



Release of Voca Conversational Interaction Center (CIC) Version 12.2 for GA

Product Notice #0586

Announcing a Productized AI Receptionist Experience for Voca CIC

AudioCodes is excited to announce the release of Voca Conversational Interaction Center (CIC) Version 12.2 for General Availability. In this major version release, we are excited to introduce AI Receptionist, a conversational AI front door that resolves customer requests from first hello to full resolution.

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

Major Feature Updates

- **AI Receptionist:** Use AI to handle and resolve customer interactions across any phone system
- **One Place to Design & Manage AI Conversations:** Build, manage and update AI without technical expertise
- **New Agent Workflow for Conferencing:** Add participants to live calls with a redesigned experience
- **Enriched Call History with One-Click Callbacks:** Easily return missed calls using a new consolidated tab
- **Queue Name as Default Caller ID:** Now also in Phonebook
- **More SMS Flexibility with Azure Communication Services:** New choice for automated outbound texting

Voca CIC for Microsoft Teams



Voca CIC is an AI-first omnichannel contact center entirely designed for Microsoft Teams. It's a native Teams experience that allows organizations to deploy an AI contact center in weeks, not months. Agents handle calls, compliance call recording, emails, webchat, and SMS interactions — all from a single screen inside Voca CIC. Built-in AI powers Conversational IVR and Virtual Agents. It automatically captures and summarizes every contact center conversation across multiple languages and delivers transcription, sentiment analysis, and one-click send to CRM.

Using role-based access controls, supervisors manage agents, queues, IVRs, IVAs, schedules and flows without IT help. Contact centers get 99.999% uptime for voice interactions, deep reporting, and multi-tenant controls — all delivered as a managed service or hosted in the customer's Azure cloud. Voca CIC is built and delivered by AudioCodes, whose decades of enterprise voice expertise back every deployment under a single, unified SLA.

Start your [30-day free trial](#) of Voca CIC today!

Solution Certification

The Voca CIC solution is [Microsoft Teams Contact Center Solution: Unify Certified](#). The solution is also certified as part of the [M365 SaaS Security & Compliance program](#).

Affected Product

Voca Conversational Interaction Center

Announcement Date

April 23, 2026



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