Voca Conversational Interaction Center

Cloud-based Release

Version 10.4

Notice

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Related Documentation

Document Name
Voca Administrator's Guide
Voca Installation Manual
Voca Interaction Center Flow Designer User's Manual

Document Revision Record

LTRT	Description
29027	Initial document release for Version 10.4

⚠ 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
10.4	November 2023

Table of Contents

1   Introduction

This document describes the release of Version 10.4 for AudioCodes 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

Today's modern workplace demands a new approach to customer experience (CX), one that not only empowers agents to enjoy their jobs and provide exceptional service to customers, but also enables internal business lines to provide top-notch service throughout the organization.

AudioCodes Voca Conversational Interaction Center (CIC), a lightweight cloud-based contact center with built-in Conversational AI, is designed entirely for Microsoft Teams and unifies your customer and employee experience.

With Voca as a Native Microsoft Teams app, you can consolidate your unified communications and contact center into one screen, allowing every Microsoft Teams user to become a potential agent.

Now agents have real-time access to back-office experts to help improve responsiveness, remove department silos, and improve connection among employees.

Voca CIC is an Azure-native integration with Teams and offers a unique mix of contact center and voice expertise, making it an ideal solution for organizations looking to modernize their customer experience capabilities.

Voca CIC conversational capabilities include a drag-and-drop flow designer, dedicated worker (agent) and supervisor user interface, CRM integration, skill-based routing, behavioral routing, real-time dashboards and historical analytics, providing you with just the right set of features.

With flexible deployment and connectivity models, Voca CIC can integrate with any PBX, contact center, or unified communications platform, allowing customers to manage the contact center, IVR, auto-attendant and call queues in one centralized multi-tenant application, serving multiple voice platforms in parallel.

Voca is GDPR and HIPAA compliant. Voca is available from AudioCodes as a Cloud or On-Premises based solution, 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 application allows IT to manage its entire voice ecosystem, including IVRs and Call Queues, all under the Teams environment.

Get the brand-new Voca app -- **Voca Conversational Interaction Center for Teams** -- today, by clicking here and building a Conversational IVR and Contact Center flow in just a few minutes!

Online Onboarding Experience

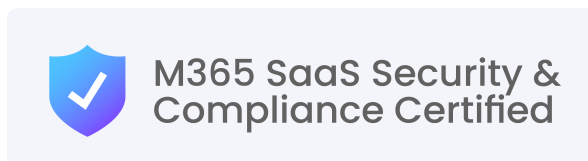Voca is available for a free 30-day trial through your web browser.

Solution Certificates

Voca CIC boasts the following Microsoft certifications:

- Microsoft Teams Certified Contact Center Solution

- Microsoft 365 SaaS Security and Compliance Program

Supported Languages

- English US

- English UK

- English (Australia)

- German (Germany)

- Spanish (Mexican/Multi-Dialect)

- Spanish (Spain Dialect)

- Spanish (US Dialect)

- French (France)

- Dutch (Netherlands)

- Portuguese (Brazil)

- Italian (Italy)

- ■ Russian (Russia)

- ■ Chinese (Mandarin/Simplified)

- ■ Hebrew

- ■ Hindi

- ■ Japanese

Voca may support additional languages through Microsoft Azure Cognitive Services. For the full list of supported languages by Microsoft Azure, click here.

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

2   Version 10.4

This section describes Version 10.4.

What's New in Version 10.4

This version includes the following new features:

■   **Custom User using Enhanced Role-based Access**

Introducing one of the most granular Role-based Access mechanisms for Contact Center as a Service (CCaaS), the new Voca CIC customer user profile gives our Administrators full control over who exactly manages Voca CIC, while coupling the most specific roles possible to a specific user, or a group of users.

Having full flexibility and granularity over user access makes it easy to provide access for specific use-cases, typically accessed by specific personas (e.g., Prompt uploader, Analyst, Queue manager, IVR manager). Each user receives access to specific areas in Voca CIC, ensuring full control alongside flexibility and team collaboration.

Tenant Administrators can now share and delegate specific areas of Voca CIC management responsibilities, enabling diverse user audiences to view and edit specific Tenant configuration while maintaining a clear user access hierarchy.

Tenant Administrators have the flexibility to assign different users to specific sections in the Tenant, ensuring that each user is exposed to relevant sections/pages only.

The introduction of two new pages - **User List** and **Access Profiles**, within the **Access Management** section empowers Tenant Administrators to effortlessly associate distinct Access Profiles with Users.

Tenant Administrators can create any custom profile and selectively check specific sections/pages to allow or discard user access, with the authority to create SSO/local Voca CIC users and assign them to either a customized profile or one of the predefined profiles, such as Tenant Administrator or Analyst. Tenant Administrators may also assign multiple SSO users in the same Security Group to a profile at once.
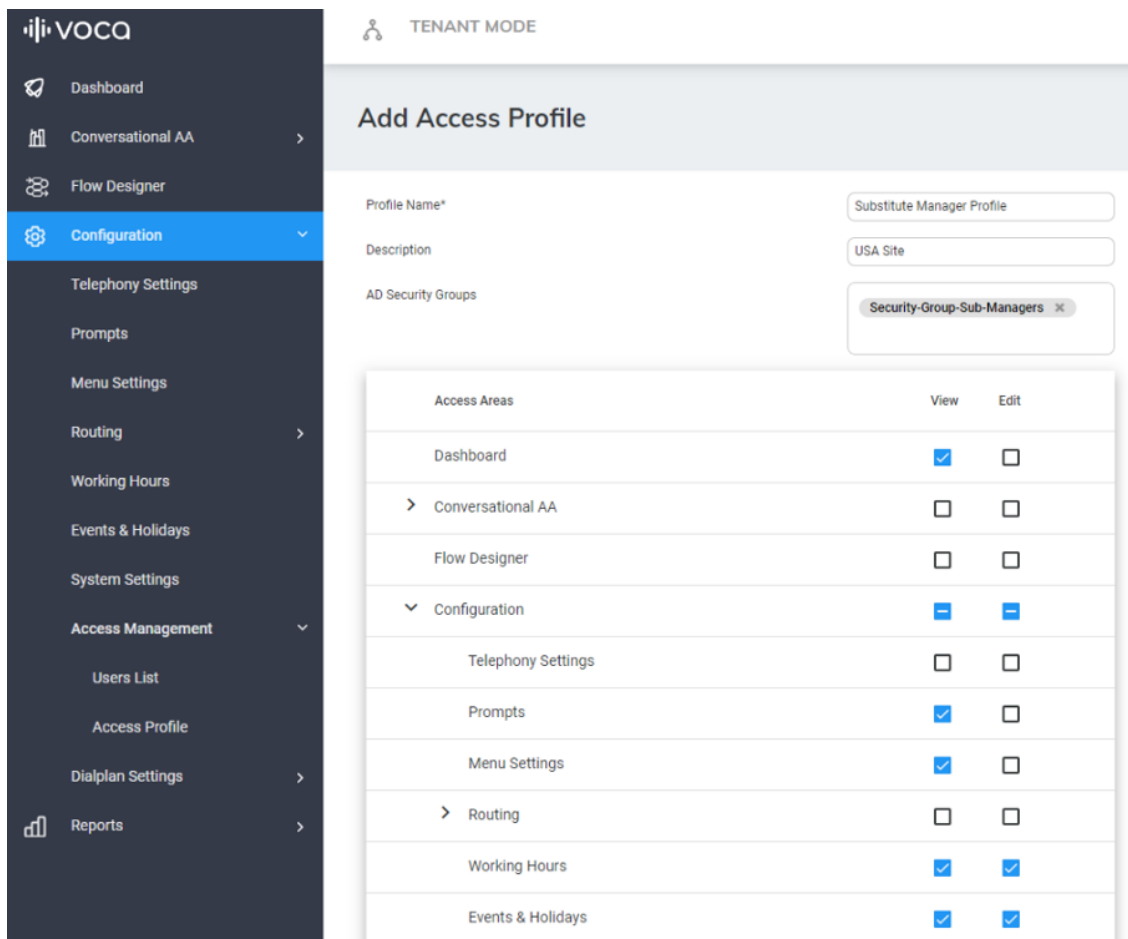
■   **Pre-built Supervisor Profiles for Web-Management Access**

Supervisors can now self-manage informal and formal Voca CIC call queues, Worker Groups and Workers via the Voca Web Management Portal, reducing dependency on IT managers or other Voca CIC Administrators.

This new feature grants Supervisors the ability to seamlessly log in to the Voca Web Management interface and efficiently manage their teams by editing or deleting relevant Workers or queue members, modifying Worker Group settings, and tailoring Queue configurations.

Additionally, Supervisors gain access to relevant reports and team analytics, streamlining their daily responsibilities with readily accessible monitoring capabilities.
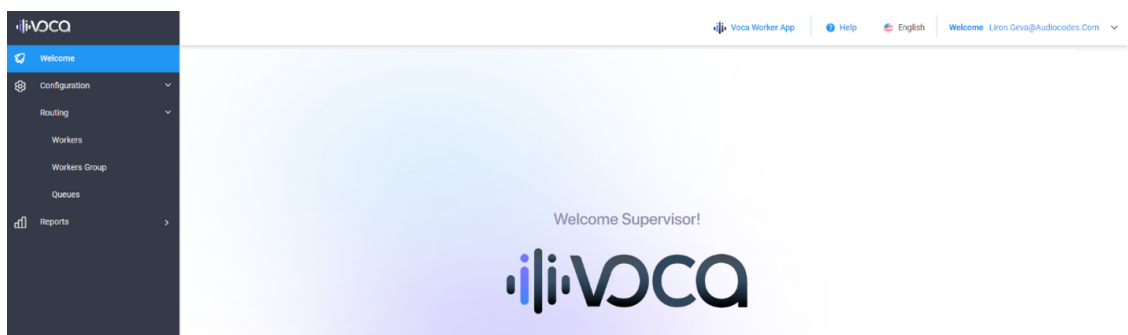
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