Voca Agile Conversational IVR

Cloud-Based & On-Premises Applications

Version 8.0

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Agile Conversational IVR

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Related Documentation

Document Name
Voca Administrator's Guide
Voca Installation Manual

Document Revision Record

LTRT	Description
29013	Initial document release for Version 8.0
29014	Initial document release for Version 8.0.1
29015	Added known and resolved constraints for Version 8.0.1
29016	Added new features, known and resolved constraints for Version 8.0.2

⚠ The latest software versions can be downloaded from AudioCodes' Services Portal (registered Customers only) at https://services.audiocodes.com.

Software Revision Record

Software Revision	Release Date
8.0.2	March 2021
8.0.1	December 2020
8.0	June 2020

Table of Contents

1   Introduction

This document describes the release of Version 8.0 for Voca Cloud-based and On-premises applications. This includes new features, known constraints, and resolved constraints.

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

Solution Overview

AudioCodes Voca is designed for businesses looking to quickly and easily upgrade their calling experience, allowing callers to talk their way through the Interactive Voice Response (IVR) menu.

By combining Voice.AI and Voice Networking technologies, the Agile Conversational IVR solution by AudioCodes, features advanced, enterprise-grade Voice Recognition capabilities that instantly automate calling journeys for both customers and internal users by using simple, intuitive voice requests.

Voca is designed to understand and master custom organizational vocabularies, such as contact names, departments, job titles, product names, branches and services. All are typically exclusive to organizations and industries.

Together with a real-time, self-serve Web Management Interface, customizing and managing Voca is as easy as it gets. With no prior technical knowledge required, IT or otherwise, anyone in the organization can operate Voca.

The ready-made solution is General Data Protection Regulation (GDPR) compliant and available on the Cloud cloud or On-Premisespremises, offering rapid deployment from zero-to-service in just a few days.

Voca for Microsoft Teams

Voca is now available as a dedicated, native application for Microsoft Teams, available directly from the Microsoft Marketplace and AppSource. The applications allows IT to manage its entire voice ecosystem, including IVRs, all under the Teams hood. The agile solution also offers multi-tenancy support, and full IVR reports and voice analytics.

Get the brand-new Voca app Voca Conversational IVR for Teams today and build your own Conversational IVR in less than five minutes!

Supported Native Languages

■ English US

■ German (Germany)

■ Spanish (Mexican/Multi-Dialect)

■ Spanish (Spain Dialect)

■ Spanish (US Dialect)

■ Hebrew

Supported Languages via Microsoft Azure Speech Services

■ English UK

■ Portuguese (Brazil)

■ English UK

■ Portuguese (Brazil)

■ French (France)

■ Dutch (Netherlands)

■ Chinese Mandarin simplified

■ Italian (Italy)

■ Russian (Russia)

■ English (Australia)

Voca now supports additional languages through Microsoft Azure Cognitive Services. For the full list of all supported languages by Microsoft Azure, click here.

Customers that wish to request additional language support are advised to contact an Audi-oCodes representative. The request will be forwarded and supported by the AudioCodes Voca team.

2   Version 8.0.2

This section describes Version 8.0.2.

What's new in Version 8.0.2

This version includes the following new features:

General

■   **NEW! Voca for Microsoft Teams app**

Following the much-anticipated integration to Microsoft Teams, Voca is now offered as an application through the Microsoft Marketplace and AppSource stores. The application allows IT to build Conversational and DTMF Interactive Voice Response (IVRs) in less than five minutes, within the Microsoft Teams environment.

The simple onboarding wizard allows users to instantly try the newly created Voca IVR with a local phone number (provided by AudioCodes) that is generated on the spot. The new IVR can be fully managed through Voca's Advanced Mode and can be seamlessly connected to the company's existing phone systems.

Figure 2-1:   Conversational IVR – Configuring Destinations Through the App

Figure 2-2:

Figure 2-3:   DTMF IVR – Configuring Destinations Through the App

Figure 2-4:   Voca Application Summary Page

Figure 2-5:   Voca Web Management Portal
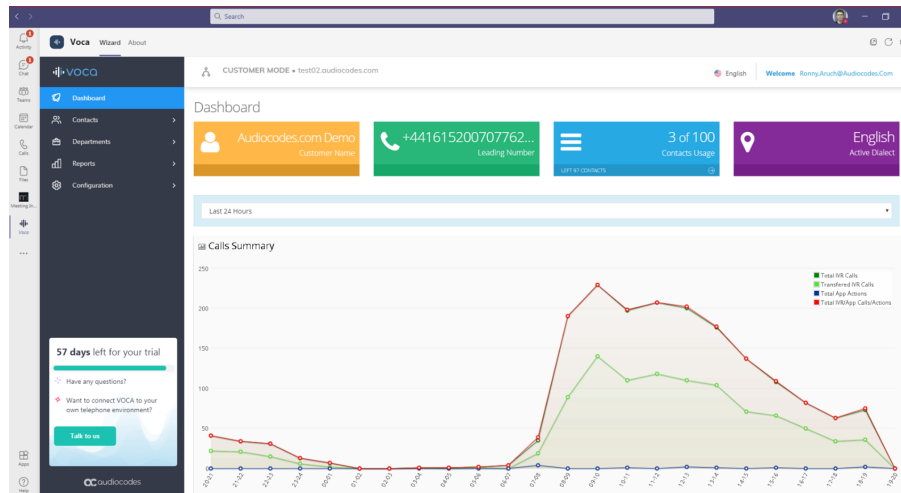
■   **Missed calls email notification for contacts**

This feature notifies Voca contacts via email whenever someone tries to unsuccessfully reach them. When a caller tries to reach a contact destination that is not available, Voca prompts the caller to leave a voice message. Immediately after the caller ends the call, the destination contact gets an email with the call details – i.e., who called and date and time of the call. If a voice message was left by the caller, the recording will be attached to the email received by the destination contact.

Figure 2-6:   Missed Calls Notification

■   **Attended transfer for DTMF menu**

This feature redirects incoming calls based on attendance behavior. This can apply to any DTMF key that was previously defined with a trigger action of "attended transfer".

Figure 2-7:   Attended Transfer

■   **Deploying Voca on Azure Cloud**

Customers and service providers are now able to deploy Voca based on AudioCodes Azure Cloud, or their own Azure subscription.

Known Constraints in Version 8.0.2

Voca on Teams service does not support the Spanish language.

Resolved Constraints in Version 8.0.2

The following constraints have now been resolved.

Incident	Constraints	Comments
VOCAVB-2021	Web UI not loading via hostname or Fully Qualified Domain Name (FQDN)	The issue of Voca UI being opened via FQDN, for customers using DNS, and the UI content appearing as blank, has now been resolved.
VOCAVB-2016	Destination after second speech recognition is not sent out	This addresses an issue that prevented the caller to be transferred to the destination when the Voca administrator configured the Advanced Routing mechanism in the Speech menu. This was done by setting " Remote Party is not reachable" for spoken input.

Incident	Constraints	Comments
VOCAVB-1953	LDAP settings are not saved due to the filter field problem.	This resolves an issue that prevented organizational contacts of synchronizing with Voca, when the Voca administrator defined the custom LDAP filter.
VOCAVB-1940	In the Requested Departments reports, the department alias is displayed without the department name.	Voca reports have been improved to display Department aliases.
VOCAVB-2008	Disposition not translated to German	The issue of presenting the disposition states in the report, in the same language that the Voca UI is defined to work with, has been resolved.

3   Version 8.0.1

This section describes Version 8.0.1.

What's New in Version 8.0.1

This version includes the following new features:

General

- **Multi-language Voca via Microsoft Azure Cognitive Services:**
  The integration to Microsoft Azure Cognitive Services enables Voca to support real-time Speech-to-Text (STT) for multi-language support.

- **English UK Language Support:**
  English UK and Portuguese (Brazil) language support based on Azure Cognitive Services has been officially added.

- **AudioCodes WebRTC/Voca Integration:**
  Companies can now add a WebRTC click-to-call button to any web site, enabling customers to access Voca on the main line with a single click. By using the WebRTC client, Voca becomes seamlessly available within any web browser, providing users with an in-browser full-conversational IVR interface with high accuracy rates, thanks to high-quality voice streaming using OPUS codec support.

- **Voca Questions and Answers Call Flow Automation:**
  Enables organizations to receive feedback from callers (e.g., service satisfaction surveys) within a Voca call flow.

- **Resource Consumption Optimization of Voice Recognition:**
  - For On-premises, Voca now supports:
    - 20 concurrent ASR sessions for English US
    - 16 concurrent ASR sessions for German
    - 30 concurrent ASR sessions for Spanish
    - 20 concurrent ASR sessions for Hebrew
    - 30 concurrent ASR session for Azure supported languages

- **Digit Voice Recognition Grammars:**
  Voca now supports Digit Voice Recognition Grammars (for English US and German; one-by-one).

- **Active Directory Synchronization:**
  Active Directory synchronization is now available natively through the Voca Web Management Interfaces.

■ **Configurable Announcement of Phone Type:**
Configurable announcement of phone type (office/mobile) when transferring a call within the Voca Call Hunting scheme.

■ **Dropped Calls Report:**
Monitor dropped calls due to exceeded number of Voca channels. Voca reports have been upgraded.

■ **Voca Web Management with Microsoft Edge:**
The Voca Web Management Interface can now be accessed through Microsoft Edge browsers.

■ **Calling Contact with Last Name Only**:
 Added option to say a contact's Last Name only.

■ **New Installer Tool:**
A new automatic installer tool is now available to install and upgrade Voca software more efficiently.

■ **New License Management Service:**
A new License Management service has been added to manage different types of Automatic Speech Recognition (ASR) licenses based on different feature keys. The implementation is performed through an SDK to the Gemalto License Manager server in real time.

Known Constraints in Version 8.0.1

Multi-language Voca via Microsoft Azure Cognitive Services is applicable for Cloud-based Voca deployments.

Resolved Constraints in Version 8.0.1

The following constraints have now been resolved.

Incident	Constraints	Comments
VOCAVB-1599	Not all CSV imports for departments with aliases have been imported.	This problem has now been resolved. We have increased the import limit to 1500 characters.
VOCAVB-1582	Voca alerts within the GUI do not show AM or PM in the timestamp.	This problem has now been resolved. The alerts will now be shown in a 24 hour format.
VOCAVB-1583	Voca Service Status incorrectly reflects changes for the new engine, German Text-to Speech (TTS) and High Availability (HA).	This problem has now been resolved.
VOCAVB-1705	Checking for pre-existing aliases or	This problem has now been

Incident	Constraints	Comments
	departments was not working correctly.	resolved.
VOCAVB-1540	When deleting a contact or a department, a new grammar was not being created.	This problem has now been resolved.
VOCAVB-1537	A prompt that was in use could be deleted, causing the call to fail.	This problem has now been resolved.
VOCAVB-1634	When importing departments using Excel, if you change the file, the import fails.	This problem has now been resolved.
VOCAVB-1592	An incorrect result string was displayed in the Drill Down reports.	This problem has now been resolved.

4   Version 8.0.0

This section describes Version 8.0.0.

What's New in Version 8.0.0

This version includes the following new features:

General

■ During contact name recognition, the contact's alias or the contact's full name is played-back dynamically in the call flow, before the call is transferred to the destination, without any further configuration.

■ During department name recognition, the department alias or department name is played-back dynamically in the call flow, before the call is transferred to the destination, based on a predefined configuration at the Speech Menu level (i.e., Disabled, Short, Long).

■ Language improvements have been made to the German user interface (UI) in the Web Admin.

■ Alias handling in branches has been improved with a simpler configuration at the Speech Menu level. When enabled, the recognized city name is played-back in the call flow, before the call is transferred.

■ If a call is received when the database in unavailable, the call is rejected with an error message. This rejection enables the SBC/PBX to route the call to an alternate IVR for High Availability (HA) purposes.

■ In the Department List, an alias that is the same as the parent department of another department or the department name that has no parent name, cannot be added.

■ New hardware configuration for on-premises deployment now supports up to 30 Voca channels in Hebrew (not including SBC):

  ● **CPU:** Intel(R) Xeon(R) Gold 6126 CPU @ 2.60GHz with 2 CPUs and 12 cores each (24 physical cores) or higher - all cores dedicated; Hyper-Threading enabled.

  ● **RAM:** 48 GB

  ● **SSD:** 512 GB

  ● **NIC:** 1GB Ethernet card

  ● **Operating System:** Windows Server 2016

Known Constraints in Version 8.0.0

Not applicable

Resolved Constraints in Version 8.0.0

Not applicable

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