AudioCodes Speech-Driven Dialing Solution for Enterprises

AC Voca

Cloud-Based & On-Premises Applications

Version 7.7

audiocodes

AC Voca
powered by AudioCodes

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> ## Notice
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Customer Support

For customer support, please contact your support representative or the AudioCodes support team at support@acvoca.com.

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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
29003	Updates for Version 7.7
29004	Updates for Version 7.7.1
29005	Updates for Version 7.7.2
29006	Updates for Version 7.7.5
29007	Updates for Version 7.7.6
29008	Updates for Version 7.7.7

Related Documentation

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

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1   Introduction

This document describes the release of Version 7.7 for AC Voca Cloud-Based & On-premises applications. This includes new features, known constraints, and resolved constraints.

> **Note:**   Updates to this document may be made due to significant information discovered after the release, or too late in the release cycle to be otherwise included in this release documentation. You can check for an updated document version on the AudioCodes Web site at https://www.audiocodes.com/library/technical-documents?query=voca.

1.1   Product Overview

AudioCodes Voca offers state-of-the-art voice-AI-driven solutions for enterprises, enhancing day-to-day customer experience and employee productivity by making organizational contacts and service requests easily accessible from varied voice environments.

Combining powerful speech recognition engine (DNN) with a simple and intuitive conversational interface, Voca introduces a reliable, 24/7 calling assistant that enhances user and customer satisfaction while helping to reduce operational costs associated with customer service.

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.

1.2   Product Offering

This section lists the product offering of AC Voca.

1.2.1   Supported Languages

■   English US, German, Spanish (Spain Dialect) and Hebrew.

1.2.2   AC Voca Products

The following are AC Voca products:

■   VocaNOM
■   VocaONE
■   VocaBOT
■   VocaSDK
■   VocaASR

1.2.2.1   VocaNOM

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

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

1.2.2.2 VocaONE

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

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

1.2.2.3 VocaBOT

VocaBOT is AudioCodes automated voice-AI-driven customer service solution. Using AudioCodes leading voice recognition technology with Guided Natural Language Understanding (Guided-NLU) capabilities, VocaBOT enables calling customers to experience a best-of-breed automated customer service experience, while significantly maintaining high satisfaction levels and lowering associated operational costs.

1.2.2.4 VocaSDK

VocaSDK is a mobile voice recognition engine developed by AudioCodes, specifically designed to enhance smartphone applications with voice activation capabilities. VocaSDK can be easily embedded to any mobile technology (iOS & Android), and allows developers to instantly upgrade their users' mobile experience by introducing them to the innovative world of voice-driven control & actions. VocaSDK requires zero internet connectivity, making it highly available, accessible and robust for any user at any given environment.

1.2.2.5 VocaASR

VocaASR is an Automatic Speech Recognition (ASR) engine built for direct integration with IVR, call-center platforms as well as Windows servers. This engine offers immediate, seamless enhancement of third-party applications with the AC Voca enterprise-class voice recognition capabilities.

2   Version 7.7.7

2.1   What's New

This version includes the following new features:

2.1.1   General

- The Spanish language with the Mexican and US dialects is now available.
- Advanced security enhancements.

2.2   Known Constraints

- The Call Hunting and Routing capability is available only over a SIP trunk connection. Analog and digital connectivity are not supported with this capability.
- Depending on PBX capabilities, transferring calls to busy extensions may not behave as expected when using analog connectivity

2.3   Resolved Constraints

This version includes the following resolved constraints:

2.3.1   VocaNOM

- The system is now transferring the call to an operator in case of disambiguation where one of the contacts does not have a department name.

3 Version 7.7.6

3.1 What's New

This version includes the following new features:

3.1.1 General

- The Spanish language with the Spain dialect is now available.
- Advanced Call Routing and Hunting is now supported. Call Hunting is performed if the callee is not available (busy or not answering), followed by an action if the callee is not reachable (e.g., callee is not answering the call).
- A software installer is now available for easy installation and upgrade.
- HTTPS for On-premises Web interface is now supported.
- Infrastructure for quick integration with SMS gateways is now available.
- The system's email and SMS templates were updated with new content and new logos.

3.1.2 VocaNOM

- The parameter that defines whether the caller is an employee or non-employee according to the length of the CLI, is now configurable.

3.1.3 VocaONE

- Silent transfer to phone action was added for Departments list, allowing immediate transfer without playing any prompts.

3.2 Known Constraints

- The Call Hunting and Routing capability is available only over SIP trunk connection. Analog and digital connectivity are not supported with this capability.
- Depending on PBX capabilities, transferring calls to busy extensions may not behave as expected when using analog connectivity

3.3   Resolved Constraints

This version includes the following resolved constraints:

3.3.1   General

- Phone number validation was improved to accept special characters.
- It is now possible to include special characters in the Password field.
- The Web interface German localization was improved. Wrong translation was fixed.
- Disambiguation thread hold was not working properly. Now, when passing the thread hold, the call is transferred to an operator.
- The dates on the dashboard Call Summary were not displayed properly.

3.3.2   VocaNOM

- "Playing a *Gling* at the end of prompt" parameter did not work for the German language.

3.3.3   VocaONE

- CSV templates with Department names that included the ',' characters failed to be imported into the system.

4 Version 7.7.5

4.1 What's New

This version includes the following new features:

4.1.1 General

- For On-premises deployments, we now support full high-availability capabilities based on the Active-Active approach.
- System alarms were added and can be sent to configurable email addresses.
- Providers can now limit the number of concurrent channels for a Service.
- The Web interface now supports Hebrew.
- Send SMS action was added to Departments list actions and DTMF menu.

4.1.2 VocaNOM

- For the German language, we now support DECT as a third phone type.

4.1.3 VocaONE

- For the German language, you can now configure the system to ask and recognize the Last name and Department name of a contact, rather than only First and Last names.
- For Departments lists, a new Web page was added to view and change the mapping of aliases to departments.

4.2 Known Constraints

No known issues were reported in this version.

4.3 Resolved Constraints

This version includes the following resolved constraints:

4.3.1 General

- Bug fixes and performance improvements on the ASR engine.

4.3.2 VocaNOM

- Extension and mobile numbers are no longer mandatory fields for a contact.

5   Version 7.7.2

5.1   What's New

This version includes the following new features:

5.1.1   General

■   Version 7.7.2 supports both Windows Server 2008 R2 and Windows Server 2012 R2.

> **Note:** To upgrade to a newer operating system (Windows Server 2012 R2) please contact your sales representative for a quote, or send an email to acvoca@audiocodes.com.

■   Holiday and Events configuration was added allowing defining specific dates for non-working hours behavior.

■   When configured to English as a second language, from the Speech Menu, you can switch to a different English US menu using DTMF.

■   The Version Number can now be displayed when hovering over the Copyright line on the Web Management Login screen.

5.2   Known Constraints

No known issues were reported in this version.

5.3   Resolved Constraints

This version includes the following resolved constraints:

5.3.1   General

■   A Department's action behavior was not working correctly after disambiguation.

■   In the Departments list, if a parent department is not available, the required information is taken from the Department Name instead.

■   The drill-down report limit was increased to 15,000 to allow for a longer history list.

■   If an extension number was not set during department creation, there was no option to set it afterwards.

■   When a prompt was loaded or recorded for a department, the Web interface didn't show the prompt information correctly.

6 Version 7.7.1

6.1 What's New

This version includes the following new features:

6.1.1 General

■ The Web interface now supports the German language.

■ The Web interface's Configuration Section for editing departments was improved and now provides a more flexible interface for working hours and actions configuration per department.

6.2 Known Constraints

No known issues were reported in this version.

6.3 Resolved Constraints

This version includes the following resolved constraints:

6.3.1 General

■ The system doesn't update the played prompt when a department's name has been changed or edited.

■ There is now an option to select the language dialect in the menu configuration.

7   Version 7.7

7.1   What's New

This version includes the following new features:

7.1.1   General

- Extending the working hours configuration options per flows and departments
- Allowing the configuration of tables of working hours.
- Providing fully flexible speech-driven IVR – allowing configuration of multiple organizational categories (i.e., Contact Names, Departments, Conference rooms etc.) within a unified IVR user flow.
- Providing an Analyst Labeling feature. This is a tool for analytical and linguistic research purposes. Its purpose is to help analyze the system's performance in an efficient manner, presenting the system's performance in the most accurate way and fixing any faults in performance and speech recognition in minimum time.
- Additional department functionality has been added including:
  - Transferring an extension
  - Playing prompts
  - Navigating to other menus
  - Transferring calls to the operator
  - Disconnecting calls

7.1.2   Mobile Application

- Improved VocaNOM app User Interface allowing for an easier login experience for enterprise users.
- Organizational Caller ID is now available for all users, detecting incoming calls made from any organizational phone number (office extensions & mobile numbers).
- Users can now automatically log in using an SMS intercept for Android OS.
- It is no longer necessary to save enterprise contacts to a personal phonebook when sending WhatsApp messages.

7.1.3   VocaONE

- German medical package is now available.

7.2   Known Constraints

This version includes the following known constraints:

7.2.1   General

- The system doesn't update the played prompt when a department's name has been changed or edited.
- When an operator number has not been configured, transferring the call to an operator results with a disconnected call.

7.3   Resolved Constraints

This version includes the following resolved constraints:

7.3.1   General

- Short calls (up to six seconds) are not included in the report that is displayed on the Web interface dashboard.
- Not all available Call Dispositions appear in the Filter options of the IVR reports.
- The 'Play selected prompt for company' parameter overrides the 'play time of day' parameter. When dialing to the system, the time of day will not be played.
- Long DNIS numbers cannot be set on the Web interface.

7.3.2   VocaONE

- When adding, deleting or editing a record in the Branches List, you need to cancel the 'Auto map' value and set it back to 'By distance' for recalculating the automatic mapping by distance.
- When enabling auto-map for unmapped cities, only the cities shown in red will be automatically mapped rather than the entire list of cities in previous versions.

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