

# Product Notice #0518



## Release of Voca Version 10.4 for General Availability

AudioCodes is excited to announce the release of Voca Conversational Interaction Center (CIC) Software Version 10.4 for General Availability (GA)!

This release includes new management capabilities for Voca CIC.

For more information on this release, please see the [Voca Release Notes](#) on AudioCodes website.

### Major Features

- **Enhanced Role-based user access**, allowing Voca CIC administrators to provide controlled, granular feature access of users to specific areas in Voca CIC, alongside customizable user access profiles.
- **Supervisor profiles for web-based management access**, allowing Supervisors to manage various aspects in the Voca Web Management portal related to Workers, Worker Groups and Queues.

### Voca Online Onboarding Experience



Try Voca online and build a contact center flow in just a few minutes, with a phone number provided by AudioCodes free of charge for 30 days! Visit the Voca onboarding experience on [Teams](#) or [Web](#).

### Solution Certification

The Voca CIC solution is a [Microsoft-certified Contact Center for Teams](#). The solution is also certified as part of the [M365 SaaS Security & Compliance program](#).

### Affected Products

Voca Conversational Interaction Center



If you have any questions, contact us at  
<https://www.audiocodes.com/corporate/offices-worldwide>

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