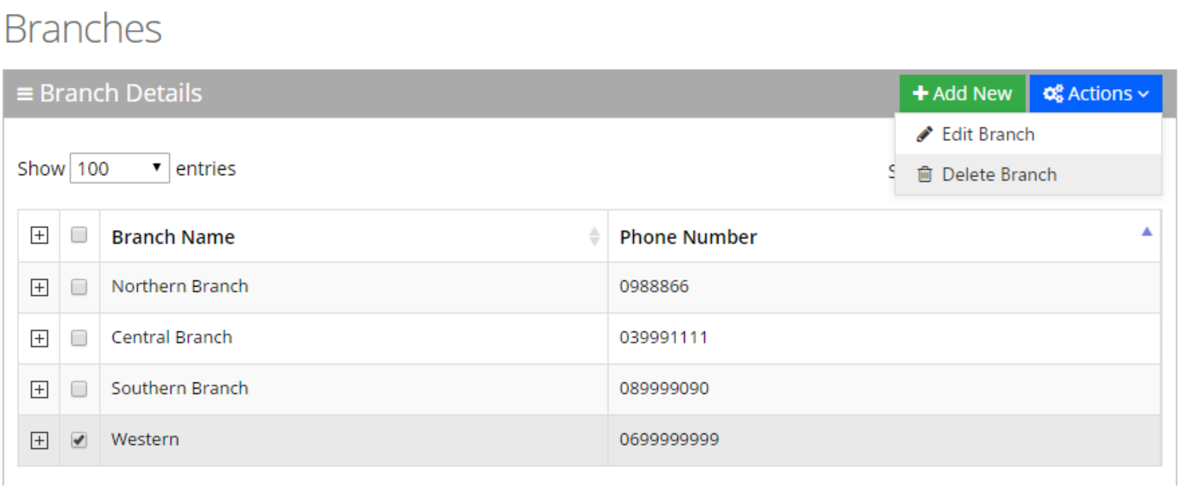
5.7 Deleting a Branch

The procedure below describes how to delete a branch.

➢ **To delete a branch:**

1. Open the Branch Details screen (**Branches** > **Branches List**).
2. Select the branch you wish to delete by enabling the branch check box.
3. From the 'Actions' drop-down list, select **Delete Branch**; the following appears:

Figure 5-25: Delete a Branch



4. The following message appears: "Are you sure you want to delete the selected branch?"
5. Click **OK**.

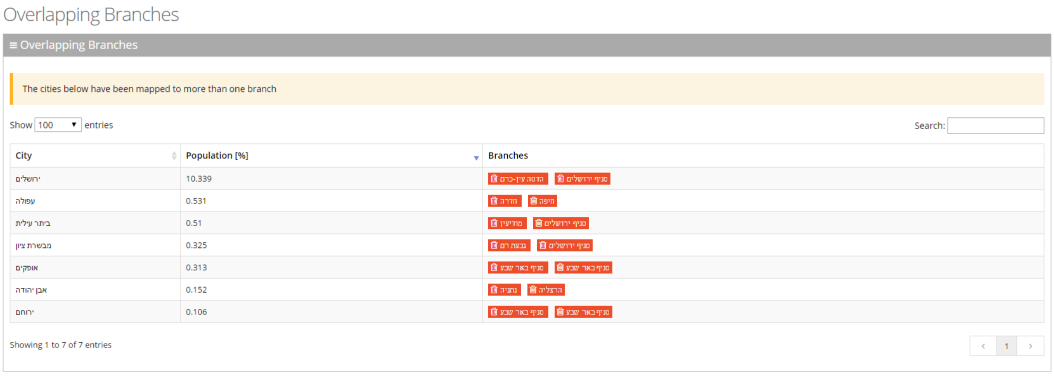
5.8 Managing Overlapping Branches

The procedure below describes how to manage overlapping branches. Cities may be mapped to more than one branch. So, when a caller says the name of one of the branches, the system responds with the list of overlapped branches. The caller is then able to choose between them.

➢ **To manage overlapping branches:**

1. Open the Overlapping Branches screen (**Branches** > **Overlapping Branches**); the following appears:

Figure 5-26: Overlapping Branches Example

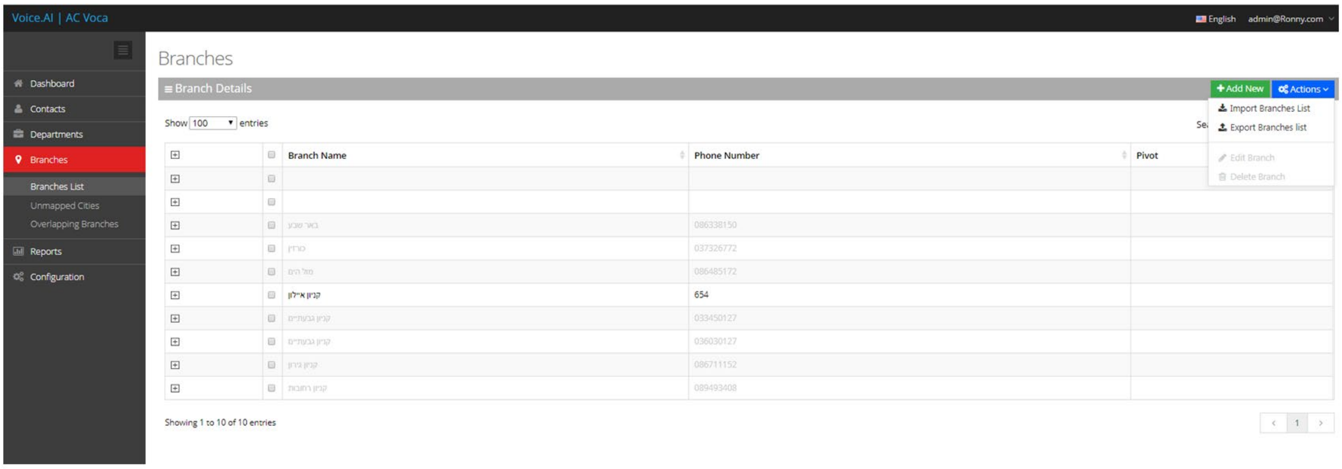


2. To delete a mapped branch, click the branch that you no longer want the city to be mapped to.
3. A message appears confirming that you want to delete a branch.
4. Click **OK** to confirm.

5.9 Importing/Exporting Branch List

The procedure below describes how to import and export CSV and XLS files containing Branch lists. When using CSV files, we recommend you use Notepad++ and save files in UTF-8 encoding format.

Figure 5-27: Importing/Exporting Branches



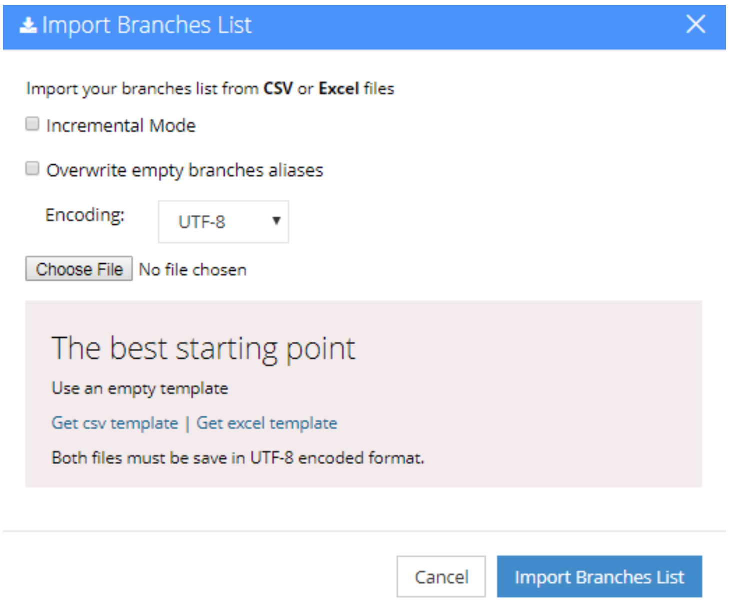
5.9.1 Importing Branch Information

The procedure below describes how to import branch information.

➤ **To import branch information:**

1. From the Actions drop-down list, on the Branch Details screen, click **Import Branches List.**

Figure 5-28: Importing Branches List

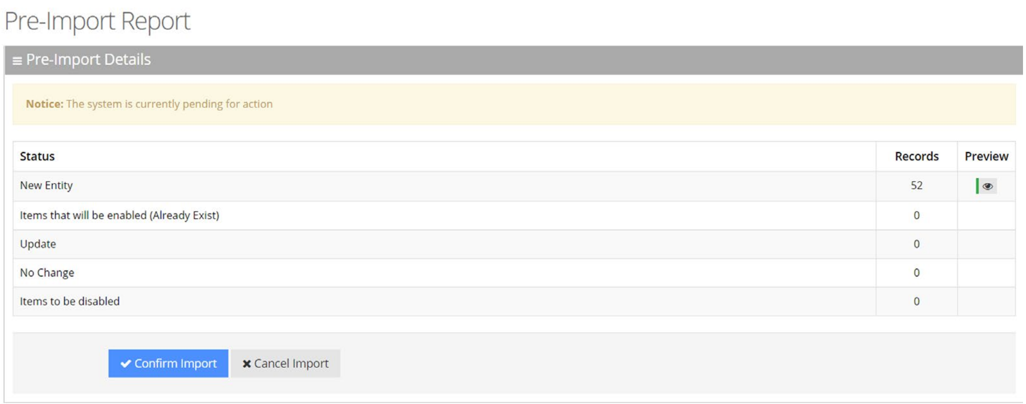


1. If you select the 'Incremental Mode' check box, only the records that you are importing are active in your Branches List. All pre-existing records are disabled.
2. If you select the 'Overwrite empty branches aliases' check box, all empty branches

aliases in the imported file are overwritten.

3. Select **Encoding** type. Recommended and default value is **UTF-8**.
4. Click **Choose File** and select the file to be imported.
5. Click **Import Branches List**; the following appears:

Figure 5-29: Pre-Import Report

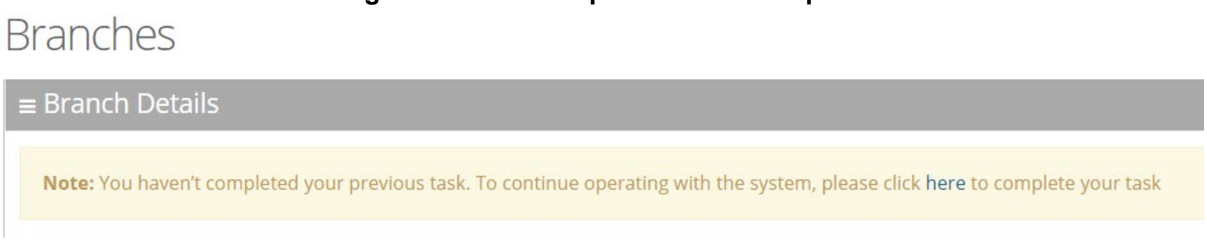


This report lists the status of the branches to be imported. In this example, 52 new branches are ready to be imported. Clicking the **Preview** icon, displays these new branches before they are imported.

6. Click **Confirm Import** to import the branches. If you wish to cancel the import process, click **Cancel Import**.

> **Note:** If you do not click **Confirm Import/Cancel Import** or switch to another tab, the actual import is pending and all branches are disabled. The following message appears:

Figure 5-30: Uncompleted Branch Import



7. You can return to the **Confirm Import** or **Cancel Import** processes by clicking on the ***here*** link.

The CSV file to be imported should contain the following:

- UID (mandatory)
- Branch name
- Branch Phone number
- Aliases - Aliases separated by ";"

> **Note:** It is highly recommended that the CSV file is saved in UTF-8 encoding format (Unicode Text). Use Notepad++ to view CSV files.

8. The XLS file can be imported according to the following layout.

Figure 5-31: Branch XLS File Layout

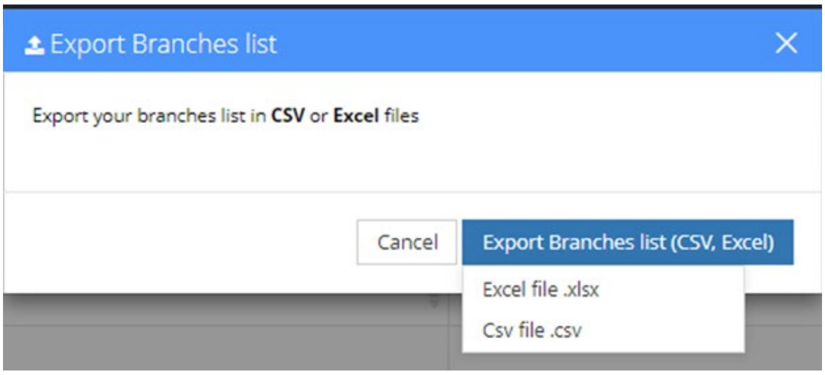
A	B	C	D
UID	Branch Name	Phone Number	Aliases
1111	New York	1001	Apple City

5.9.2 Exporting Branch Information

The procedure below describes how to export branch information.

➤ **To export contact information:**

1. From the 'Actions' drop-down list, on the Branch Details screen, click **Export Branches List**.



2. Click **Excel file** or **CSV file**.

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6 Producing Reports

The procedures below describe how to generate different reports from the AC Voca system. You can generate the following types of reports:

- IVR reports
- Branch reports
- App reports

6.1 IVR Reports

You can generate the following Interactive Voice Response (IVR) reports:

- Overall Performance – Displays the actual performance of calls made.
- Drill-down – Displays details of each call made.
- Call Date – Displays the call performance on given dates.
- Call Hour – Displays call performance by the hour on one specific day.
- Requested Contacts – Displays a summary of Contacts that were requested during an AC Voca session and the transfer results.
- Requested Departments - Displays a summary of Departments that were requested during an AC Voca session and the transfer results.

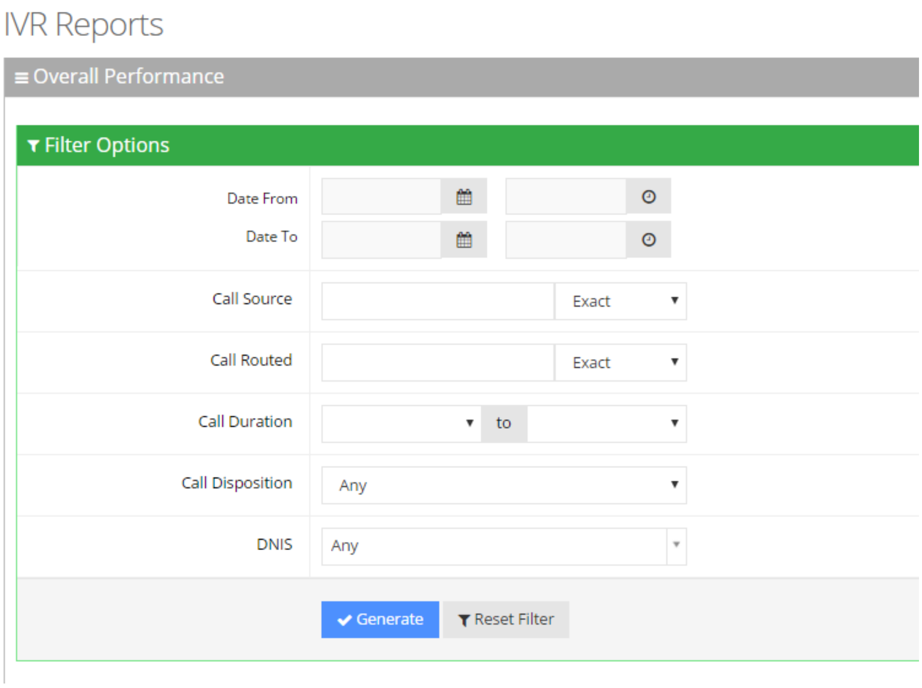
6.1.1 Overall Performance Report

The procedure below describes how to generate an Overall Performance report.

➢ **To generate an Overall Performance report:**

1. Open the Filter Options screen (**Reports** > **IVR Reports > Overall Performance**; the following appears.

Figure 6-1: Overall Performance IVR Filter Options



2. Select the appropriate filter fields:
   - **Date From:** Defines the From Date from which the calls were made.

- **Date To:** Defines the To Date that calls were made till.
- **Call Source:** Defines the source that calls were made from.
- **Call Routed:** Defines the destination that calls were routed to.
- **Call Duration:** Defines the call duration.
- **Call Disposition:** Defines the disposition of the call. It can be any of the following values:
    - Any
    - Disconnect
    - Call Started
    - Transfer
    - Transfer Fail
    - Operator
- **DNIS:** Defines the internal phone number that is called to access AC Voca. You can select the appropriate value from the drop-down list.

3. Click **Generate** to view the report output or **Reset Filter** to reset the filter values.

Note: Leaving the filter empty means don't filter on that field. It is recommended to set the Start Date and End Date filters, to shorten the report processing time.

The figure below displays an example of the Overall Performance IVR report.

Figure 6-2: Overall Performance IVR Report Example

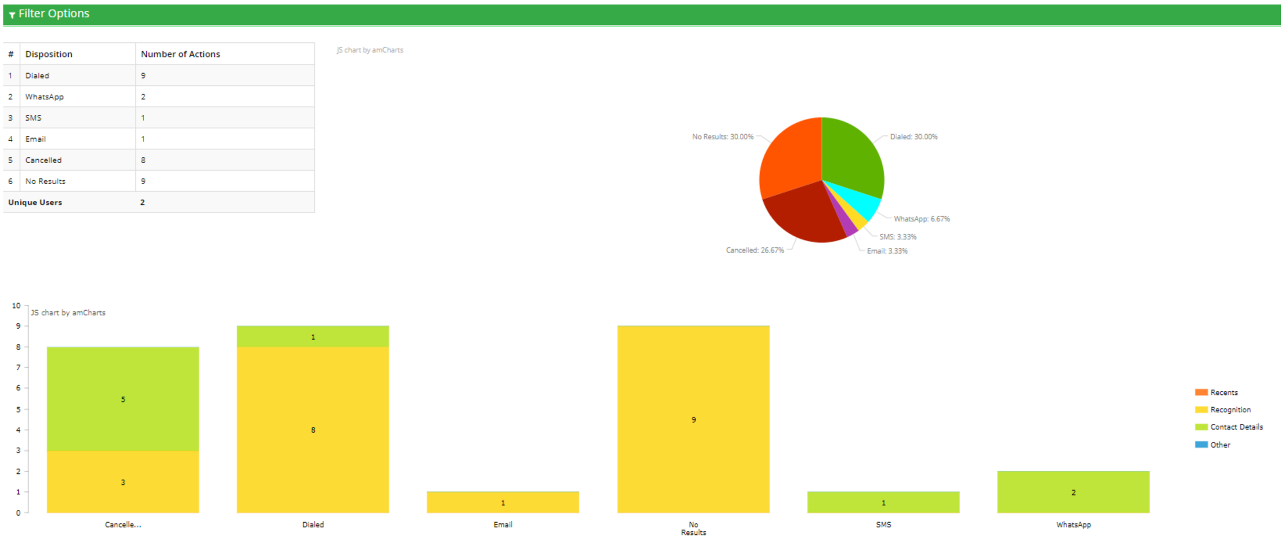


Table 6-1: Overall Performance IVR Report Description

Report Column	Description
Disposition	Displays the disposition of the call.
Total Calls	Displays the total number of calls each disposition.

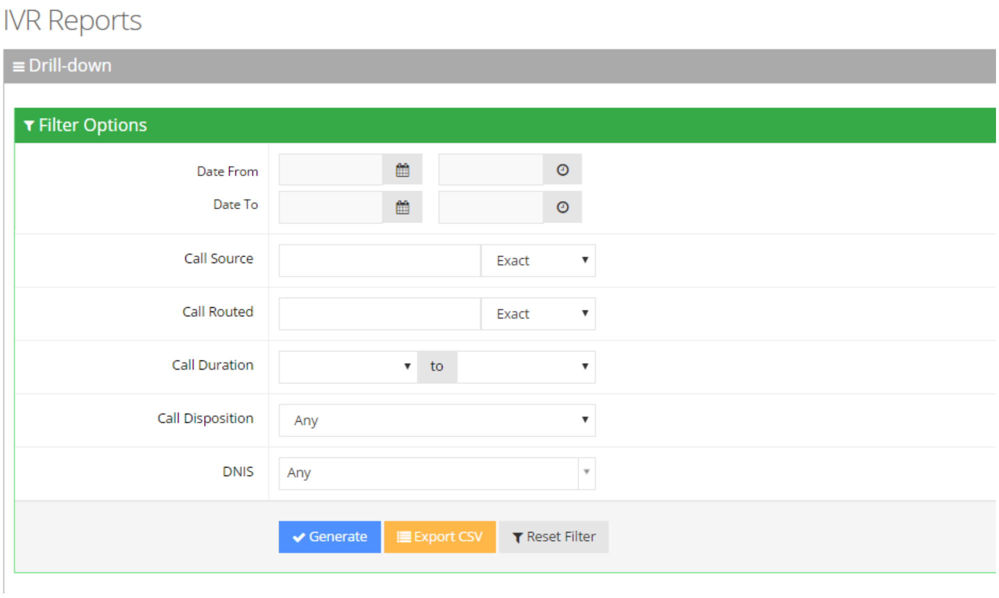
6.1.2 Drill-down Report

The procedure below describes how to generate a Drill-down report.

➢ **To generate a Drill-down report:**

1. Open the Filter Options screen (**Reports** > **IVR Reports > Drill-down**; the following appears.

Figure 6-3: Drill-down IVR Filter Options

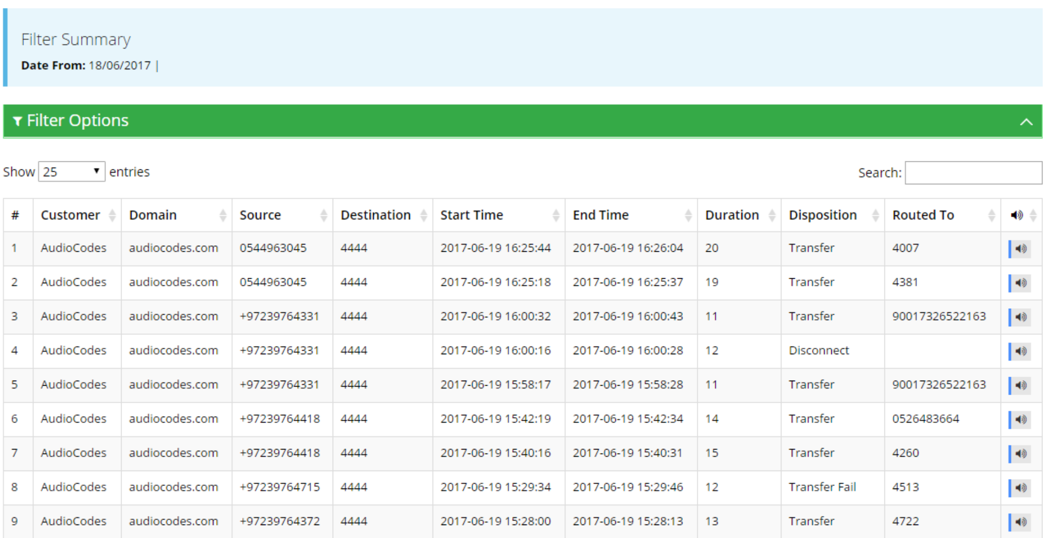


2. Select the appropriate filter fields:
   - **Date From:** Defines the From Date from which the calls were made.
   - **Date To:** Defines the To Date that calls were made till.
   - **Call Source:** Defines the source that calls were made from.
   - **Call Routed:** Defines the destination that calls were routed to.
   - **Call Duration:** Defines the call duration.
   - **Call Disposition:** Defines the disposition of the call. It can be any of the following values:
     - Any
     - Disconnect
     - Call Started
     - Transfer
     - Transfer Fail
     - Operator
   - **DNIS:** Defines the leading phone number that is called to access AC Voca. You can select the appropriate value from the drop-down list.
3. Click one of the following:
   - **Generate** to view the report output.
   - **Export CSV** to export the report is CSV format.
   - **Reset Filter** to reset the filter values.

Note: Leaving the filter empty means don't filter on that field. It is recommended to set the Start Date and End Date filters, to shorten the report processing time.

The figure below displays an example of the Drill-down IVR report.

Figure 6-4: Drill-down IVR Report Example


Filter Summary
Date From: 18/06/2017 |

Filter Options

Show 25 entries Search:

#	Customer	Domain	Source	Destination	Start Time	End Time	Duration	Disposition	Routed To	
1	AudioCodes	audiocodes.com	0544963045	4444	2017-06-19 16:25:44	2017-06-19 16:26:04	20	Transfer	4007	
2	AudioCodes	audiocodes.com	0544963045	4444	2017-06-19 16:25:18	2017-06-19 16:25:37	19	Transfer	4381	
3	AudioCodes	audiocodes.com	+97239764331	4444	2017-06-19 16:00:32	2017-06-19 16:00:43	11	Transfer	90017326522163	
4	AudioCodes	audiocodes.com	+97239764331	4444	2017-06-19 16:00:16	2017-06-19 16:00:28	12	Disconnect		
5	AudioCodes	audiocodes.com	+97239764331	4444	2017-06-19 15:58:17	2017-06-19 15:58:28	11	Transfer	90017326522163	
6	AudioCodes	audiocodes.com	+97239764418	4444	2017-06-19 15:42:19	2017-06-19 15:42:34	14	Transfer	0526483664	
7	AudioCodes	audiocodes.com	+97239764418	4444	2017-06-19 15:40:16	2017-06-19 15:40:31	15	Transfer	4260	
8	AudioCodes	audiocodes.com	+97239764715	4444	2017-06-19 15:29:34	2017-06-19 15:29:46	12	Transfer Fail	4513	
9	AudioCodes	audiocodes.com	+97239764372	4444	2017-06-19 15:28:00	2017-06-19 15:28:13	13	Transfer	4722	

Table 6-2: Drill-down IVR Report Description

Report Column	Description
Customer	Displays the customer name.
Domain	Displays the domain name.
Source	Displays the phone number the call was made from.
Destination	Displays the destination phone number.
Start Time	Displays the start time of the call.
End Time	Displays the end time of the call.
Duration	Displays the duration of the call.
Disposition	Displays the disposition of the call.
Routed To	Displays the number of where the call has been routed to.
	Click on this to open the CDR and get more information, including hearing a recording of the call.

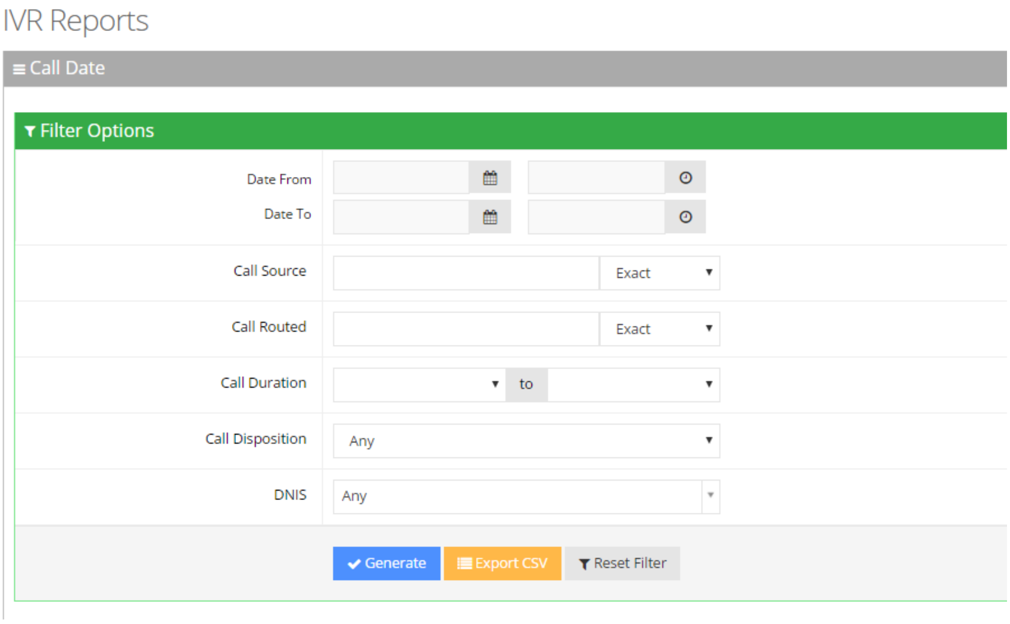
6.1.3 Call Date Report

The procedure below describes how to generate a Call Date IVR report.

➢ **To generate a Call Date IVR report:**

1. Open the Filter Options screen (**Reports** > **IVR Reports > Call Date)**; the following appears.

Figure 6-5: Call Date IVR Filter Options



2. Select the appropriate filter fields:
   - **Date From:** Defines the From Date from which the calls were made.
   - **Date To:** Defines the To Date that calls were made till.
   - **Call Source:** Defines the source that calls were made from.
   - **Call Routed:** Defines the destination that calls were routed to.
   - **Call Duration:** Defines the call duration.
   - **Call Disposition:** Defines the disposition of the call. It can be any of the following values:
     - Any
     - Disconnect
     - Call Started
     - Transfer
     - Transfer Fail
     - Operator
   - **DNIS:** Defines the internal phone number that is called to access AC Voca. You can select the appropriate value from the drop-down list.
3. Click one of the following:
   - **Generate** to view the report output.
   - **Export CSV** to export the report is CSV format.
   - **Reset Filter** to reset the filter values.

The figure below displays an example of the Call Date IVR report. The bar graph shows the number of calls on a given date. The green graph shows peak currency on a given date.

Figure 6-6: Call Date IVR Report Example

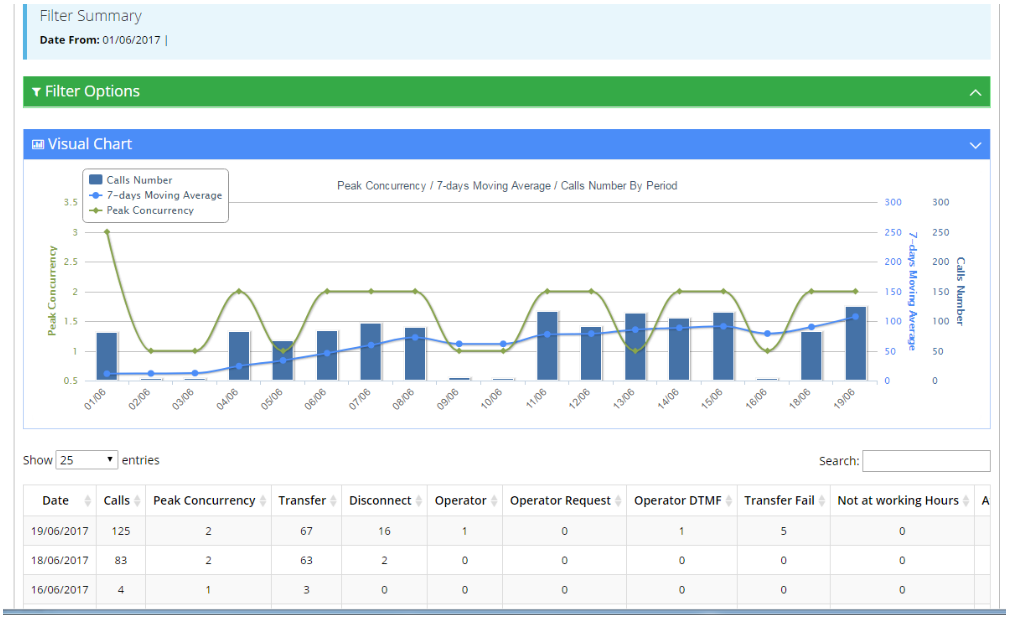


Table 6-3: Call Date IVR Report Description

Report Column	Description
Date	Displays the date.
Calls	Displays the number of calls.
Peak Concurrency	Displays the maximum number of concurrent calls the system held for a specific period of time.
Transfer	Displays the number of transferred calls.
Disconnect	Displays the disconnected calls.
Operator	Displays the number of calls moved to the operator for some reason (not Operator Requested or Operator DMTF).
Operator Request	Displays the number of calls moved to the Operator. The user was asked by voice to move the call to the Operator.
Operator DTMF	Displays the number of calls moved to the Operator because the user pressed the DTMF to move the call to the Operator.
Transfer Fail	Displays the number of calls that failed to be transferred.
Not at working hours	Displays the number of calls that entered the system, outside of the working hours.

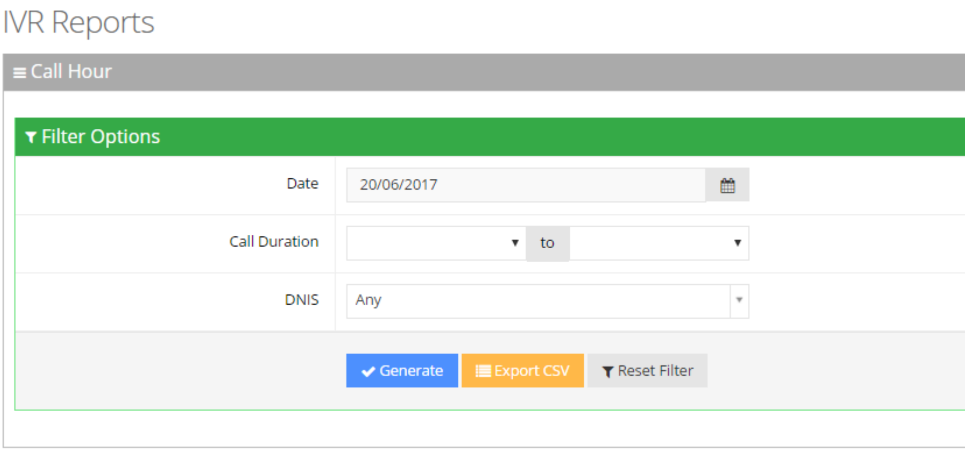
6.1.4 Call Hour Report

The procedure below describes how to generate a Call Hour IVR report.

➢ **To generate a Call Hour IVR report:**

1. Open the Filter Options screen (**Reports** > **IVR Reports > Call Hour)**; the following appears.

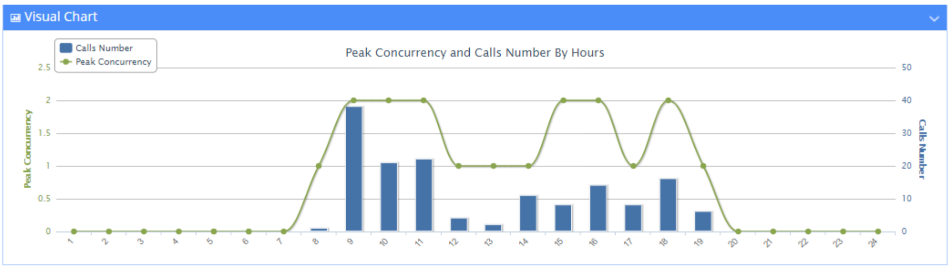
Figure 6-7: Call Hour IVR Filter Options



2. Select the appropriate filter fields:
   - **Date:** Defines the date the calls were made.
   - **Call Duration:** Defines the call duration.
   - **DNIS:** Defines the internal phone number that is called to access AC Voca. You can select the appropriate value from the drop-down list.
3. Click one of the following:
   - **Generate** to view the report output.
   - **Export CSV** to export the report is CSV format.
   - **Reset Filter** to reset the filter values.

The figure below displays an example of the Call Hour IVR Report. The bar graph shows the number of calls made at a given hour. The green graph shows peak currency on a given hour.

Figure 6-8: Call Hour IVR Report Example



Show 25 entries Search:

Hour	Calls	Peak Concurrency	Transfer	Disconnect	Operator	Operator Request	Operator DTMF	Transfer Fail	Not at working Hours	Avg. Call Time [sec]
0:00 - 1:00	0	0	0	0	0	0	0	0	0	0
1:00 - 2:00	0	0	0	0	0	0	0	0	0	0
2:00 - 3:00	0	0	0	0	0	0	0	0	0	0
3:00 - 4:00	0	0	0	0	0	0	0	0	0	0
4:00 - 5:00	0	0	0	0	0	0	0	0	0	0
5:00 - 6:00	0	0	0	0	0	0	0	0	0	0
6:00 - 7:00	0	0	0	0	0	0	0	0	0	0
7:00 - 8:00	1	1	0	1	0	0	0	0	0	00:00:28
8:00 - 9:00	38	2	3	5	0	0	0	1	0	00:00:07
9:00 - 10:00	21	2	18	1	0	0	0	0	0	00:00:14
10:00 - 11:00	22	2	12	4	0	0	1	1	0	00:00:18
11:00 - 12:00	4	1	4	0	0	0	0	0	0	00:00:15
12:00 - 13:00	2	1	2	0	0	0	0	0	0	00:00:15

Table 6-4: Call Hour IVR Report Description

Report Column	Description
Hour	Displays the hours that the calls were made.
Calls	Displays the number of calls.
Peak Concurrency	Displays the maximum number of concurrent calls the system held for a specific period of time.
Transfer	Displays the number of transferred calls.
Disconnect	Displays the disconnected calls.
Operator	Displays the number of calls moved to the operator for some reason (not Operator Requested or Operator DMTF).
Operator Request	Displays the number of calls moved to the Operator because the user was asked by voice to move to the Operator.
Operator DTMF	Displays the number of calls moved to the Operator because the user pressed DTMF to move the call to the Operator.
Transfer Fail	Displays the number of call that failed to be transferred.
Not at working hours	Displays the number of call that entered the system outside of the working hours.
Average Call Time (sec)	Displays the average call time in seconds.

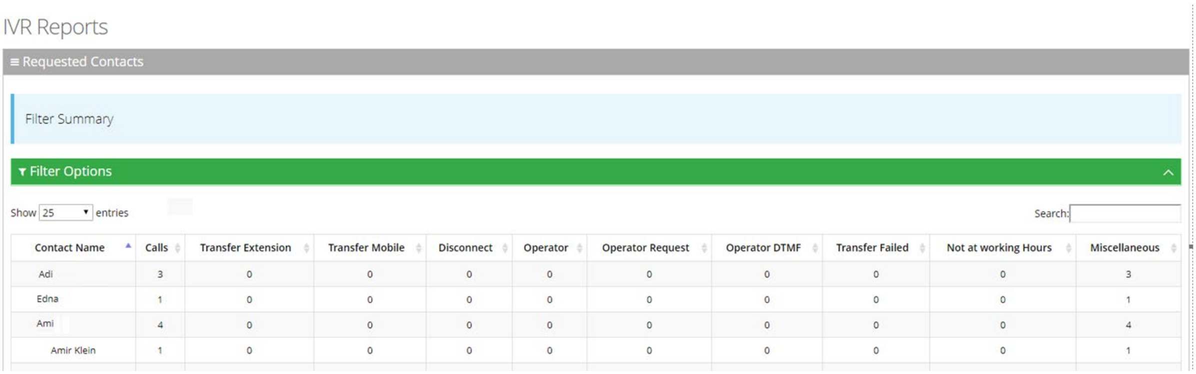
6.1.5 Requested Contacts Report

The procedure below describes how to generate a Requested Contacts report.

➢ **To generate a Requested Contacts report:**

1. Open the Filter Options screen (**Reports** > **IVR Reports > Requested Contacts**; the following appears.

Figure 6-9: Requested Contacts Report Example



Report Column	Description
Calls	Displays the number of calls made to the Contact.
Transfer Extension	Displays the number of calls that were transferred to the Customer's extension.
Transfer Mobile	Displays the number of calls that were transferred to the Customer's mobile.
Disconnected	Displays the number of calls that were disconnected.
Operator	Displays the number of calls that were transferred to the operator.
Operator Request	Displays the number of calls that were requested to be transferred to the operator.
Operator DTMF	Displays the number of calls that that used the Operator DTMF.
Transfer Failed	Displays the number of calls that the transfer failed.
Not at Working Hours	Displays the number of calls made outside of working hours.
Miscellaneous	Displays the number of calls that come under other categories.

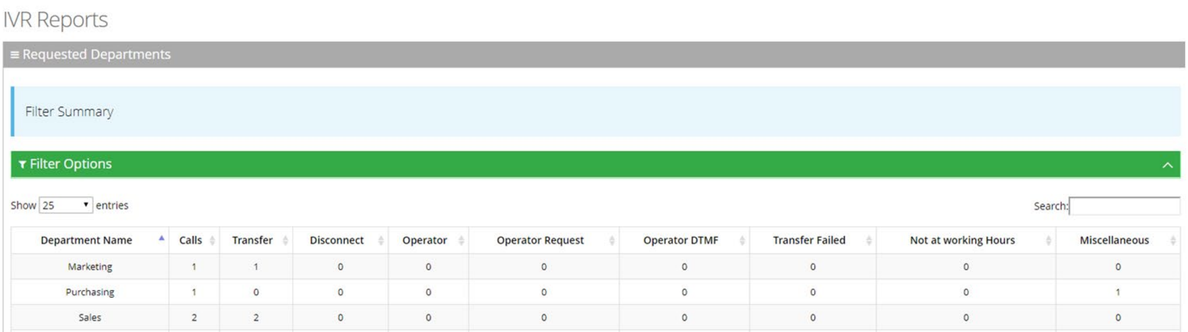
6.1.6 Requested Departments Report

The procedure below describes how to generate a Requested Departments report.

➢ **To generate a Requested Contacts report:**

2. Open the Filter Options screen (**Reports** > **IVR Reports > Requested Departments**; the following appears.

Figure 6-10: Requested Contacts Report Example



Report Column	Description
Calls	Displays the number of calls made to the department.
Transfer	Displays the number of calls that were transferred to the Department.
Disconnected	Displays the number of Department calls that were disconnected.
Operator	Displays the number of Department calls that were transferred to the operator.
Operator Request	Displays the number of Department calls that were requested to be transferred to the operator.
Operator DTMF	Displays the number of Department calls that that used the Operator DTMF.
Transfer Failed	Displays the number of Department calls that the transfer failed.
Not at Working Hours	Displays the number of Department calls made outside of working hours.
Miscellaneous	Displays the number of Department calls that come under other categories.

6.2 Branch Reports

You can generate the following reports:

- **Branches by Date** - Produces a list of branches with the number of calls actually transferred to each branch in a specific period of time.
- **Requested Dest. by Date** – Produces a list of cities with the number of times the city was requested in a specific period of time.

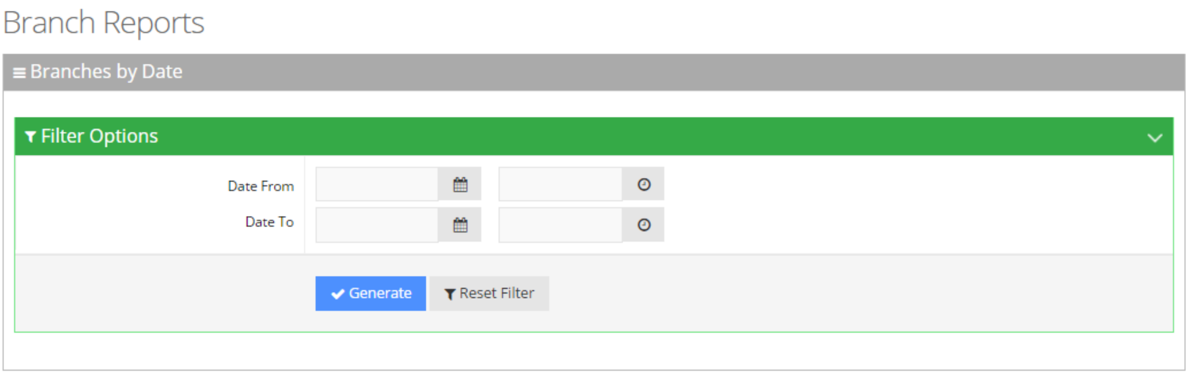
6.2.1 Branches by Date Report

The procedure below describes how to generate a Branches by Date report.

➢ **To generate a Branches by Date report:**

1. Open the Filter Options screen (**Reports** > **Branch Reports > Branches by Date**; the following appears.

Figure 6-11: Branches by Date Filter Options



2. Select the appropriate filter fields:
   - **Date From:** Defines the From Date from which the calls were made.
   - **Date To:** Defines the To Date that calls were made till.
3. Click **Generate** to view the report output; the following report example appears:

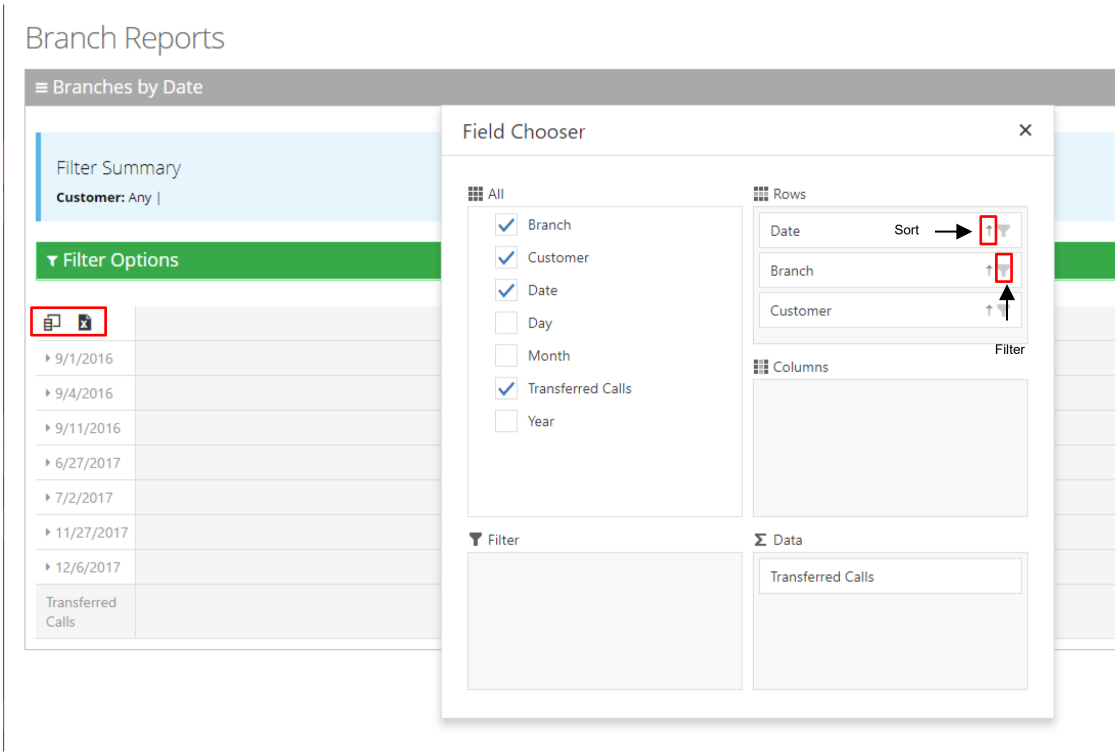
Figure 6-12: Branches by Date Report Example

4. Click **Reset Filter** to reset the filter values.

6.2.1.1 Field Chooser

The Field Chooser is a multi-dimensional data analysis tool that allows to customize your options so you can quickly summarize trends using a cross-tabular display format. This tool is accessed by clicking the left icon under the **Filter Options** heading as shown in the figure below. When you click the right icon, the system exports the report to a UTF-8 CSV file.

Figure 6-13: Field Chooser



- **All:** Select the fields under the **All** heading, to choose the data you want displayed in the report. In the above example, Branch, Date and Transferred Calls are fields that are displayed.
- **Rows:** Drag the fields selected under the **All** heading, to be displayed in a hierarchical format. These fields can be used for sorting or to filtering.
- **Columns:** Drag the fields selected under the **All** heading for additional columns in your report.
- **Data:** Under the Data heading, select what data you want summarized. In the above example, we select how many calls were transferred to each branch by date.
- **Filter:** Select additional fields to use to filter the report.

Note: The **Field Chooser** tool is also supported for the Requested Destination by Date Report.

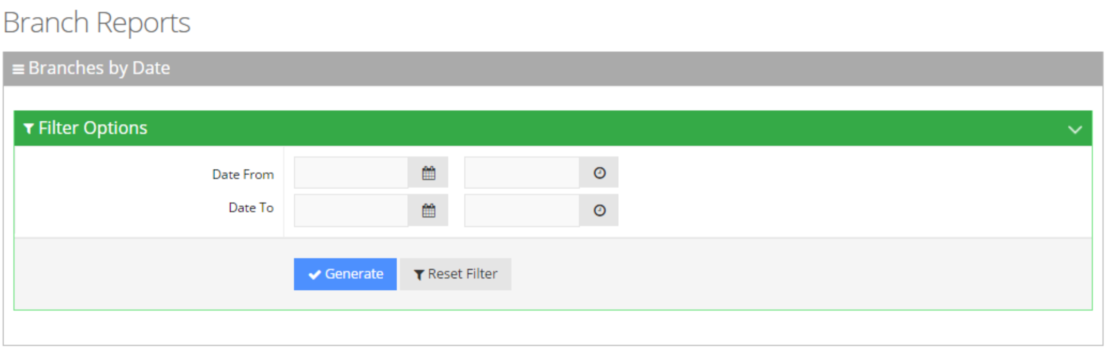
6.2.2 Requested Destination by Date Report

The procedure below describes how to generate a Requested Destination by Date report.

➢ **To generate a Requested Destination by Date report:**

1. Open the Filter Options screen (**Reports** > **Branch Reports > Requested Dest. by Date**; the following appears:

Figure 6-14: Branches by Date Filter Options



2. Select the appropriate filter fields:
   - **Date From:** Defines the From Date from which the calls were made.
   - **Date To:** Defines the To Date that calls were made until.
3. Click **Generate** to view the report output; the following report example appears:

Figure 6-15: Requested Destinations by Date Report Example

6.3 App Reports

You can generate the following VocaNOM mobile app reports:

- **Overall Performance:** Displays the actual performance of actions made using the VocaNOM app.
- **Drill-down:** Displays details of each call made from the VocaNOM app.
- **Call Date:** Displays the call performance on the VocaNOM app on given dates.
- **Call Hour:** Displays call performance on the VocaNOM app by the hour for a specific day.
- **Call Usage:** Displays call usage on the VocaNOM app.

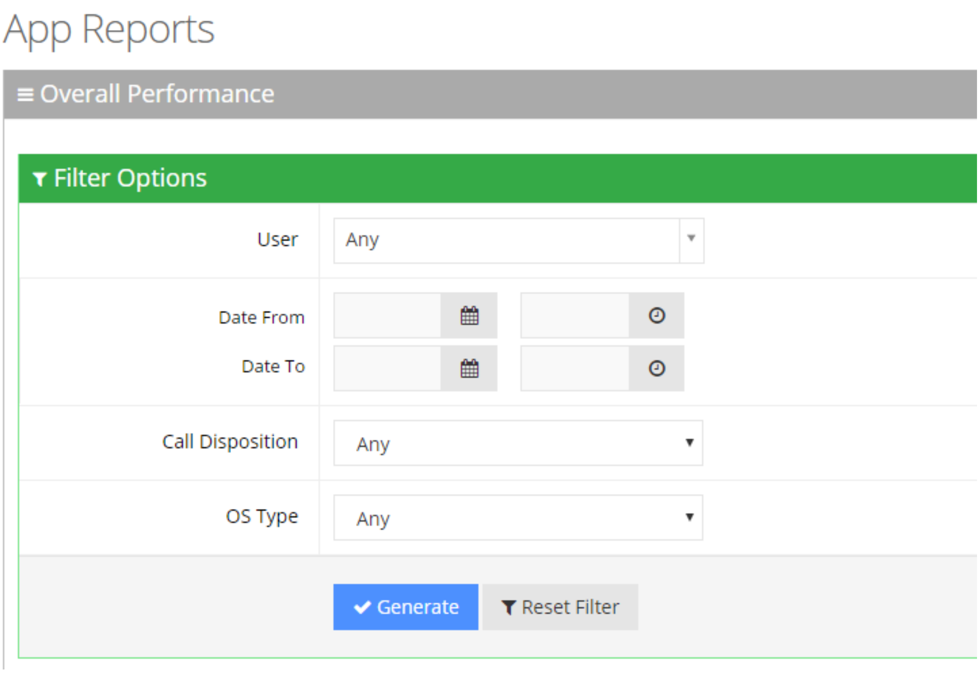
6.3.1 Overall Performance Report

The procedure below describes how to generate an Overall Performance report of actions made using the VocaNOM app.

➢ **To generate an Overall Performance app report:**

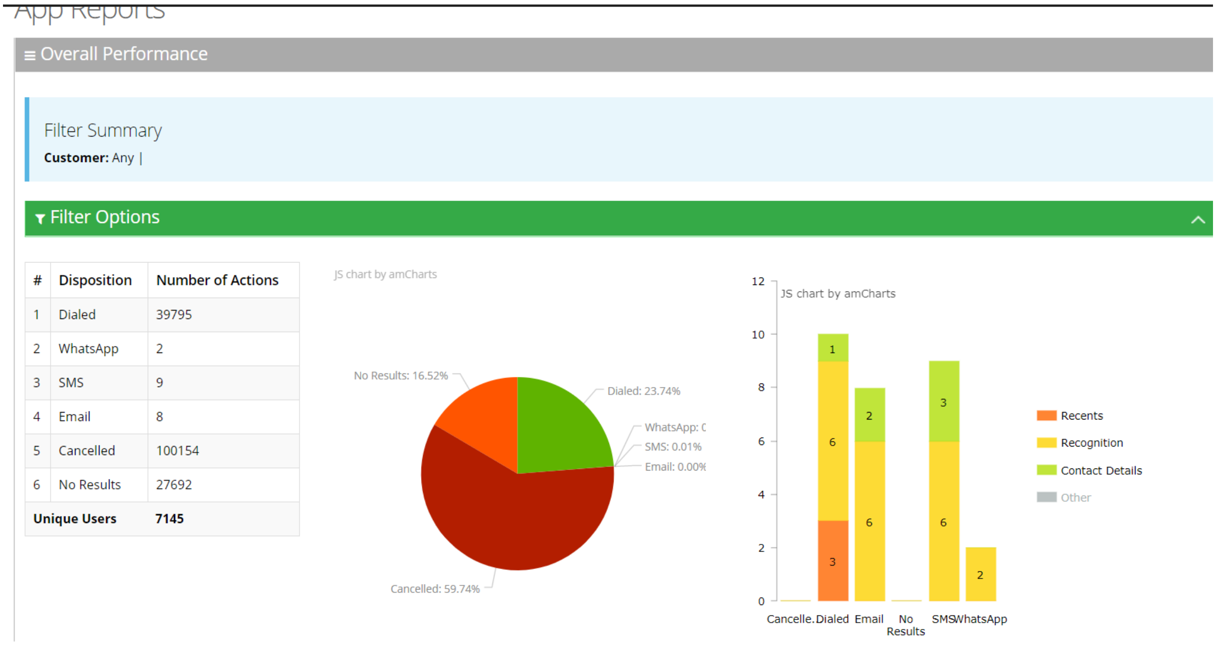
1. Open the Filter Options screen (**Reports** > **App Reports > Overall Performance**; the following appears.

Figure 6-16: Overall Performance App Filter Options



2. Select the appropriate filter fields:
   - **User:** Defines which user you want to filter on.
   - **Date From:** Defines the From Date from which the actions were made.
   - **Date To:** Defines the To Date that actions were made till.
   - **Call Disposition:** Defines the disposition of the action. It can be any of the following values:
     - Any
     - Dialed
     - WhatsApp
     - SMS
     - Emailed
     - Cancelled
     - No Results
   - **OS Type:** Defines the Mobile Phone Operating System type. It can be any of the following values:
     - Any
     - Android
     - iPhone OS
3. Click **Generate** to view the report output or **Reset Filter** to reset the filter values.

Figure 6-17: Overall Performance App Report Example



#	Disposition	Number of Actions
1	Dialed	39795
2	WhatsApp	2
3	SMS	9
4	Email	8
5	Cancelled	100154
6	No Results	27692
Unique Users		**7145**

The Overall Performance report displays a summary of the performance of calls handled by AC Voca for a specific date or date range. The performance summary includes the following statistics (dispositions):

- **Dialed:** The total number of calls directed to the native dialer
- **WhatsApp:** The total number of calls directed to WhatsApp
- **SMS:** The total number of calls directed to SMS
- **Email:** The total number of calls directed to e-mail
- **Cancelled:** The total number of cancelled calls
- **No results:** The number of calls with no results

The report displays the statistics in three different formats:

- **Table format:** The table also shows the number of users using the application
- **Pie chart:** Reflects the results of the table format.
- **Stacked bar chart:** Represents the origin of the dispositions by the following categories
  - Recents – the number of calls from pressing the **Recent items** button
  - Recognition – the number of calls from voice commands
  - Contact details screen – all details aggregated
  - Other – historical information- no longer in use.

  For example, from the 25 dialed calls, three of them originated from the **Recents** button.

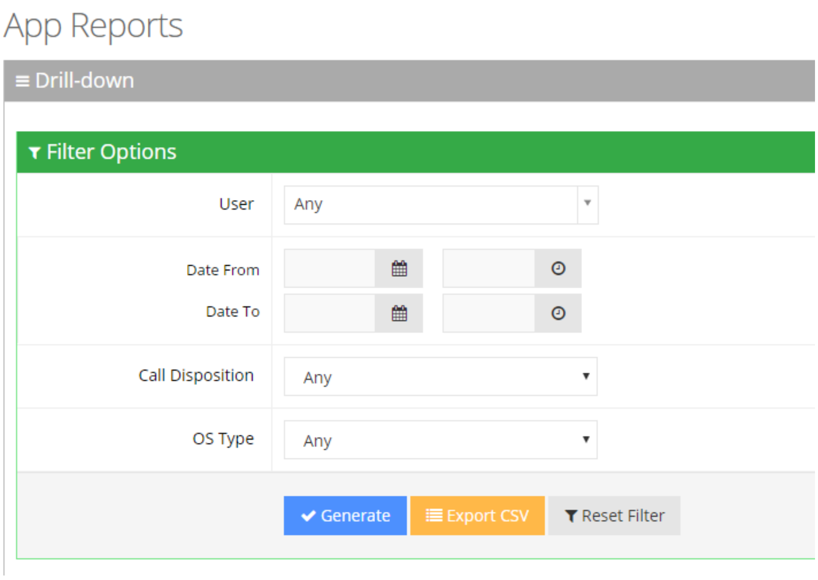
6.3.2 Drill-down Report

The procedure below describes how to generate a Drill-down Report of actions made using the VocaNOM app.

➢ To generate a Drill-down report:

1. Open the Filter Options screen (**Reports** > **App Reports > Drill-down**; the following appears.

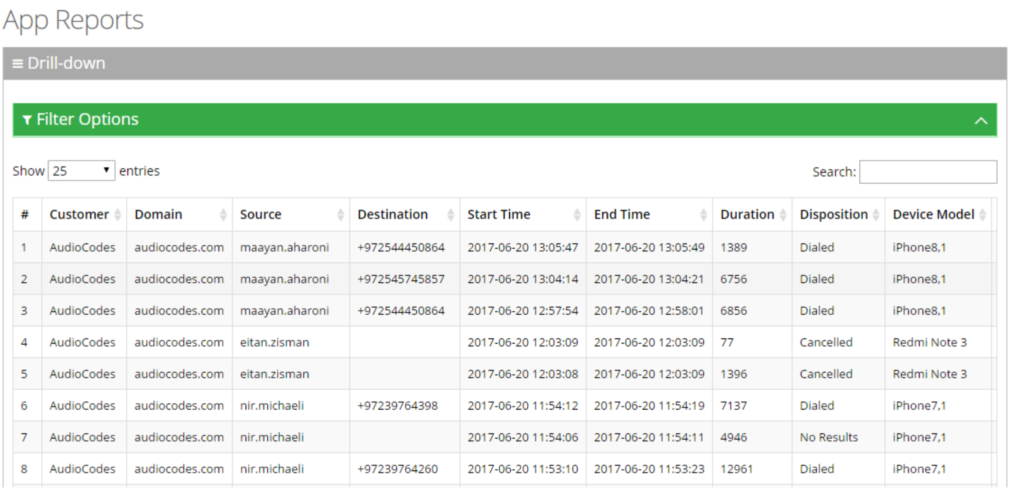
Figure 6-18: Drill-down App Filter Options



2. Select the appropriate filter fields:
   - **User:** Defines which user you want to filter on.
   - **Date From:** Defines the From Date from which the actions were made.
   - **Date To:** Defines the To Date that actions were made till.
   - **Call Disposition:** Defines the disposition of the action. It can be any of the following values:
     - Any
     - Dialed
     - WhatsApp
     - SMS
     - Email
     - Cancelled
     - No Results
   - **OS Type:** Defines the Mobile Phone Operating System type. It can be any of the following values:
     - Any
     - Android
     - iPhone OS
3. Click one of the following:
   - **Generate** to view the report output.
   - **Export CSV** to export the report is CSV format.
   - **Reset Filter** to reset the filter values.

The figure below displays an example of the Drill-down report.

Figure 6-19: Drill-down App Report Example


App Reports

≡ Drill-down

Filter Options

Show 25 entries Search:

#	Customer	Domain	Source	Destination	Start Time	End Time	Duration	Disposition	Device Model
1	AudioCodes	audiocodes.com	maayan.aharoni	+972544450864	2017-06-20 13:05:47	2017-06-20 13:05:49	1389	Dialed	iPhone8,1
2	AudioCodes	audiocodes.com	maayan.aharoni	+972545745857	2017-06-20 13:04:14	2017-06-20 13:04:21	6756	Dialed	iPhone8,1
3	AudioCodes	audiocodes.com	maayan.aharoni	+972544450864	2017-06-20 12:57:54	2017-06-20 12:58:01	6856	Dialed	iPhone8,1
4	AudioCodes	audiocodes.com	eitan.zisman		2017-06-20 12:03:09	2017-06-20 12:03:09	77	Cancelled	Redmi Note 3
5	AudioCodes	audiocodes.com	eitan.zisman		2017-06-20 12:03:08	2017-06-20 12:03:09	1396	Cancelled	Redmi Note 3
6	AudioCodes	audiocodes.com	nir.michaeli	+97239764398	2017-06-20 11:54:12	2017-06-20 11:54:19	7137	Dialed	iPhone7,1
7	AudioCodes	audiocodes.com	nir.michaeli		2017-06-20 11:54:06	2017-06-20 11:54:11	4946	No Results	iPhone7,1
8	AudioCodes	audiocodes.com	nir.michaeli	+97239764260	2017-06-20 11:53:10	2017-06-20 11:53:23	12961	Dialed	iPhone7,1

Table 6-5: Drill-down App Report Description

Report Column	Description
Customer	Displays the customer name.
Domain	Displays the domain name.
Source	Displays the source the action was made from.
Destination	Displays the destination of the action.
Start Time	Displays the start time of the action.
Disposition	Displays the disposition of the action.
Device Model	Displays the type of device.
OS Type	Displays the operating system of the source device.
OS Version	Displays the operating system version of the source device.

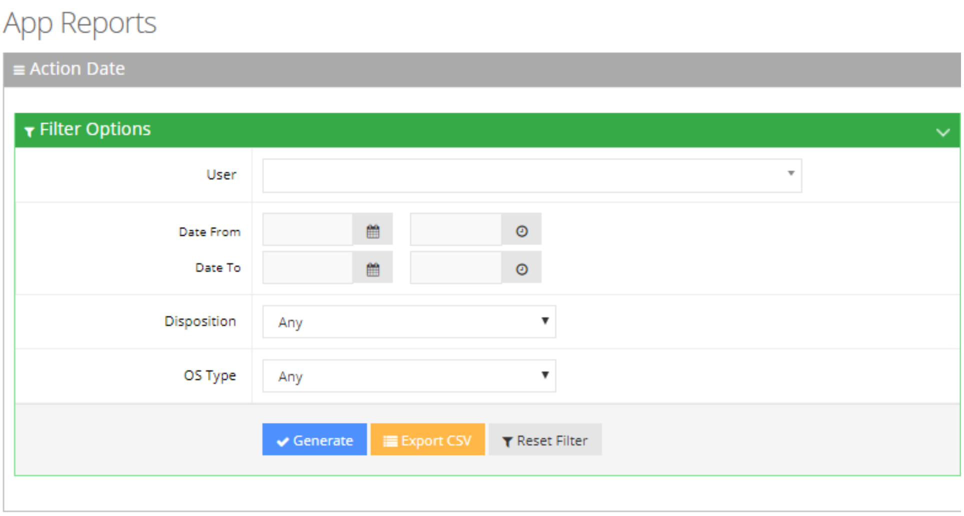
6.3.3 Action Date Report

The procedure below describes how to generate an Action Date report of actions made using the VocaNOM app.

➢ **To generate an Action Date app report:**

1. Open the Filter Options screen (**Reports** > **App Reports > Action Date)**; the following appears.

Figure 6-20: Action Date App Filter Options



2. Select the appropriate filter fields:
   - **User:** Defines which user you want to filter on.
   - **Date From:** Defines the From Date from which the actions were made.
   - **Date To:** Defines the To Date that actions were made till.
   - **Call Disposition:** Defines the disposition of the action. It can be any of the following values:
     - Any
     - Dialed
     - WhatsApp
     - SMS
     - Email
     - Cancelled
     - No Results
   - **OS Type:** Defines the Mobile Phone Operating System type. It can be any of the following values:
     - Any
     - Android
     - iPhone OS
3. Click one of the following:
   - **Generate** to view the report output.
   - **Export CSV** to export the report is CSV format.
   - **Reset Filter** to reset the filter values.

The figure below displays an example of the Action Date app report.

Figure 6-21: Action Date App Report Example

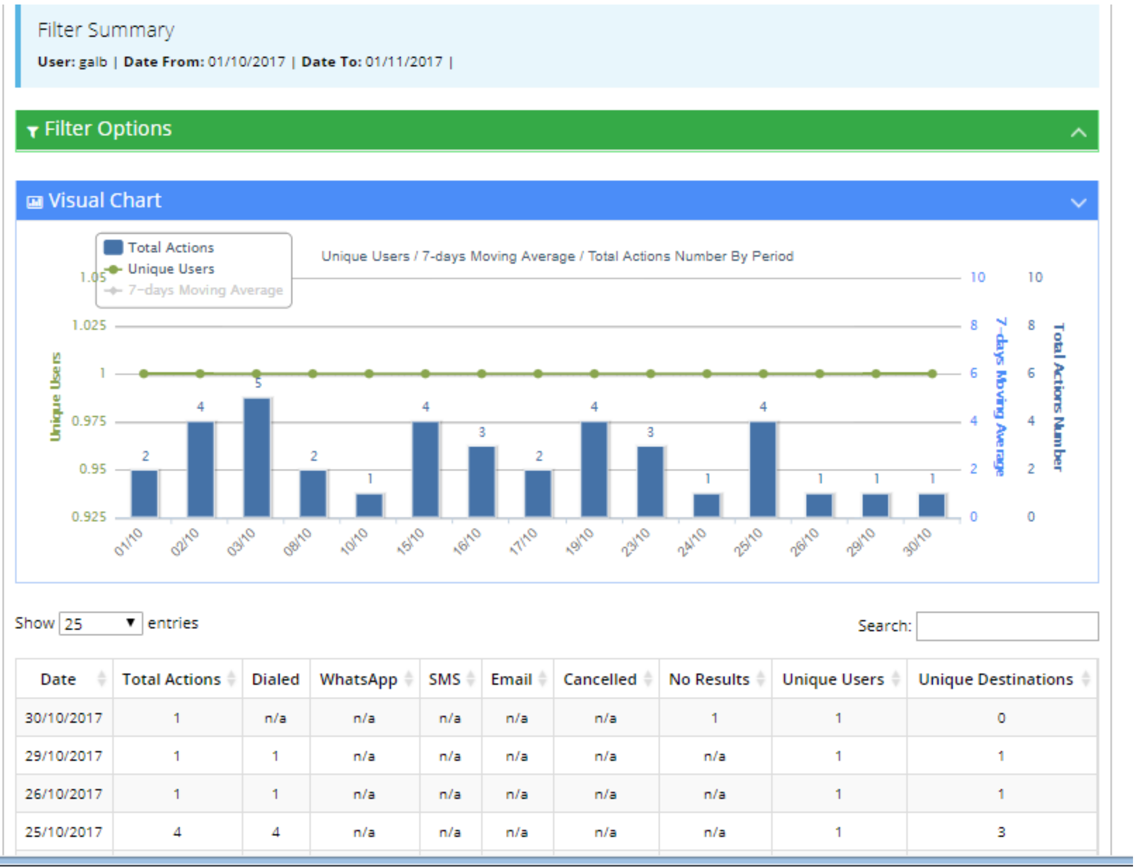


Table 6-6: Action Date App Report Descriptions

Report Column	Description
Date	Displays the date the actions were made.
Total Actions	Displays the number of actions made on a specific date.
Dialed	Displays the number of dialed numbers made on a specific date.
WhatsApp	Displays the number of WhatsApp messages sent on a specific date.
SMS	Displays the number of SMS messages sent on a specific date.
Email	Displays the number of Email messages sent on a specific date.
Cancelled	Displays the number of cancelled actions made on a specific date.
No Results	Displays the number of times the App returned with no results for a recognition attempt on a specific date.
Unique Users	Displays the number of unique users that used the App on a specific date.

Report Column	Description
Unique Destinations	Displays the number of unique destinations that received a call or a message on a specific date.

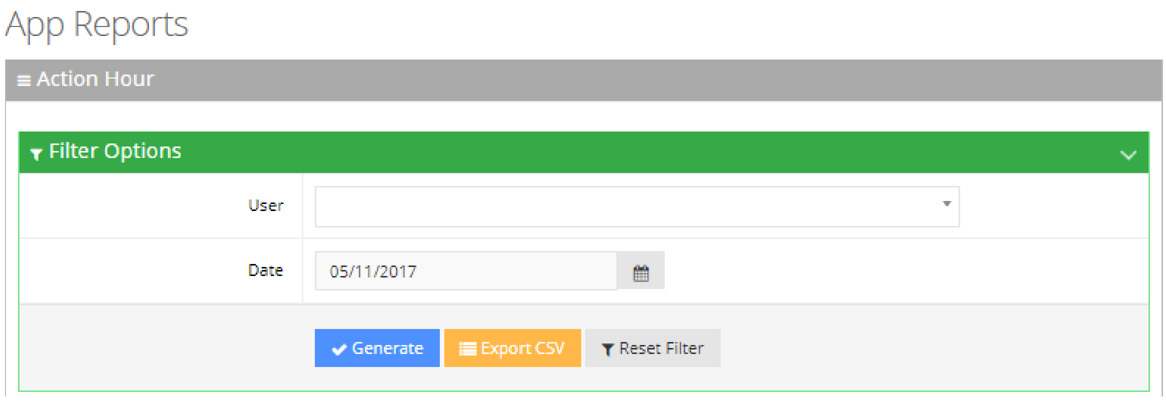
6.3.4 Action Hour Report

The procedure below describes how to generate an Action Hour report of actions made, by the hour, using the VocaNOM app.

➢ **To generate an Action Hour app report:**

1. Open the Filter Options screen (**Reports** > **App Reports > Action Hour)**; the following appears.

Figure 6-22: Action Hour App Filter Options



2. Select the appropriate filter fields:
   - **User:** Defines which user you want to filter on.
   - **Date From:** Defines the date that the actions were made.
3. Click one of the following:
   - **Generate** to view the report output.
   - **Export CSV** to export the report is CSV format.
   - **Reset Filter** to reset the filter values.

Figure 6-23: Action Hour App Report Example

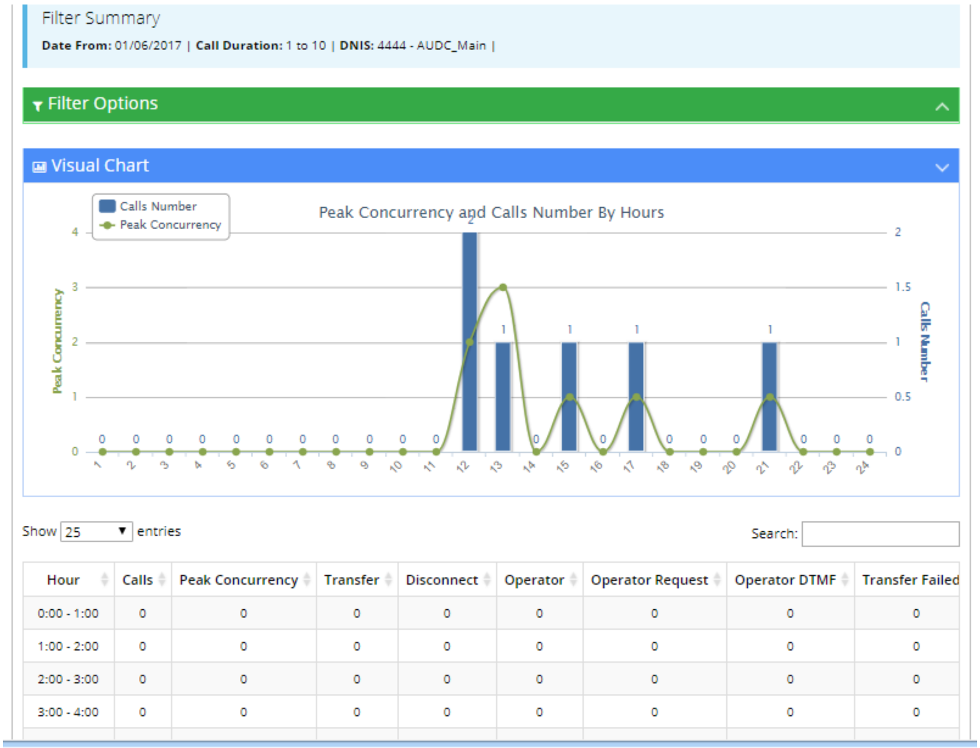


Table 6-7: Action Hour App Report Descriptions

Report Column	Description
Hour	Displays the hour the actions were made.
Total Actions	Displays the number of actions made on a specific hour.
Dialed	Displays the number of dialed numbers made on a specific hour.
WhatsApp	Displays the number of WhatsApp messages sent on a specific hour.
SMS	Displays the number of SMS sent on a specific hour.
Email	Displays the number of Email messages sent on a specific hour.
Cancelled	Displays the number of cancelled actions made during a specific hour.
No Results	Displays the number of times the App returned with no results for a recognition attempt on a specific hour.
Unique Users	Displays the number of unique users that used the App on a specific hour.
Unique Destinations	Displays the number of unique destinations that received a call or a message for a specific hour.

6.3.5 Action Usage Report

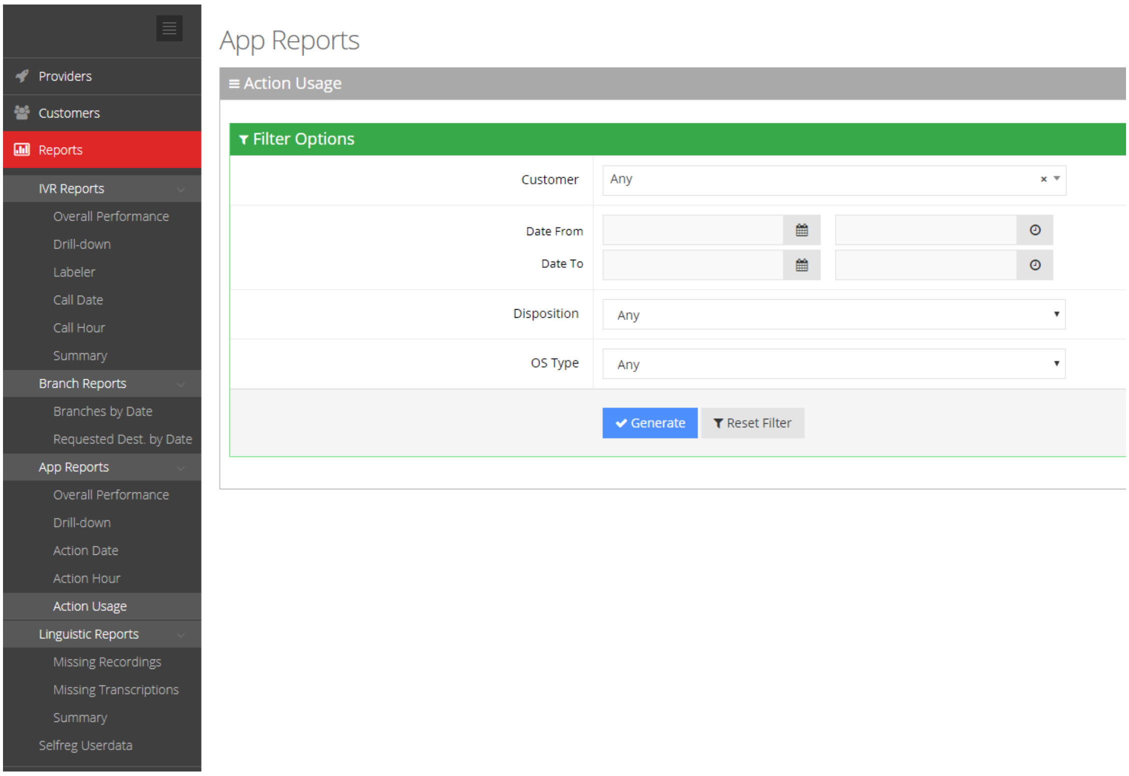
The procedure below describes how to generate an Action Usage report of actions made using the VocaNOM app.

Note: The Action Usage Report is available only for Provider privileges.

➢ **To generate an Action Usage report:**

1. Open the Filter Options screen (**Reports** > **App Reports > Action Usage)**; the following appears.

Figure 6-24: Action Usage App Filter Options



2. Select the appropriate filter fields:
   - **Date From:** Defines the From Date from which the actions were made.
   - **Date To:** Defines the To Date that actions were made till.
   - **Call Disposition:** Defines the disposition of the action. It can be one of the following values:
     - Any
     - Dialed
     - WhatsApp
     - SMS
     - Email
     - Cancelled
     - No Results

- **OS Type:** Defines the Mobile Phone Operating System type. It can be one of the following values:
  - Any
  - Android
  - iPhone OS

3. Click **Generate** to view the report output or **Reset Filter** to reset the filter values.

7 Configuration

This section describes how to configure the following:

- Prompts
- Flow Settings
- Outgoing Rules
- Menu Settings
- Working Hours
- Events & Holidays
- Additional Employees

7.1 Adding a Voice Prompt

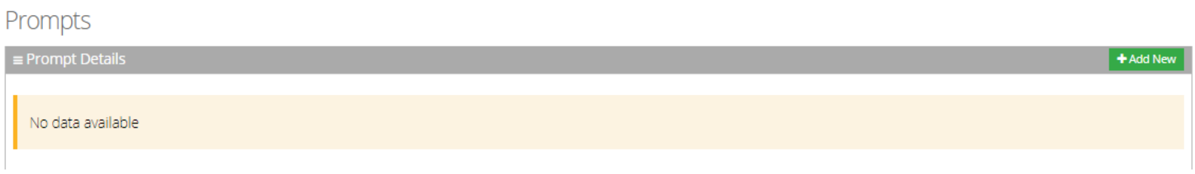
When calling the AC Voca service, the recorded prompts can be heard. The prompts can be used for other settings in the menu configuration. The system contains default prompts. These prompts can be overwritten or new prompts can be recorded with specific messages.

The procedure below describes how to upload an audio prompt for the AC Voca service.

➢ To add a new prompt:

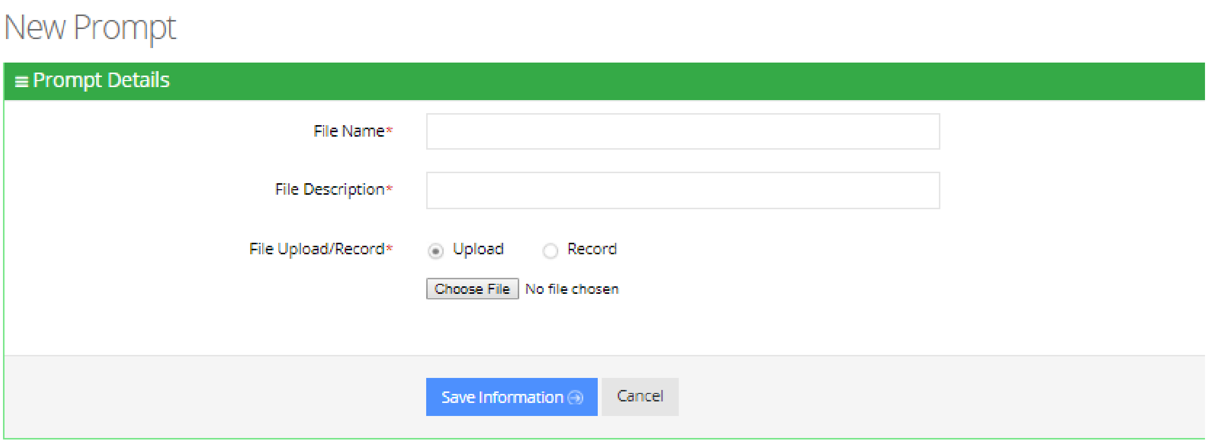
1. Open the Prompt Details screen (**Configuration** > **Prompts)**; the following appears:

Figure 7-1: Prompt Details



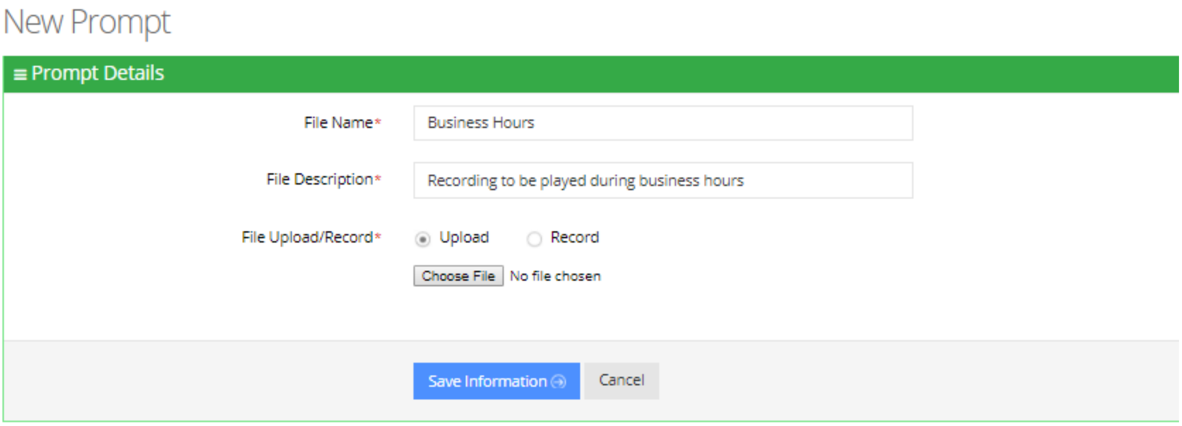
2. From the Prompts screen, click **Add New**; the following appears:

Figure 7-2: Add New Prompt



3. Enter the prompt details in the fields provided.

Figure 7-3: New Prompt Details



4. In the 'File Name' field, enter the audio file name.
5. In the 'File Description' field, enter a description of the prompt.
6. You can either **Upload** a prompt or **Record** a new prompt.

➢ To upload a file:

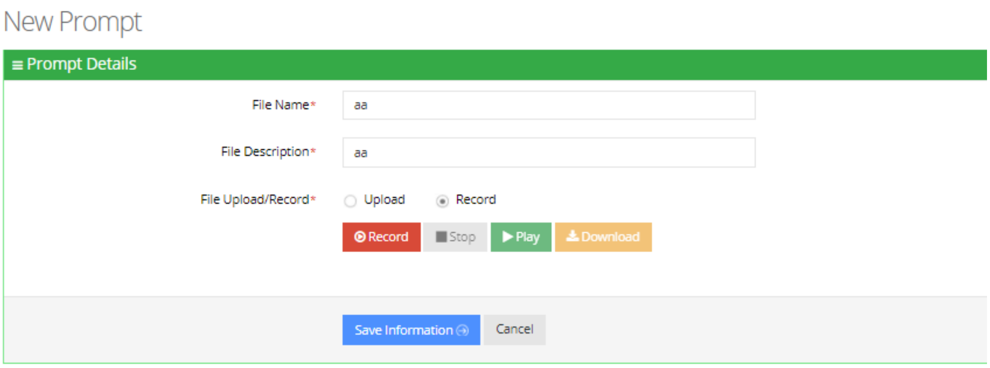
1. Click the **Upload** option.
2. Click **Choose File** to locate the audio file to be uploaded.
3. Click **Save Information** to complete the upload process.

> **Note:** The audio file must be in the following format - *.wav* file, with 16 Bit Resolution, mono, 8000Hz.

➢ To record a file:

1. Click **Record**, and then begin recording your prompt.

Figure 7-4: Record New Prompt Details



2. When finished recording, click **Stop**.
3. To replay the recent recording, click **Play**.
4. To save a copy of the recorded audio file, click **Download**.
5. Click **Save Information** to complete the recording process.

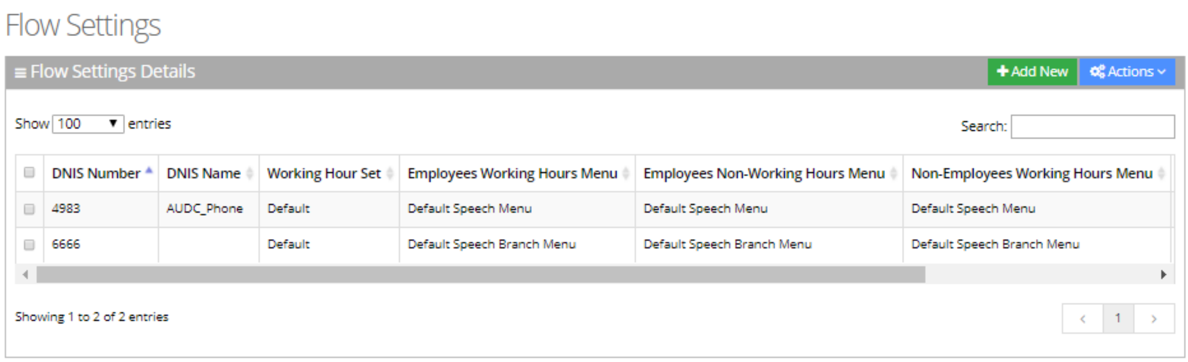
7.2 Configuring Flow Settings

The procedures below describe how to view and configure Flows and assign DNIS numbers.

➢ **To view Flow settings:**

1. Open the Flow Settings screen (**Configuration** > **Flow Settings**); the following appears.

Figure 7-5: Call Flow Settings



The Flow Settings screen is described below:

- **DNIS Number:** Defines the Access phone number for the IVR service, for example, 5555.
- **DNIS Name:** Defines the name of the IVR service.
- **Working Hour Set:** Defines which working hour set is used to define the working/non-working days/time for the flow.
- **Employee Working Hours Menu:** Defines the menu for calling employees during normal working hours. This menu should be selected from the available menus configured in “Menu Settings”.
- **Employee Non-Working Hours Menu:** Defines the menu for calling employees after normal working hours. This menu should be selected from the available menus configured in “Menu Settings”.
- **Non-Employee Working Hours Menu:** Defines the menu for calling non-employees during normal working hours. This menu should be selected from the available menus configured in “Menu Settings”.
- **Non-Employee Non-Working Hours Menu:** Defines the menu for calling non-employees after normal working hours. This menu should be selected from the available menus configured in “Menu Settings”.

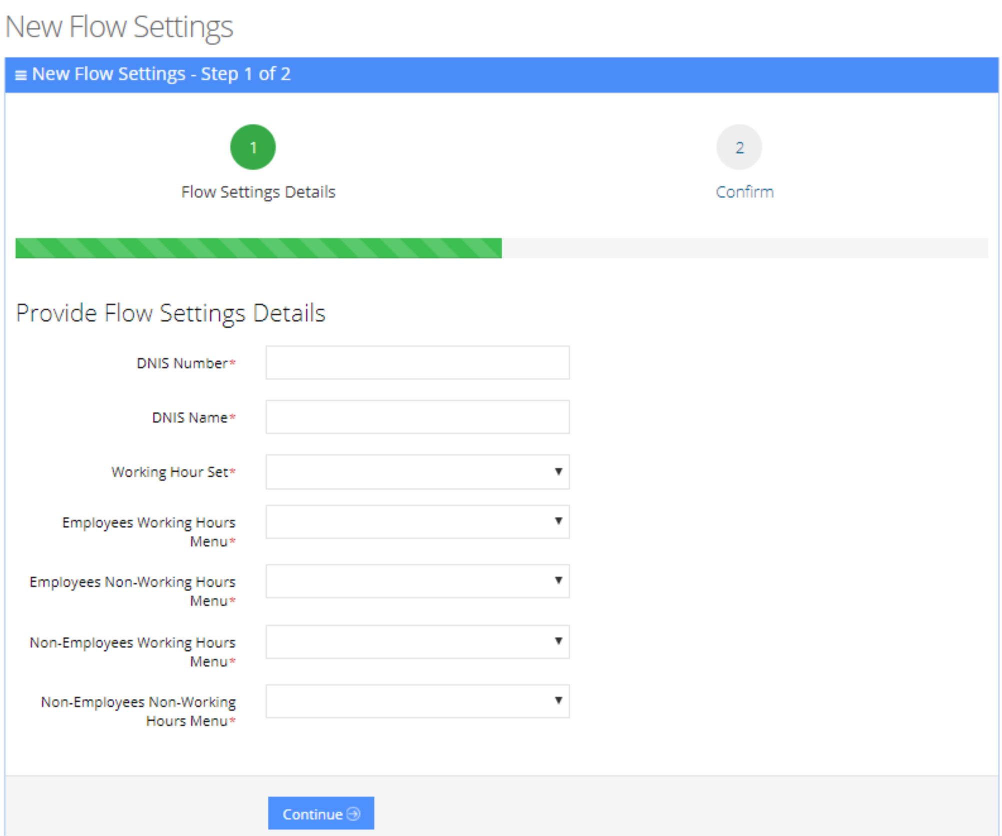
7.2.1 Adding a Flow Setting

The procedure below describes how to add a flow setting.

➢ **To add a Flow setting:**

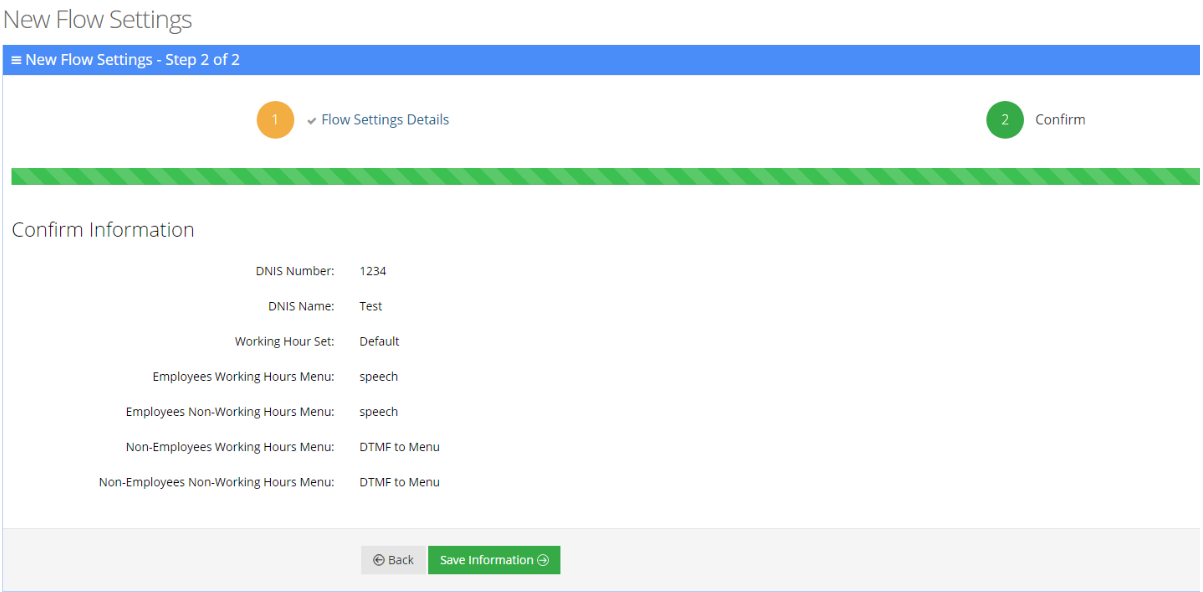
1. Open the Flow Settings screen (**Configuration** > **Flow Settings**); the following appears.
2. Click **Add New**; the following appears:

Figure 7-6: Add New Flow Settings



3. Add details, and then click **Continue**; the following appears:

Figure 7-7: Add New Flow Settings Example - Save



4. Click **Save Information**.

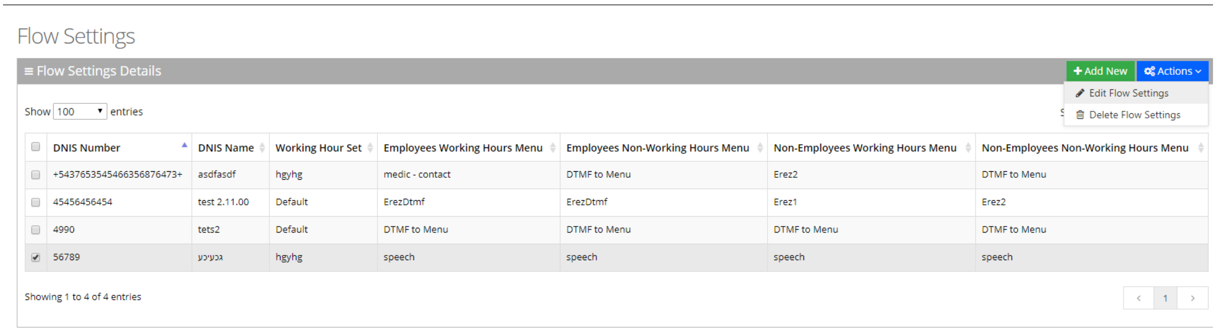
7.2.2 Editing a Flow Setting

The procedure below describes how to edit a flow setting.

➢ **To edit a Flow setting:**

1. Open the Flow Settings Details screen (**Configuration** > **Flow Settings**).

Figure 7-8: Edit Flow Settings



2. Select the Flow Setting you wish to edit by enabling the Flow Settings check box.
3. From the 'Actions' drop-down list, select **Edit Flow Settings**; the Flow Settings Details screen appears.
4. Make the necessary changes and click **Continue**.
5. Click **Save Changes**.

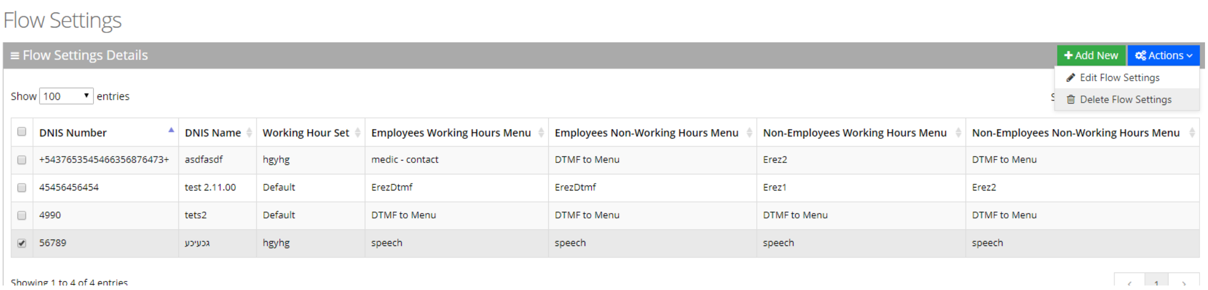
7.2.3 Deleting a Flow Setting

The procedure below describes how to delete a Flow setting.

➢ **To delete a Flow setting:**

1. Open the Flow Settings Details screen (**Configuration** > **Flow Settings**).

Figure 7-9: Delete Flow Settings



2. Select the Flow Setting you wish to delete by enabling the Flow Settings check box. From the 'Actions' drop-down list, select **Delete Flow Settings**.
3. The following message appears: "Are you sure you want to delete the selected flow settings?"
4. Click **OK** to delete the selected Flow Setting.

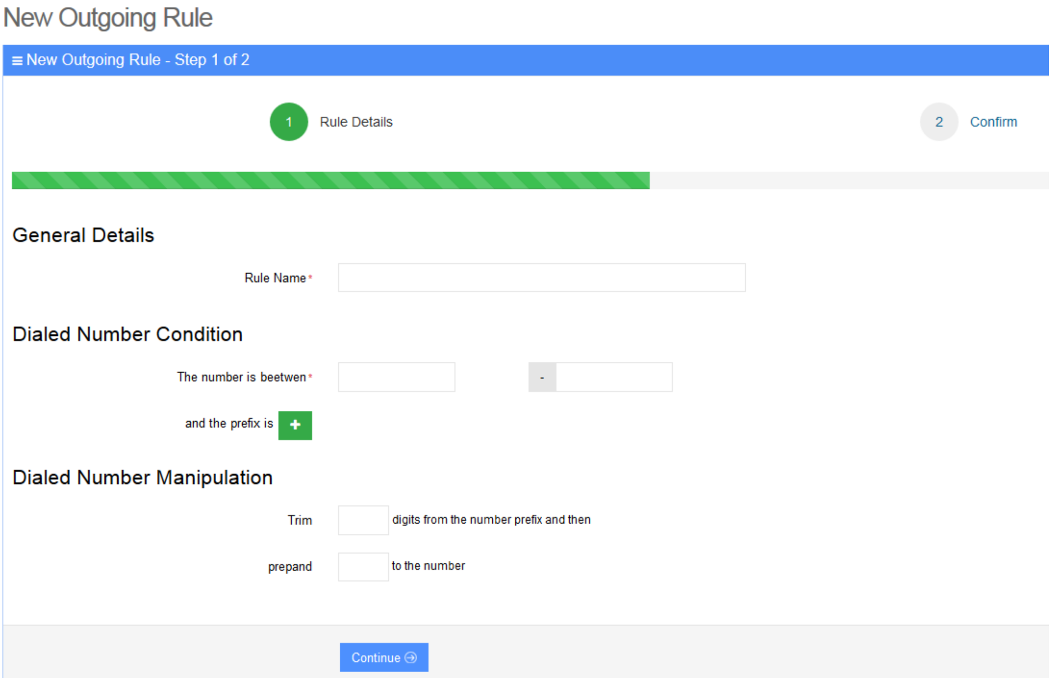
7.3 Managing Outgoing Rules

The procedure below describes how to define outgoing phone number manipulation rules.

➢ **To create a new outgoing rule:**

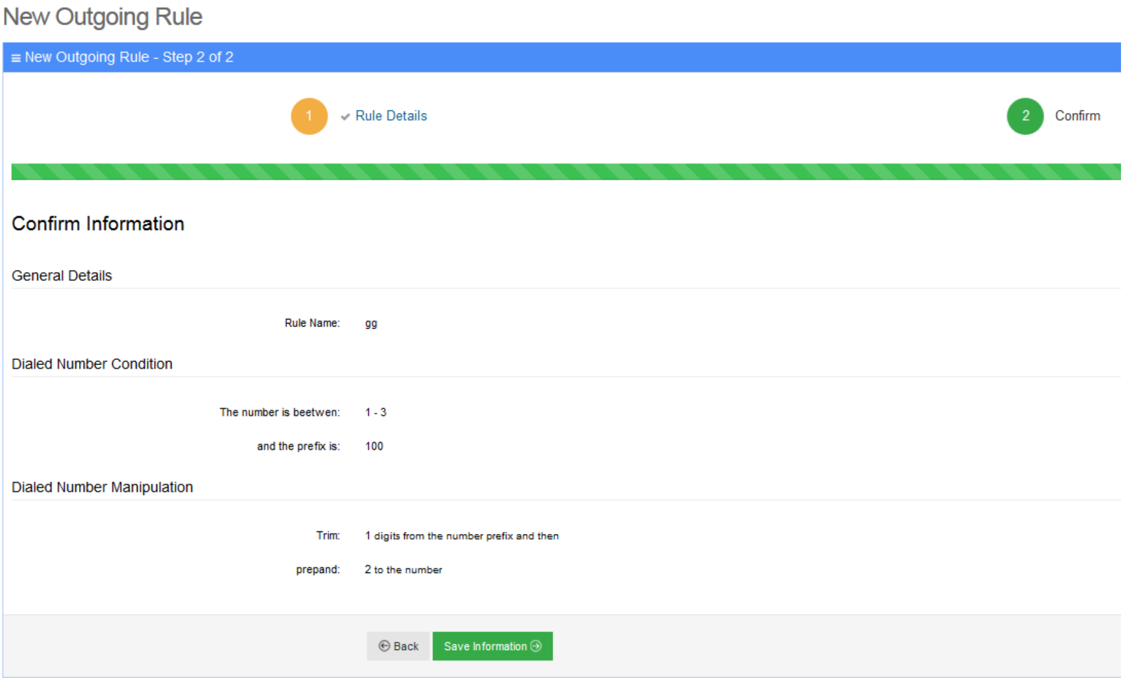
1. Open the Outgoing Rules Details screen (**Configuration** > **Outgoing Rules**); the following appears.

Figure 7-10: New Outgoing Rule



2. From the Outgoing Rules screen, click **Add New**; the following appears:
3. Under the **General Details** group, in the ‘Rule Name’ field, enter the name of the new manipulation rule to be added.
4. Under the **Dialed Number Condition** group, in the “The number is between” field, enter the number of digits (minimum and maximum) required for the manipulation.
5. Click the **Green plus** button to enter a prefix.
6. Under the **Dialed Number Manipulation** group:
   a. In the **Trim** box, enter the number of digits to be removed from the prefix of the Destination number.
   b. In the **Prepared** box, enter the number to be added to the Destination number.
7. Click **Continue**; the following appears:

Figure 7-11: New Outgoing Rule Save Information



8. Click **Save Information**.

7.4 Configuring Menu Settings

The procedure below describes how to add and configure speech and DTMF menus. There are two different types of menus:

- **Speech Menu**
- **DTMF Menu**

7.4.1 Adding a Speech Menu

The procedure below describes how to add a Speech menu. There are two types of Speech menus:

- **VocaNOM IVR**
- **VocaNOM Branch**

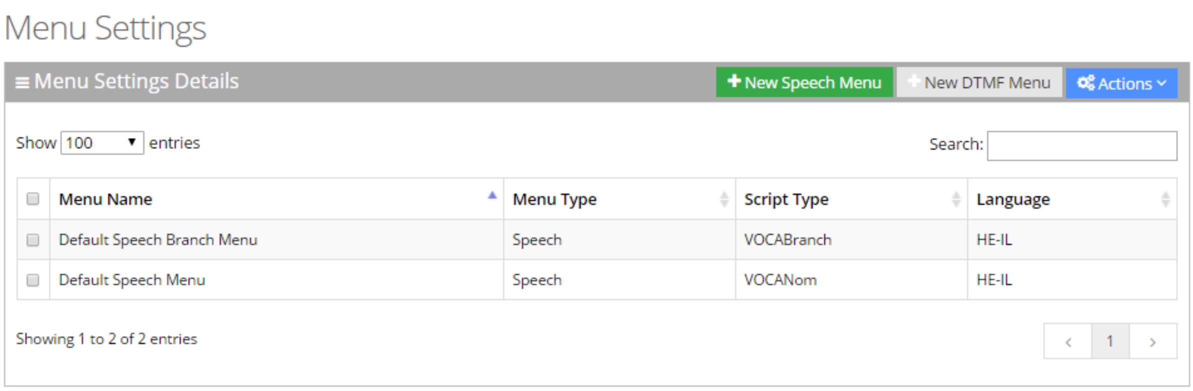
7.4.1.1 Adding a VocaNOM IVR Speech Menu

The procedure below describes how to add a VocaNOM IVR speech menu.

➢ **To add a VocaNOM IVR speech menu:**

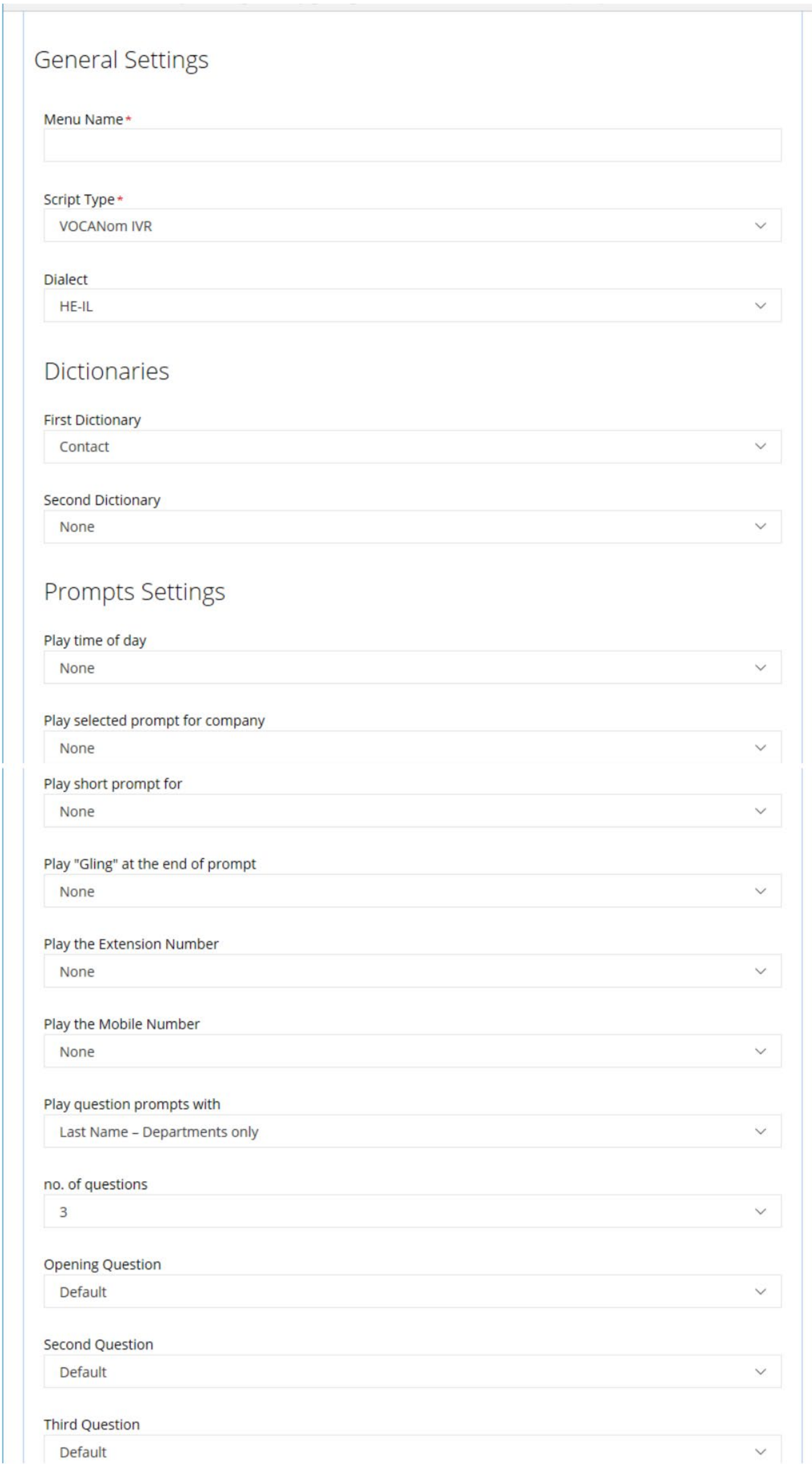
1. Open the Menu Settings screen (**Configuration** > **Menu Settings**); the following appears.

Figure 7-12: Menu Settings Example



2. Click **+ New Speech Menu**; the following appears:

Figure 7-13: Add New Speech Menu Settings



3. Under the **General Settings** group, in the ‘Menu Name’ field, enter a Speech Menu Name.
4. From the ‘Script Type’ drop-down list, select **VocaNOM IVR**.
5. For a customer/tenant to use the **Secondary Language** fields:
    a. From the ‘Dialect’ drop-down list select **HE-IL**.
    b. Select the ‘Ena/Dis’ check box.
    c. From the **Language** drop-down list, select “English US”.
    d. Select the **DTMF**.
    e. The **Behavior** field has the following options:
        - **Operator:** The call is diverted to the operator.
        - **Flow:** Deprecated
        - **Go to menu:** The call is diverted to another menu (see figure below).

Figure 7-14: New Menu Settings – VocaNOM IVR

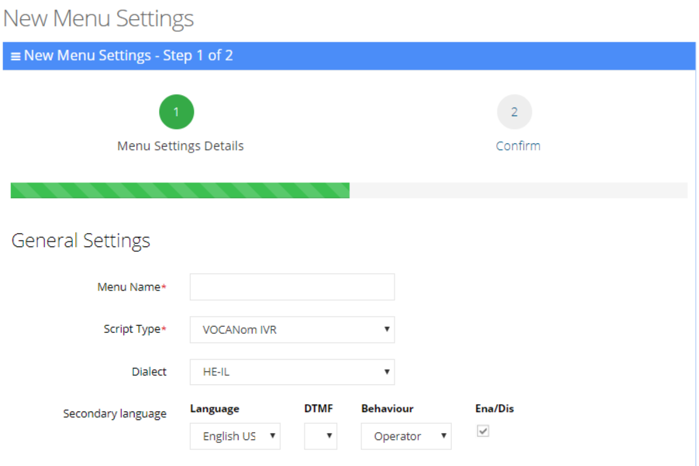
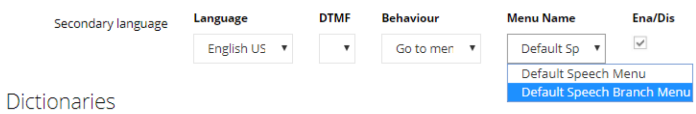


Figure 7-15: Go to Menu – VocaNOM IVR



6. Under the **Dictionaries** group, select the **First Dictionary** and **Second Dictionary** fields to be used for the menu. The Second Dictionary can be set to "None". The **Contact** dictionary contains Contact Names without departments. The dictionaries are taken from the Dictionary List in the Department setting that you created.

Figure 7-16: Dictionaries – First Dictionary

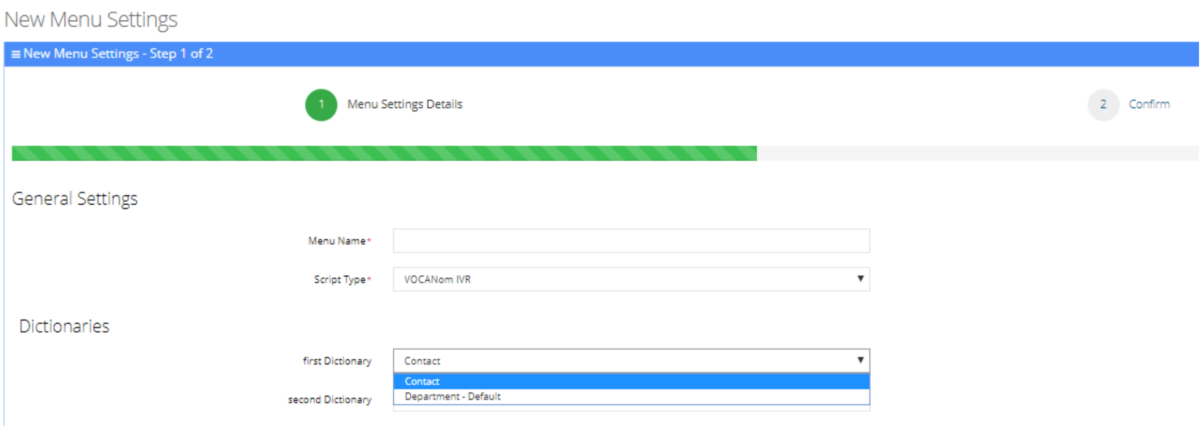
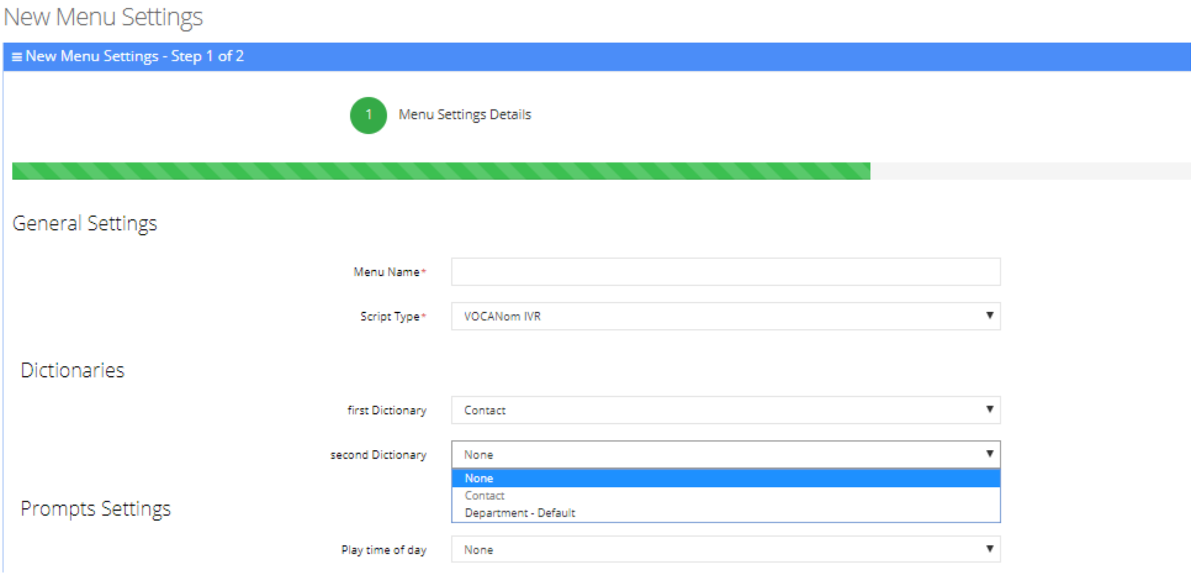


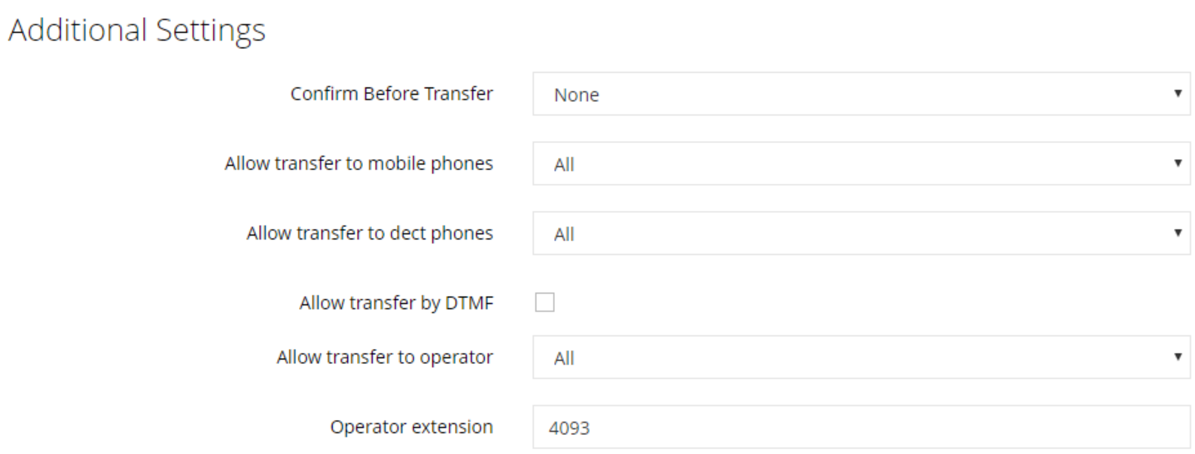
Figure 7-17: Dictionaries – Second Dictionary



7. The **Prompts Settings** fields allow you to play appropriate prompts to one of the following groups:
   - None
   - Anonymous
   - Employees
   - All

   These can be selected from the different drop-down lists.

   a. From the **'Play time of day'** drop-down list, select which group you are playing the time period of the day (for example, Good morning, Good afternoon).
   b. From the **'Play selected prompt for company'** drop-down list, select the prompt to play. This prompt is played prior to the system menu prompts.
   c. From the **'Play short prompt for'** drop-down list, select which group you are playing the short prompt to.
   d. From the **'Play *Gling* at the end of the prompt'** drop-down list, select which group you are playing this to.
   e. From the **'Play the extension number'** drop-down list, select which group you are playing this to.
   f. From the **'Play the mobile number'** drop-down list, select which group you are playing this to.
   g. From the **'Play only number prompt'** drop-down list, select which group you are playing this to.
   h. From the **'Play question prompts with'** drop-down list, select which group you are playing this to: *Contacts only, Contacts and Departments, Departments only*.
   i. In the **'No. of questions'** field, enter the number of questions to be asked (1 to 3). This determines how many questions are asked (Opening/second/third questions).
   j. From the **'Opening Question'** field, select "Default" or any other pre-recorded prompt.
   k. From the **'Second Question'** field, select "Default" or any other pre-recorded prompt.
   l. From the **'Third Question'** field, select "Default" or any other pre-recorded prompt.



m. From the **'Confirm Before Transfer'** field, select which group you are playing this to. If not 'None', the relevant group is asked to confirm the entity they are going to be transferred to.

n. From the **'Allow transfer to mobiles'** drop-down list, select which group you are allowing to transfer calls to mobile devices.

o. From the **'Allow transfer to DECT phones'** drop-down list, select which group you are allowing to transfer calls to DECT phones.

p. In the **'Allow Transfer by DTMF'** field, select this check box if you want to transfer by DTMF. Instead of saying a contact/department name, the user can enter the entity phone number by DTMF

   - Minimum length of extension number:
   - Maximum length of extension number

q. From the **'Allow transfer to operator for'** drop-down list, select to whom you are allowing to transfer calls to the operator.

r. In the **'Operator extension'** field, enter the number to dial when the user presses "0" or says "operator". This 'Operator extension' field appears only if the 'Allow transfer to operator' field is set to one of the following values:

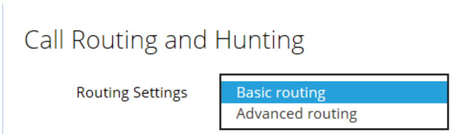
   - Anonymous
   - Employee
   - All

   In these cases, the 'Operator extension' field is mandatory.

s. From the '**Call Routing and Hunting**' drop-down list, select either:

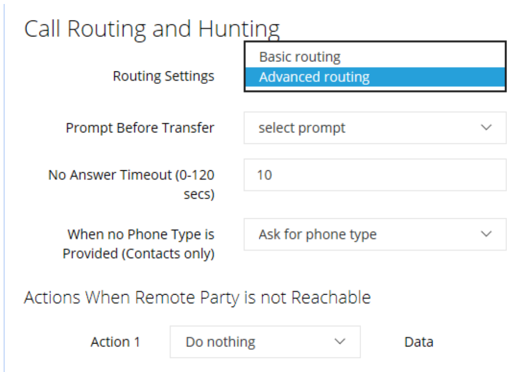
   - Basic routing
   - Advanced routing

Figure 7-18: Call Routing and Hunting - Basic



- Basic routing (default) - The call routing process remains as it is currently set.

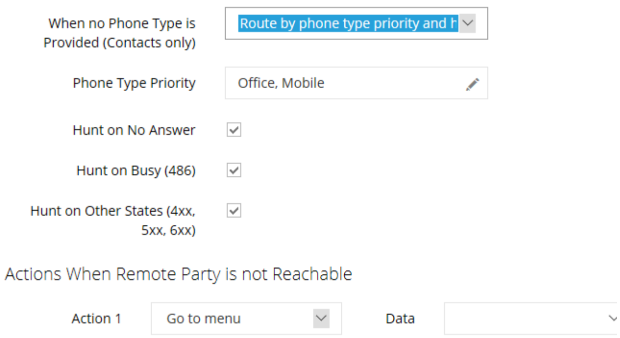
Figure 7-19: Call Routing and Hunting - Advanced



- Advanced routing -The call is set according to the following parameters:

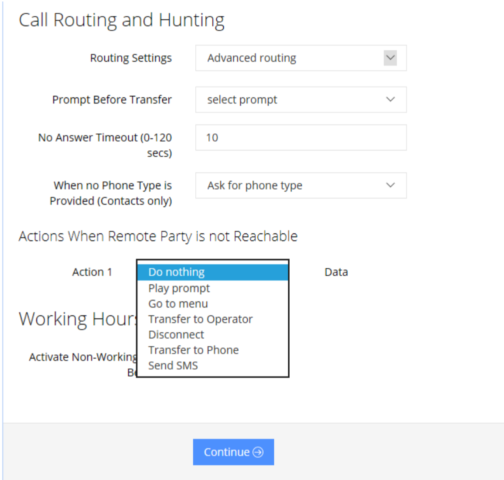
- **Prompt Before Transfer:** The user will be able to select a prompt from a list of available prompts, before the call is transferred.
- **No answer timeout (0-120 secs):** Sets the time the system waits for the remote side to answer the call before moving to the next phone type when hunting or doing an action, when the remote party is not reachable.
- **When no Phone Type is Provided:** When the caller says a Contact's name without requesting a specific phone type, the system can be configured to behave in several different ways:
    - The system will ask the caller to choose a Phone Type it will play to the caller. AC Voca transfers the call to the highest priority phone type defined in configuration. If the first priority phone type is not available for a contact, the system will transfer the call to the second, or third priority. This phone type priority list is configurable.
    - AC Voca can perform Call Hunting based on the phone type priority list. There is an option to configure on which state the system should perform the hunting (Busy, No Answer or other).

Figure 7-20: When no Phone Type is Provided



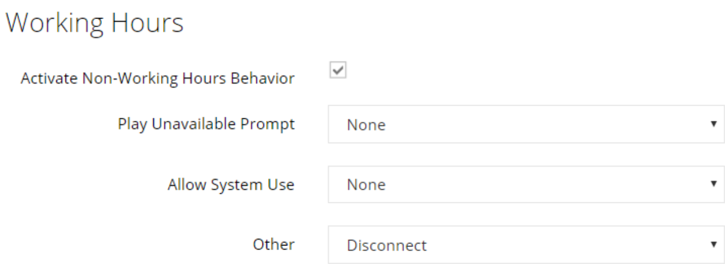
- **Actions when Remote Party is not Reachable:** When AC Voca transfers a call to a destination, the remote side (whether it is a contact or a department) may not be reachable. In such case, the system will perform pre-defined actions:
    - Do nothing
    - Play prompt
    - Go to menu
    - Transfer to Operator
    - Disconnect
    - Transfer to Phone
    - Send SMS

Figure 7-21: Actions when Remote Party is not Reachable



t. If you select the **'Activate Non-Working Hours Behavior'** field, the following fields appear:
   a. **Play Unavailable Prompt** - This prompt plays a message to inform the caller that the extension is unavailable.
   b. **Allow System Use** – This option is used when you don't want to play the 'Play Unavailable Prompt', and rather use the system.
   c. **Other** – This refers to the system behavior to those not defines in 'Allow System Use'.

Figure 7-22: Add New Speech Menu Settings - Working Hours



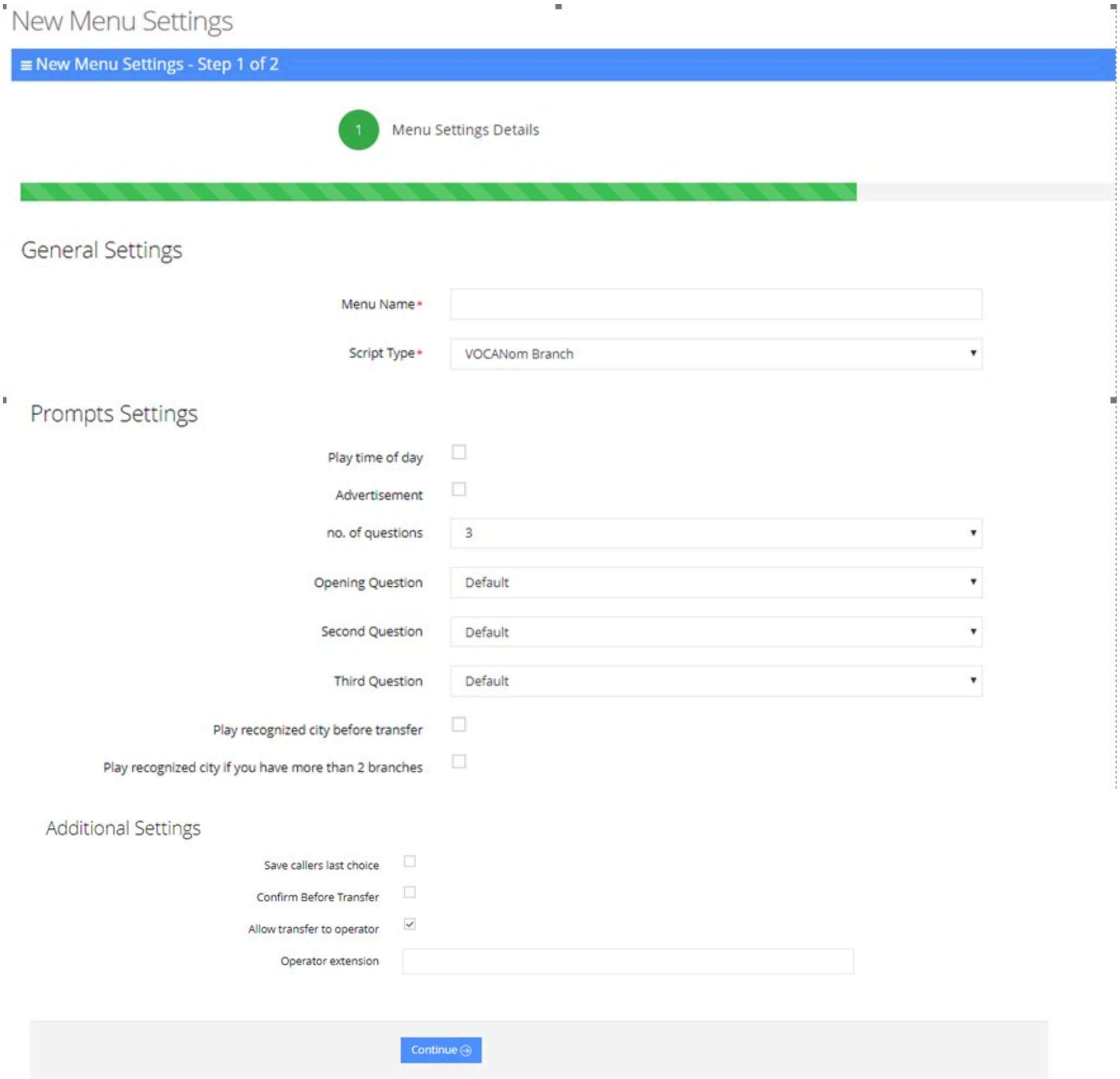
8. Click **Continue**.

7.4.1.2 Adding a VocaNOM Branch Speech Menu

➢ **To add a VocaNOM Branch Speech menu:**

1. Open the Menu Settings screen (**Configuration** > **Menu Settings**).
2. Under the **General Settings** group, in the ‘Menu Name’ field, enter a Speech Menu Name.
3. From the ‘Script Type’ drop-down list, select **VocaNOM Branch**.

Figure 7-23: New Menu Settings - VocaNOM Branch



4. Enable the ‘Play time of day’ check box for the system to play the time period of the day (for example, Good Morning, Good Afternoon).
5. Enable the 'Advertisement' check box for the system to play an advertisement (for example, a company’s jingle, announcement for a new product, etc.).
6. In the 'No. of questions' field, enter the number of questions to be asked (1 to 3). This determine how many questions are asked (Opening/second/third questions).
7. From the 'Opening Question' field, select "Default" or any other pre-recorded prompt.

8. From the 'Second Question' field, select "Default" or any other pre-recorded prompt.
9. From the 'Third Question' field, select "Default" or any other pre-recorded prompt.
10. Enable the 'Play recognized city before transfer' check box to repeat the city requested before transfer.
11. Enable the 'Play recognized city if you have more than 2 branches' check box to repeat the city requested for each of the disambiguate branches.
12. Enable the 'Save caller last choice' check box to automatically transfer the call to the previously requested destination.
13. Enable the 'Confirm Before Transfer' check box to ask the caller to confirm the destination before the call is transferred.
14. Enable the 'Allow transfer to operator' check box to allow the system to transfer calls to operator (as defined in the ‘Operator extension’ destination).
15. In the 'Operator extension' field enter the operator’s phone number. This field appears only if the 'Allow transfer to operator' field is enabled.

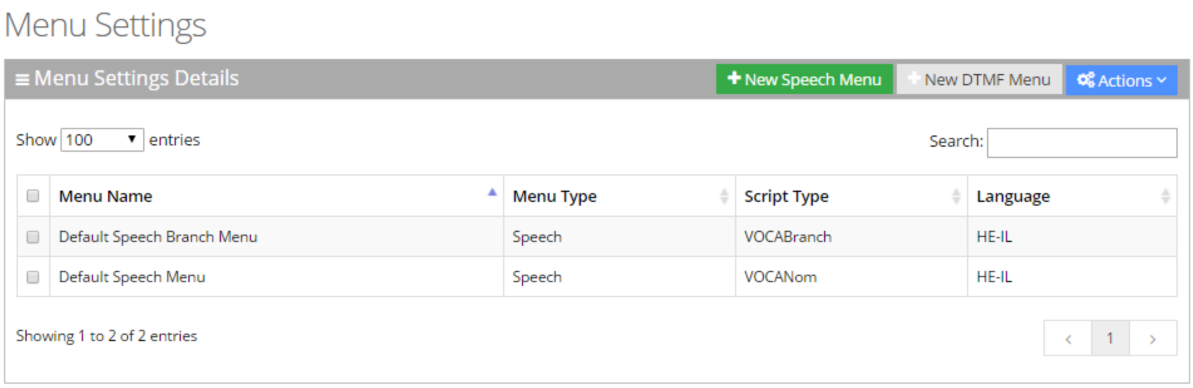
7.4.2 Adding a DTMF Menu

The procedure below describes how to add a DTMF menu.

➢ **To add a DTMF menu:**

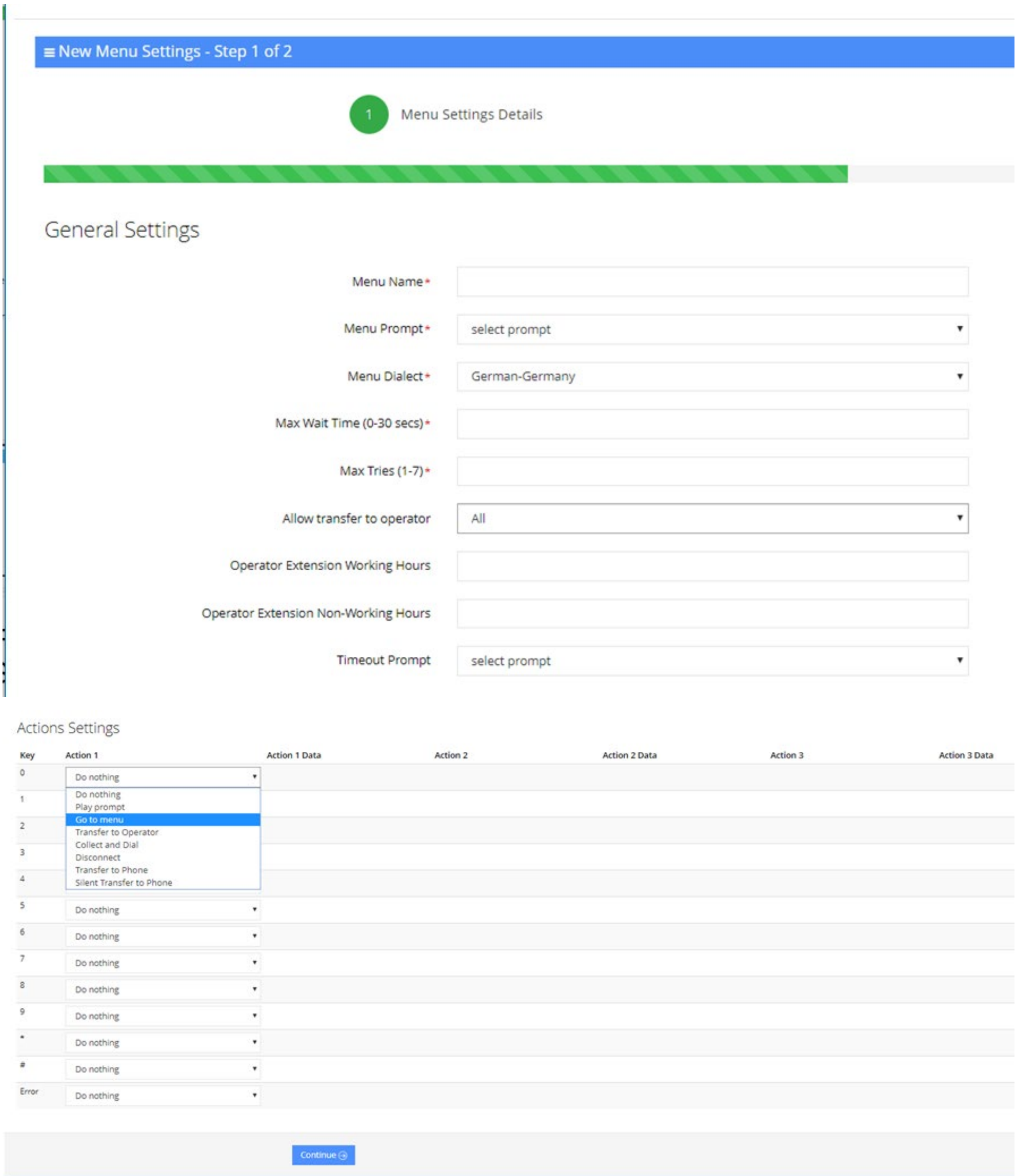
1. Open the Menu Settings screen (**Configuration** > **Menu Settings**); the following appears.

Figure 7-24: Menu Settings Example



2. Click **+ New DTMF Menu**; the following appears:

Figure 7-25: New DTMF Menu Settings



3. From the 'Menu Prompt' drop-down list, select the pre-configured prompt. See Section 7.1 on page 143 for more information.
4. From the 'Menu Dialect' drop-down list, select the language of the prompts. The system plays the prompts according to the menu dialect selected.
5. In the 'Max Wait Time' field, enter how much time to wait in seconds (0-30) until the user presses the DTMF.
6. In the 'Max Tries' field, enter how many times to repeat the prompts when there no response from the user.

7. In the 'Operator Extension Working Hours' field, enter the Operator's extension during working hours. This field appears only if the 'Allow transfer to operator' field is set to one of the following values:
   - Anonymous
   - Employee
   - All

   In these cases, the 'Operator extension Working Hours' field is mandatory.
8. In the 'Operator Extension Non-Working Hours' field, enter the Operator's extension during non-working hours. This field appears only if the 'Allow transfer to operator' field is set to one of the following values:
   - Anonymous
   - Employee
   - All

   In these cases, the 'Operator extension Non-Working Hours' field is mandatory.
9. From the 'Timeout Prompt' drop-down list, select the prompt in case the user doesn't respond at all and the timeout period expires.
10. The following is a list of Action Settings:
    - **Do Nothing**
    - **Play prompt:** Plays a specific pre-defined prompt and performs an action.
    - **Go to menu:** Switches the call to a different menu.
    - **Transfer to Operator:** Transfers the call to the operator.
    - **Collect and Dial**: Allows the user to press several DTMFs and once done the call is transferred to the collected number.
    - **Disconnect:** Disconnects the call.
    - **Transfer to Phone**: Plays a prompt and transfers the call to a pre-defined phone number.
    - **Silent Transfer to Phone**: Does NOT play a prompt and transfers the call to a pre-defined phone number.
    - **Send SMS**: Allows for an SMS message to be sent.
      a. From the 'Action 1' drop-down list, select Send SMS.
      b. In the 'Action 1 Data' field, click the icon; the following appears:

Figure 7-26: Write SMS

      c. Write the SMS, and then click **OK**. The SMS is sent out as the first Action Type for the appropriate key.
      d. Note that the number of characters in the SMS, is limited by the allowed message parts and the language type used. Sending an SMS must be followed by an action.

Notes:

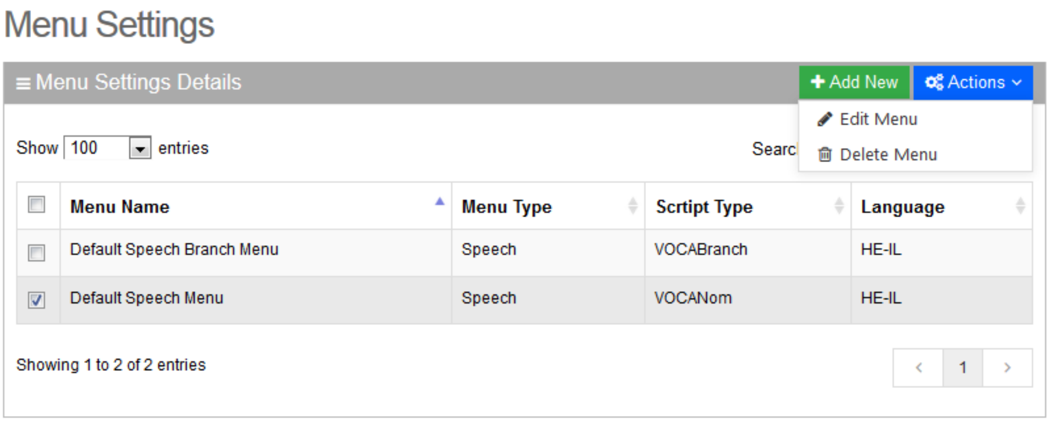
- If you have selected "Send SMS" and you are calling from a mobile phone, the SMS is sent directly to your mobile phone. If you are calling from a landline, the system asks you to enter the mobile number that you wish to receive the SMS on.
- The "Send SMS" action is only applicable if the Administrator has given the appropriate permissions.

7.4.3 Editing Menu Settings

➢ **To edit menu settings:**

1. Enable the menu check-box that you wish to edit.
2. Click **Actions**; the following appears.

Figure 7-27: Select Menu Settings - Edit



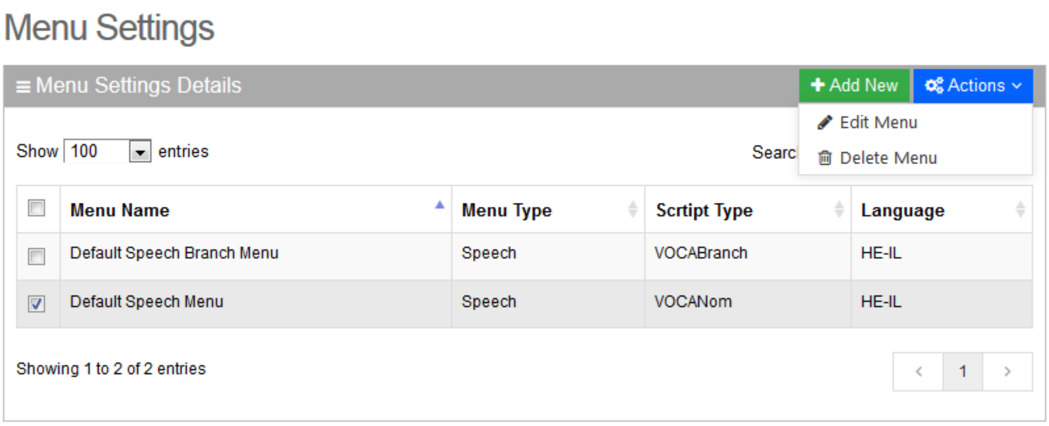
3. Select **Edit Menu**.
4. Edit the fields you want to change.
5. Click **Continue**.
6. Click **Save Changes**.

7.4.4 Deleting Menu Settings

➢ **To delete menu settings:**

1. Enable the menu check-box that you wish to delete.
2. Click **Actions**; the following appears.

Figure 7-28: Select Menu Settings - Delete



3. Select **Delete Menu**.
4. The following message appears: 'Are you sure you want to delete the selected menu?'
5. Click **OK** to delete the selected menu; a message appears that the menu was successfully deleted.

7.5 Defining Working Hours

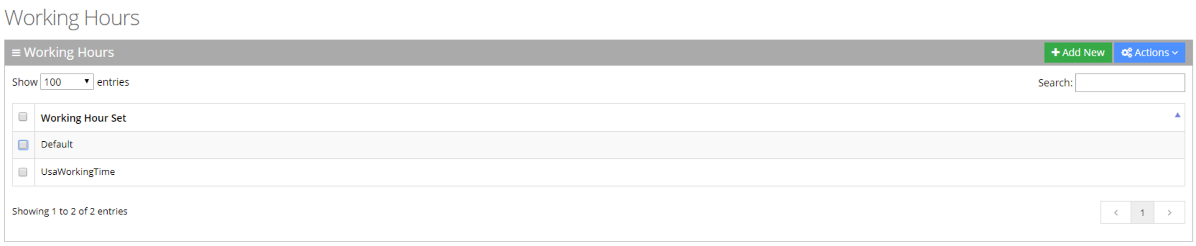
The system supports defining several sets of working hours per customer/service to allow the definition of different non-working and working time. By default, every customer/service has one working time set which can't be deleted.

7.5.1 Adding Working Hour Set

➢ **To add a new working hours set:**

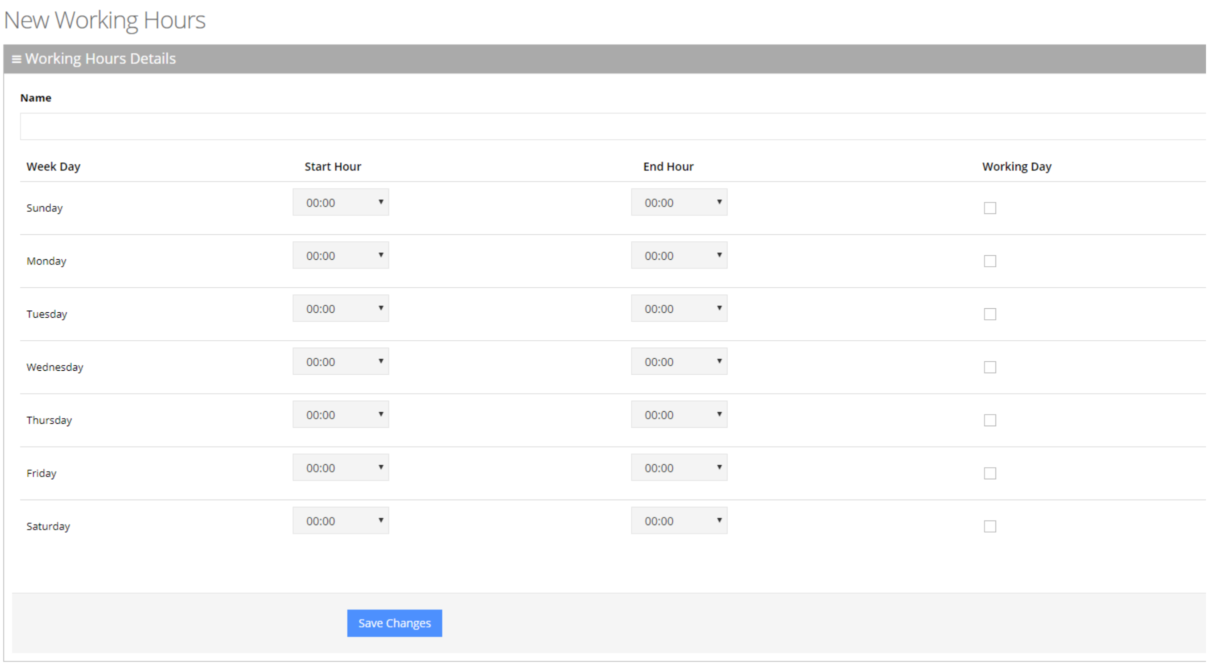
1. Open the Working Hours Details screen (**Configuration** > **Working Hours**); the following appears:

Figure 7-5.1-1: Add Working Hours Set



2. Click "+Add New"; the following appears.

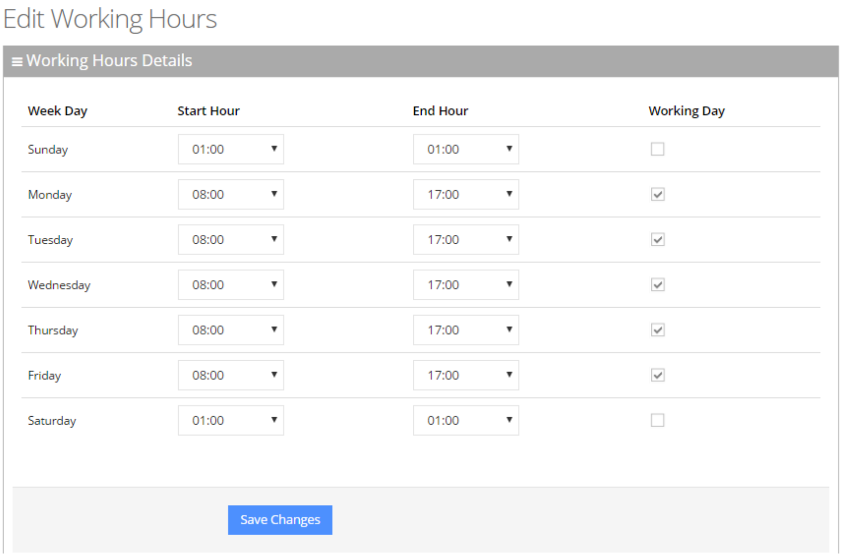
Figure 7-5.1-1: Add Working Hours Set



3. Enter the working hour set name.
4. Define the working days and hours, by selecting the check box of each appropriate working day.
5. Select the 'Start Hour' and 'End Hour' for each applicable day.
6. Click **Save Changes**.

In the following example, we have defined the company's working days as Monday till Friday from 8:00 till 17:00.

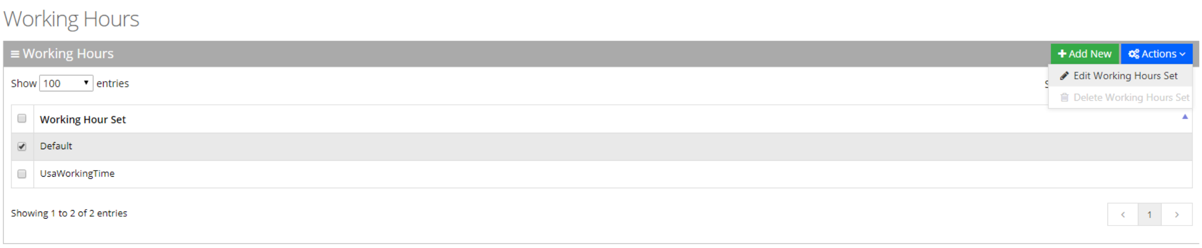
Figure 7-29: Edit Working Hours Details



7.5.2 Editing Working Hour Set

1. Select the working hour that you wish to edit.
2. Click **Actions**; the following appears.

Figure 7-30: Edit Working Hours Set

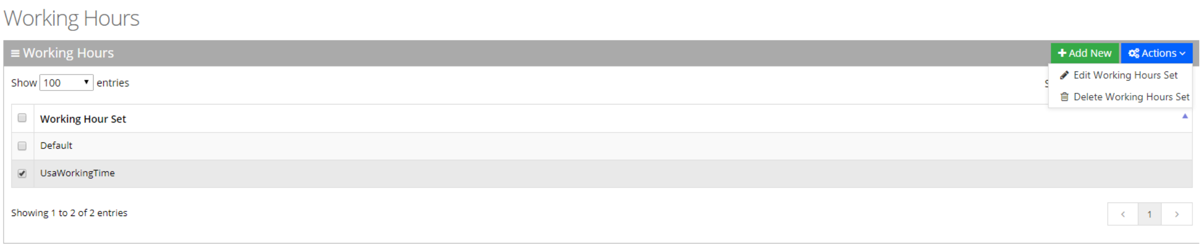


3. Select the **Edit Working Hours Set** Menu.
4. Edit the working days and hours, by selecting the check box of each appropriate working day.
5. Edit the 'Start Hour' and 'End Hour' for each applicable day.
6. Click **Save Changes**.

7.5.3 Deleting Working Hours Set

1. Select the working hour that you wish to delete.
2. Click **Actions**; the following appears.

Figure 7-31: Deleting Working Hours Set



3. Select the **Delete Working Hours Set** Menu.
4. Edit the 'Start Hour' and 'End Hour' for each applicable day.

7.6 Defining Events and Holidays

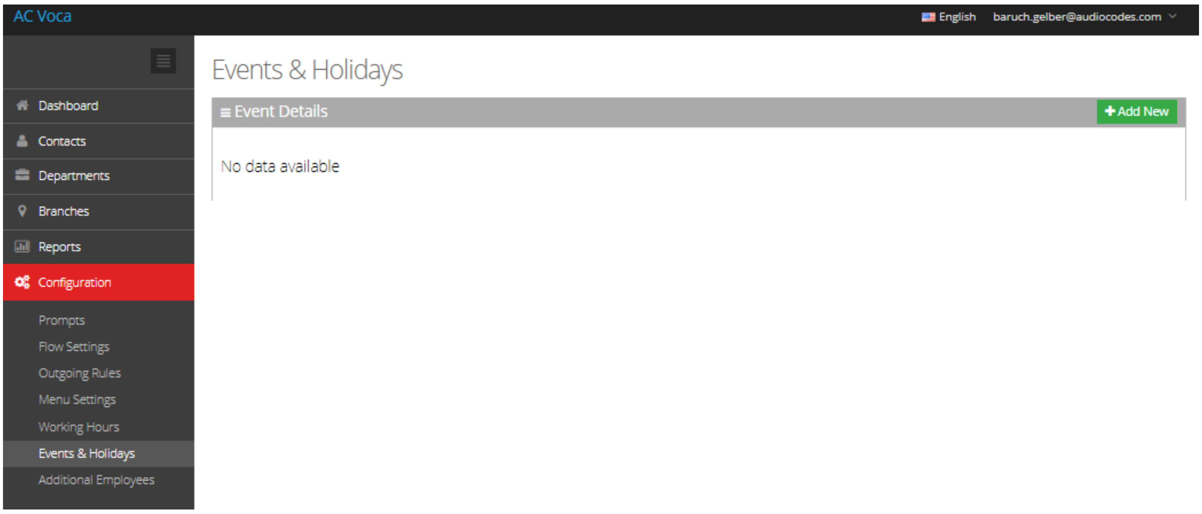
The procedure below describes how to configure AC Voca to define special corporate events and holidays in the system calendar. This allows for a more efficient way of defining working time.

7.6.1 Adding Events and Holidays

➢ **To add events and holidays:**

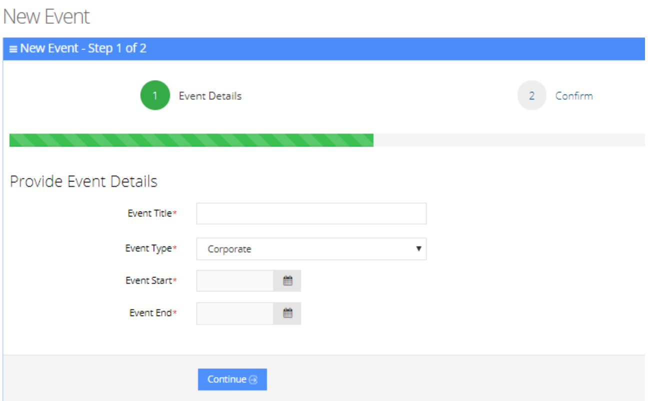
1. Open the Events & Holidays Details screen (**Configuration** > **Events & Holidays**); the following appears:

Figure 7-32: Events and Holidays



2. Click "+Add New"; the following appears:

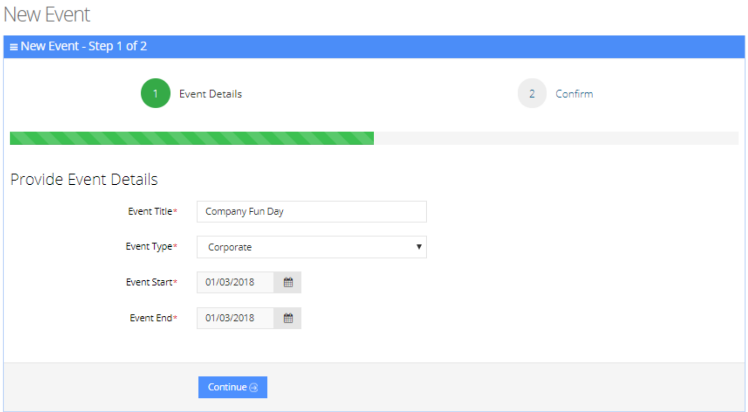
Figure 7-33: Provide Event Details



3. Enter the event details.

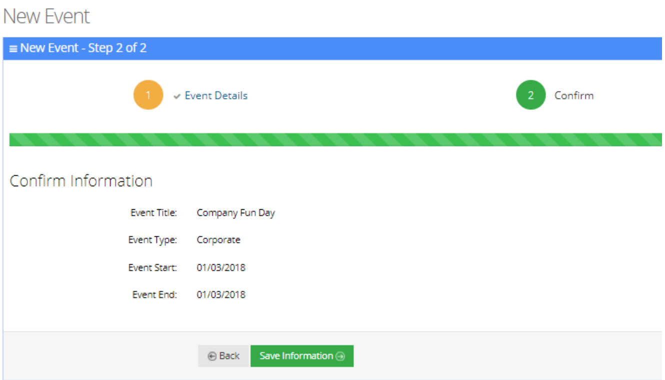
Note: Event Type can either be “Corporate” or “Holiday”.

Figure 7-34: Provide Event Details Example



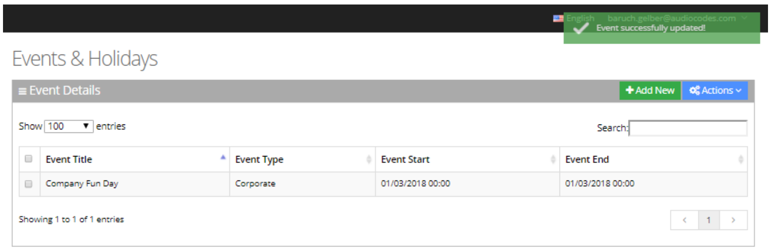
4. Click **Continue**.

Figure 7-35: Confirm Information



5. Click **Save Information** to confirm your details; "Event Successfully Updated" message appears.

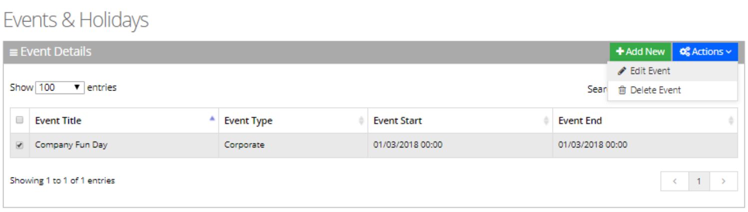
Figure 7-36: Add Event Successfully Updated



7.6.2 Editing Events and Holidays

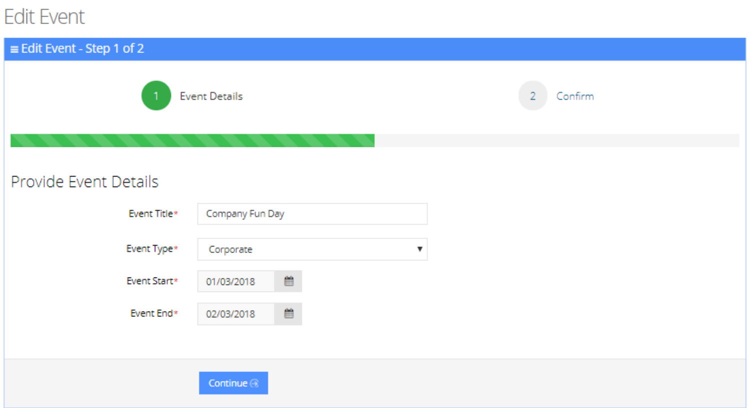
1. Select the event or holiday that you wish to edit.
2. Click **Actions**; the following appears:

Figure 7-37: Edit Events and Holidays



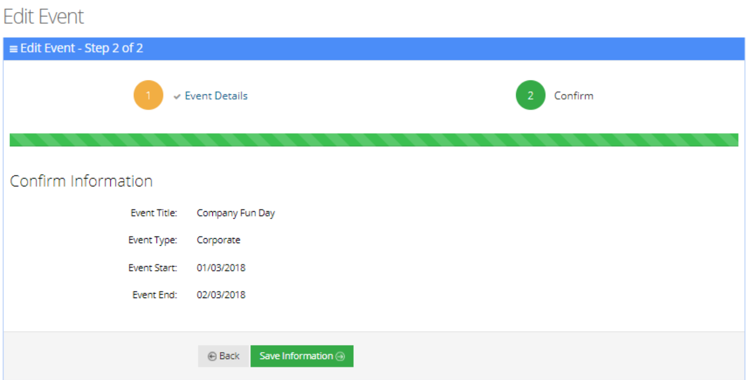
3. Select **Edit Event**.

Figure 7-38: Provide Event Details



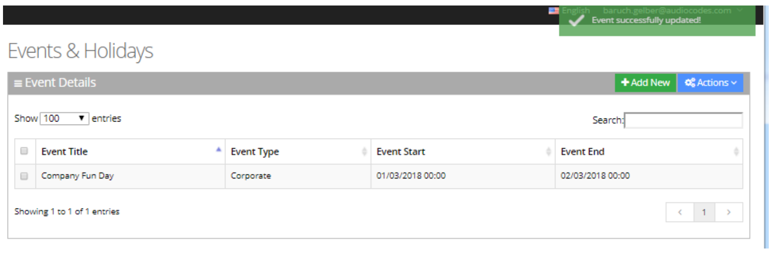
4. Edit the necessary information.
5. Click **Continue**.

Figure 7-39: Confirm Edit Information



6. Click **Save Information** to confirm your details; "Event Successfully Updated" message appears.

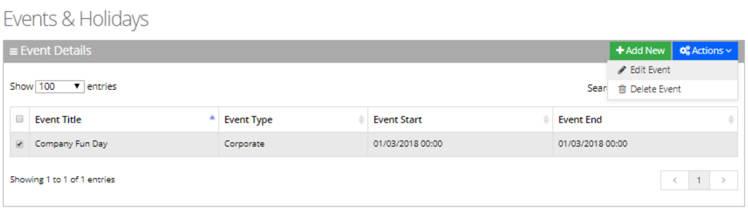
Figure 7-40: Edit Event Successfully Updated



7.6.3 Delete Events and Holidays

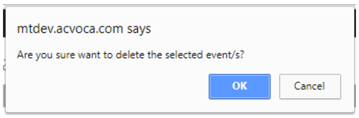
1. Select the event or holiday that you wish to delete.
2. Click **Actions**; the following appears:

Figure 7-41: Edit Events and Holidays



3. Select **Delete Event**; the following message appears:

Figure 7-42: Want to Delete?



4. Click **OK**; the following appears:

Figure 7-43: Event Successfully Deleted

7.7 Defining Additional Employees

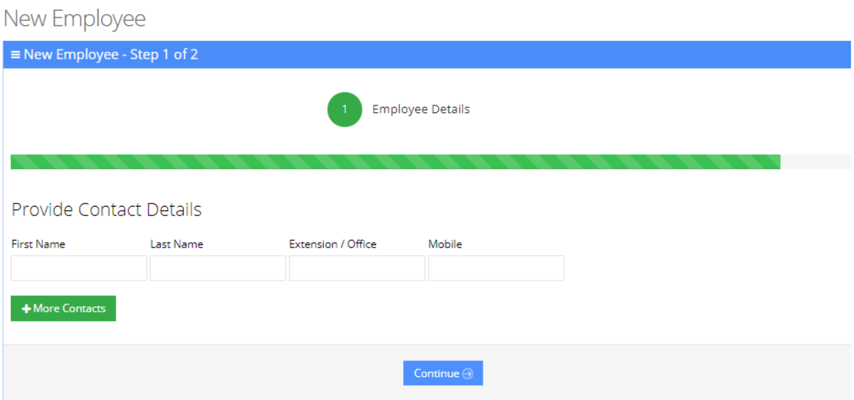
The procedure below defines the system behavior for adding additional employees to the organization.

Configuring additional employees allows the organization administrator to add more contacts which is not included in the organization's contact list. These additional employees are not reached through voice dialing, but are part of the organization and are provided with employee privileges (i.e., the same configuration that is set for employees).

➢ To define the additional employees:

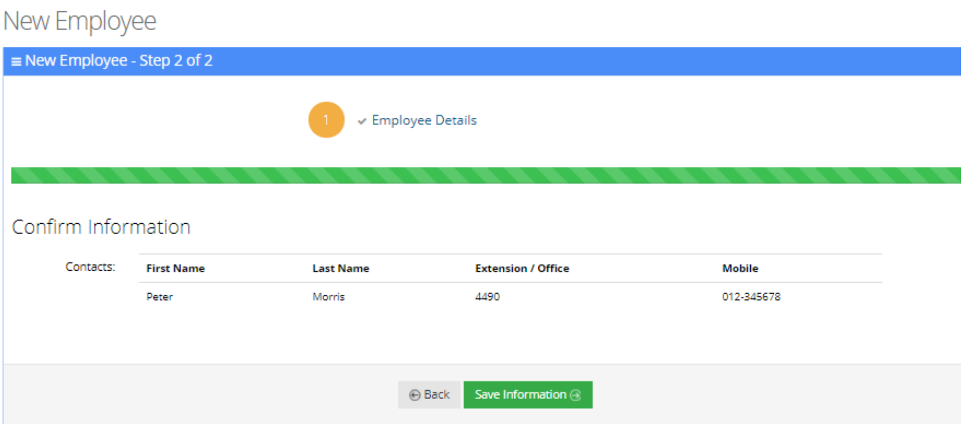
1. Open the Additional Employees Details screen (**Configuration** > **Additional Employees**).
2. Click **Add New**; the following appears:

Figure 7-44: New Employee Details



3. Under the **Provide Contact Details** group, enter the following:
   - First Name
   - Last Name
   - Extension/Office
   - Mobile
4. Click **Continue**.

Figure 7-45: New Employee Information



5. Click **Save Information**.

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8 Sending a VocaNOM App Invitation

By using the **Mobile App Invitation** option, organization administrators can distribute the Mobile Application Invitation to end users in two ways:

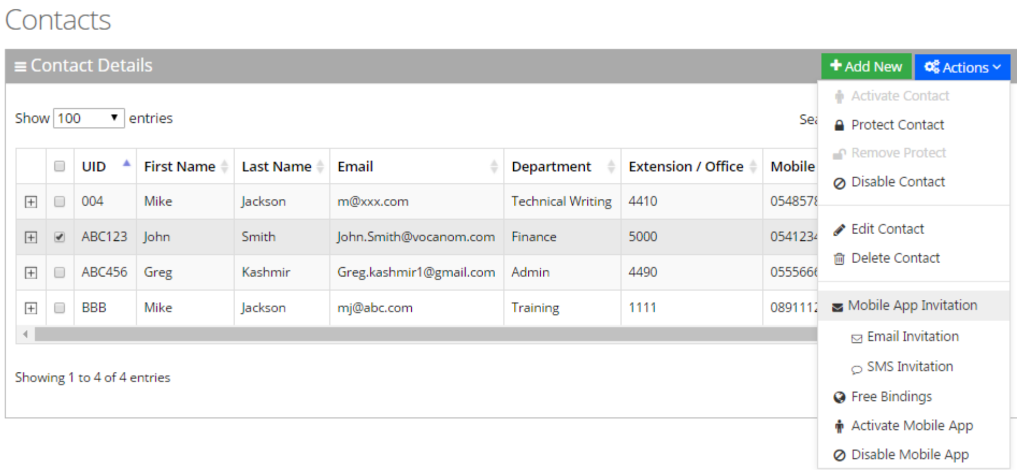
- Email
- SMS

The invitation includes a link to download the VocaNOM App and the credentials to be used.

➢ To send an VocaNOM App invitation:

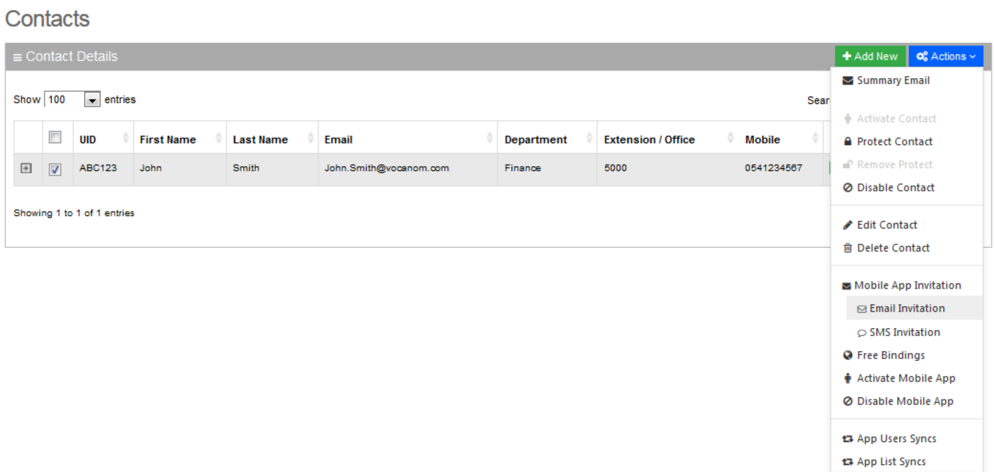
1. Open the Contact Details screen (**Contacts** > **Contacts List**).
2. Select the contact you wish to send a Mobile App invitation to.
3. Confirm that the contact's status is 'Active'. If not, activate the contact before sending the VocaNOM App invitation.
4. From the ‘Actions’ drop-down list, select **Mobile App Invitation**; the following appears:

Figure 8-1: Mobile App Invitation



5. Select either **Email Invitation** or **SMS Invitation**.

Figure 8-2: Contacts Activation – Email Invitation



> **Note:** To send an invitation to a contact, ensure that the **Email** and **Mobile** fields in the Contact Details screen have been filled in.

6. A System Notification message is displayed informing you that the invitation was sent to the user.

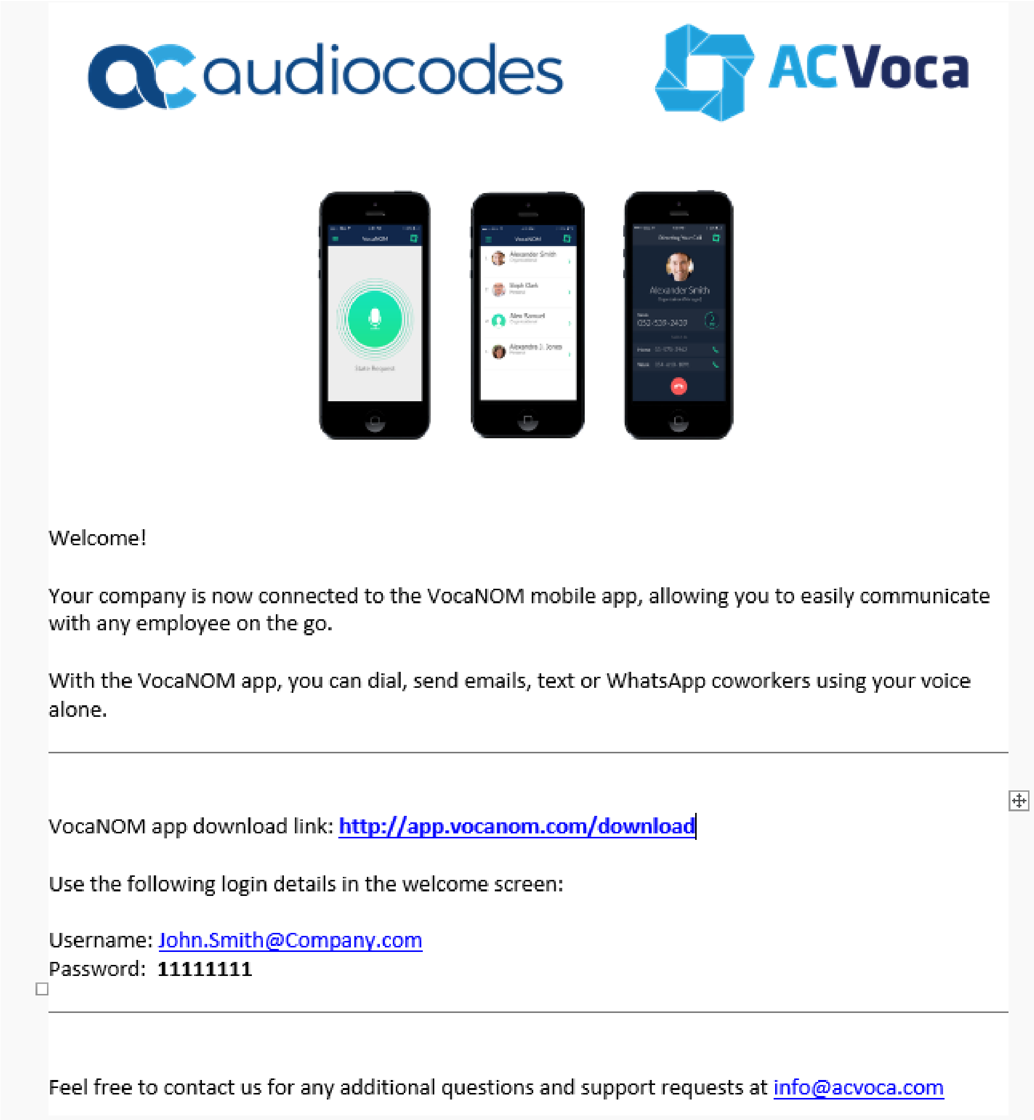
8.1 Downloading VocaNOM App from Email Invitation

The procedure below describes the steps to download the VocaNOM app from an email to your mobile device.

➢ **To download VocaNOM app from an email invitation:**

1. Open the 'Welcome to the VocaNOM app' email on your mobile device.
2. Click on the 'here' link as shown in the figure below, to download the app.

Figure 8-3: Downloading VocaNOM from Email



Welcome!

Your company is now connected to the VocaNOM mobile app, allowing you to easily communicate with any employee on the go.

With the VocaNOM app, you can dial, send emails, text or WhatsApp coworkers using your voice alone.

VocaNOM app download link: http://app.vocanom.com/download

Use the following login details in the welcome screen:

Username: John.Smith@Company.com
Password: **11111111**

Feel free to contact us for any additional questions and support requests at info@acvoca.com

3. You are directed to the App Store™ or Google Play™
4. Download the VocaNOM app.
5. When the download has successfully completed, open the VocaNOM app and enter the username and password assigned to you in Step 2 above.

8.2 Downloading VocaNOM App from SMS Invitation

The procedure below describes the steps to download the VocaNOM app from an SMS invitation to your mobile device.

➢ **To download the VocaNOM app from an SMS invitation:**

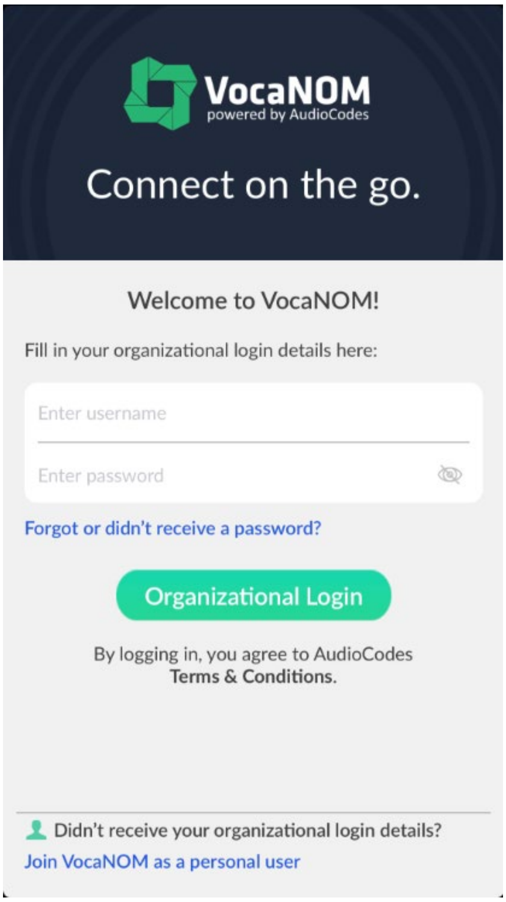
1. Open the SMS on your mobile device; the following appears:

Figure 8-4: Downloading VocaNOM from SMS

2. Click http://app.vocanom.com/download link.

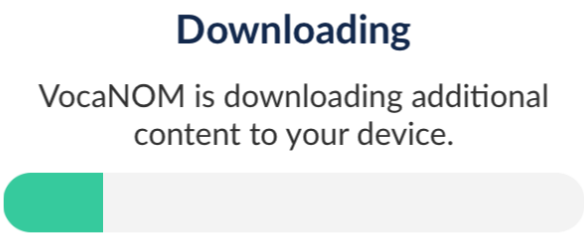
3. After downloading, open the VocaNOM app; the following appears on the mobile device:

Figure 8-5: Welcome to VocaNOM



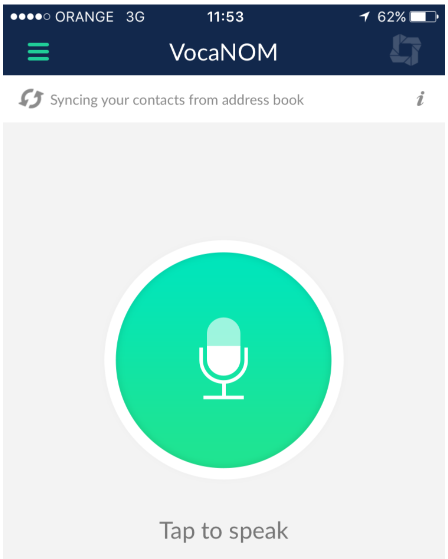
4. Enter the username and password you received in Step 1 above, and then tap **Organizational Login**.
5. The VocaNOM package downloads to your mobile device; the following appears:

Figure 8-6: Downloading Additional Content



6. The VocaNOM app is now ready for use.
7. Tap the green circle on your screen and say the Contact's first and last name from your private or Enterprise Contact List.

Figure 8-7: Tap to Speak



8. From the Contact WhatsApp screen, you can also touch WhatsApp, SMS and the email address from your private or Enterprise Contact List.

Figure 8-8: Contact WhatsApp

9 Use Cases

The following use cases describe the steps involved in performing specific tasks.

9.1 Inviting a New Contact to VocaNOM App

This use case describes how to add and activate a new contact, and then send an invitation to that contact to download the VocaNOM app. To do this, perform the following:

1. **Add a new contact** - see Section 3.1 on page 25.
2. **Activate the new contact** - see Section 3.1.8 on page 35.
3. **Invite (by email or text message) the user to download the VocaNOM app** - see Section 3.2 on page 40.

For more information, see Section 3 on page 25.

9.2 Adding a New Branch and Advanced Features

This use case describes how to add a new branch and how to configure the advanced features. To do this, perform the following:

1. **Add a new branch -** see Section 5.1 on page 94.
2. **Map a city to a branch** - see Section 5.3 on page 98.
3. **Create an alias name for a branch** - see Section 5.4 on page 102.
4. **Map unmapped cities to a branch** - see Section 5.6 on page 107.
5. **Manage overlapping branches** - see Section 5.8 page 113.

For more information, see Section 5 on page 93.

9.3 Configuring Flows, Voice Prompts and Menus

This use case describes how to configure flows, prompts and menus for AC Voca.
To do this, perform the following:

1. **Add a new voice prompt** - see Section 7.1 on page 143.
2. **Define period for voice menu** - see Section 7.5 on page 166.
3. **Configure an IVR voice menu** - see Section 7.4 on page 151.
4. **Create flows, set DNIS and menus** - see Section 7.2 on page 145.
5. **Define dialed phone number manipulation rules** (only if required) - see Section 7.3 on page 149.

For more information, see Section 7 on page 143.

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Document #: LTRT-28829