AudioCodes Training Academy

Voca Conversational Interaction Center (CIC)

- Partner Certification -

The AudioCodes Voca CIC Partner Training program is designed to equip IT and contact center engineers with hands-on experience in configuring, managing, and maintaining customer tenants within Voca CIC.

As a multi-tenant solution, the training emphasizes best practices, operational efficiency, and technical skills required to support diverse end customers.

Training Syllabus

- **Introduction to Voca**
  - Understand the Voca CIC Platform (VCICP) and its market positioning
  - Identify solution tiers and their capabilities
  - Explain license add-ons and assignment metrics, including package combinations
  - Differentiate between bundled and stand-alone offerings

- **Voca Cloud Architecture**
  - Architecture overview
  - Private Cloud design principles

- **Service Provider**
  - Navigate the Service Provider UI and its capabilities
  - Recognize the business need for the Service Provider layer
  - Identify current limitations and considerations

INTERNATIONAL HEADQUARTERS

AudioCodes INC.

WEBSITE & CONTACT

Naimi Park, 6 Ofra Haza Street, Or Yehuda, 6032303, Israel
Tel: +972-3-976-4000, Fax: +972-3-976-4040

80 Kingsbridge Road, Piscataway, NJ 08854, USA
Tel: +1-732-469-0880, Fax: +1-732-469-2298

www.audiocodes.com
www.audiocodes.com/contact

- **Channel Partner**
  - Navigate Channel UI and its capabilities
  - Understand the purpose and role of channels in the multi-tenant solution
  - Identify current limitations and considerations
  - Explain the concept of floating licenses and their use

- **Hands-on Exercises**
  - Apply learned concepts in guided exercises to configure and manage tenants, licenses, and service provider/channel settings

Training content valid as of Q3-2024

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