Service Provider Administrator's Guide

AudioCodes Voice.AI Solutions

Voca Conversational Interaction Center

Version 12.1

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Related Documentation

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Voca CIC Release Notes
Voca CIC Flow Designer User's Manual
Voca CIC Worker & Supervisor Application User's Manual

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1 Overview

This document provides technical guidance for Service Providers managing Voca CIC under the new commercial model. It outlines how the new bundles, add-ons, and policies are reflected in the system, and what controls and configuration options are available across different levels of administration. As a Super Admin, you will see the full picture of how Voca CIC is structured from service provider and channel management down to tenant-level administration. The goal is to ensure clear visibility, smooth onboarding, and consistent governance across all environments where Voca CIC is deployed.

Administrative Hierarchy

- **Channel Level**
  - Represents resellers, distributors, or managed service providers operating under the service provider.
  - Channels can manage multiple customer tenants.
  - They receive license allocations from the service provider and distribute them to end customers.

  For details, see Channels on page 3.

- **Tenant Level**
  - Represents the end-customer's administrative domain.
  - The tenant admin configures day-to-day contact center settings, assigns agents to bundles (CIC1, CIC2, CIC3), and manages call flows, IVR/IVA capacity, and add-ons.
  - Tenant admins cannot exceed the license limits defined by their channel, but they have full control over routing logic, app usage (Flex vs. Worker), and reporting for their own organization.

  For details, see Tenants on page 8.

Licensing Tiers & Add-ons

Voca CIC introduces three distinct license tiers designed to align with different agent profiles and usage patterns.

- **Virtual Agent** – Used for IVR support only
- **CIC1 (Named Agent)** - Built for informal or lightweight agents who only require enhanced CX features on top of Microsoft Teams. These agents access the Voca Flex App and benefit from unlimited queuing and basic contact center functionality. CIC1 is licensed per named user, ensuring affordability but with limited extensibility (no floating license support, no Worker App).

- **CIC2 (Concurrent Agent)** - Designed for formal CX agents who are frequent and heavy users of the contact center. Provides access to the Voca Worker App with advanced routing, presence integration, reporting, and compliance call recording powered by Interaction Insights. Licensing is concurrent, allowing flexibility across agent pools, but restricted to the maximum number of simultaneous active seats purchased.
- **CIC3 (Concurrent Agent Premium)** - Targeted at enterprise-grade agents requiring the full breadth of capabilities. Includes everything in CIC2 plus enhanced scalability, compliance recording, and advanced add-on integration. CIC3 agents benefit most from planned bursting and floating license options, but remain bounded by fair use guidelines.

In addition, Voca CIC offers Add-ons that extend the core tiers:

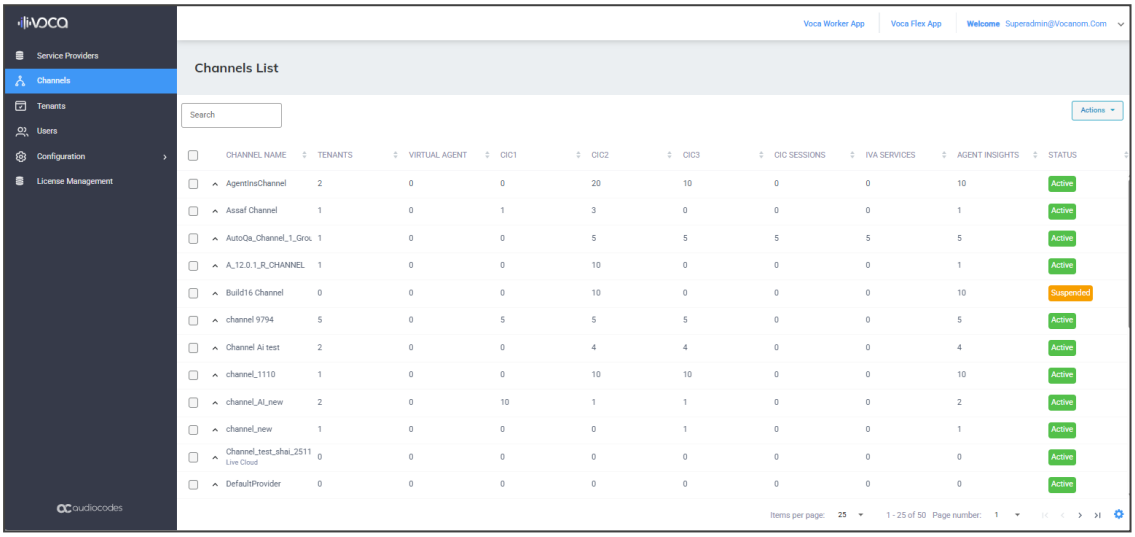
- **CIC Sessions -** Expands IVR/IVA concurrent session capacity beyond the bundle's included allocation (capped per-seat).
- **IVA Services** - Provides pre-integrated conversational AI powered by AudioCodes, for customers who do not bring their own Azure Cognitive Services.
- **Agent Insights** - Enables AI-generated call summaries, sentiment analysis, and transcription capabilities for agents.

Each tier and add-on is carefully designed to balance flexibility, scalability, and cost efficiency, while enforcing fair use policies that safeguard performance and service integrity.

Note: Floating Licenses are available at a premium, enabling channel partners and large enterprises to dynamically allocate licenses across multiple tenants.

2 Channels

The Channel view presents a consolidated overview of all mid-level entities in the system. From this section, Administrators can quickly review license allocations, monitor active services, and track the hierarchy of tenants under each Channel. This view serves as the foundation for managing large-scale deployments, ensuring that resources are correctly distributed and that licensing, add-ons, and service health remain aligned with operational needs.



Track allocation and other key details for each Channel, including:

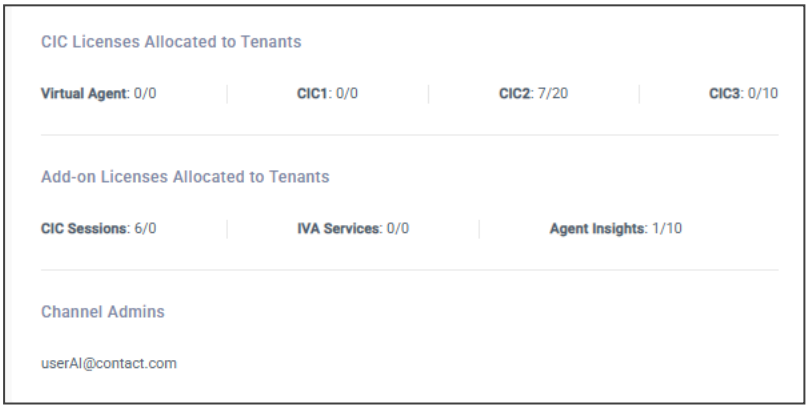
Column Heading	Description
Channel Name	The name of the Channel entity.
Tenants	The number of Tenants created under this Channel.
Virtual Agent	Count of Virtual Agent Tier licenses assigned to this Channel.
CIC1, CIC2, CIC3	Number of CIC1, CIC2, and CIC3 Tiers licenses assigned to this Channel.
CIC Sessions	Number of CIC Sessions Add-ons assigned to this Channel.
IVA Services	Number of IVA Services Add-ons assigned to this Channel. (Used for pre-integrated conversational AI capabilities)
Agent Insights	The number of Agent Insights Add-on licenses allocated to this Channel, enabling AI-generated call summaries, sentiment analysis, and transcription

Column Heading	Description
	capabilities for agents.
Status	The current status of the Channel (Active or Suspended).

Expanding a Record

By expanding each record, the Administrator can view, for each Channel's Tier/Add-on, the number of licenses the Channel assigned to its Tenants out of the number of licenses the Service Provider assigned to this Channel.

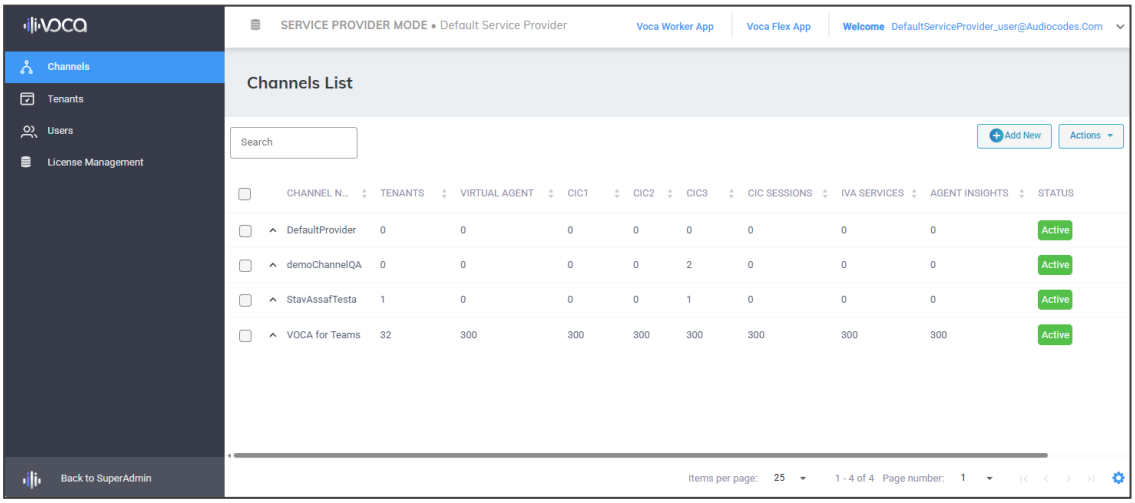
Additionally, by expanding the record, the Administrator can see a list of Channel Administrators for this Channel.



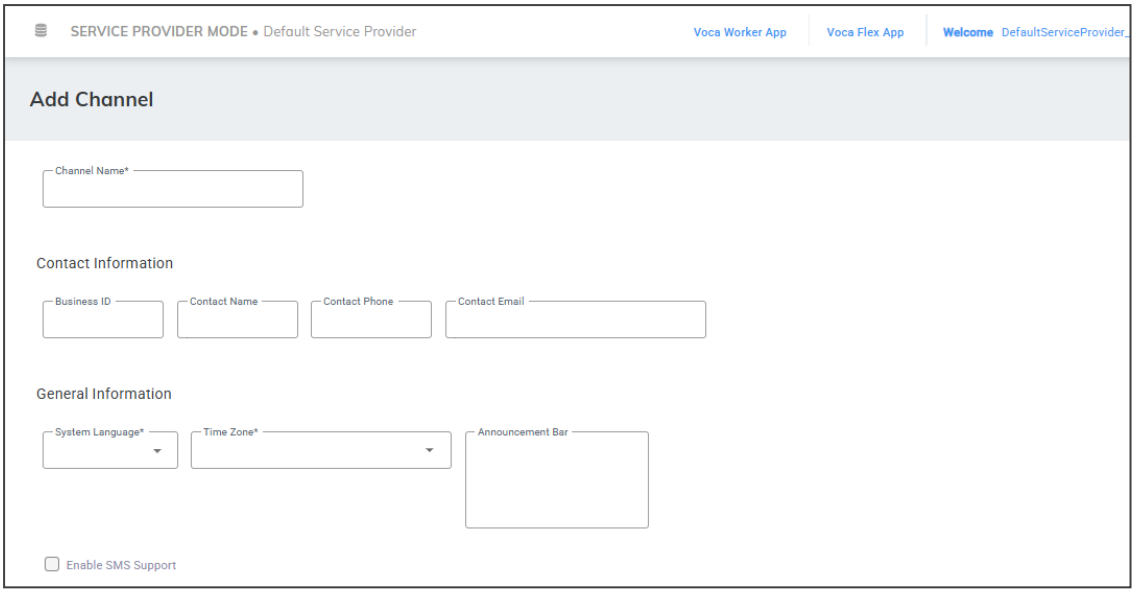
Add a New Channel

To add a new channel

1. From the Navigation pane, select **Channel**s.



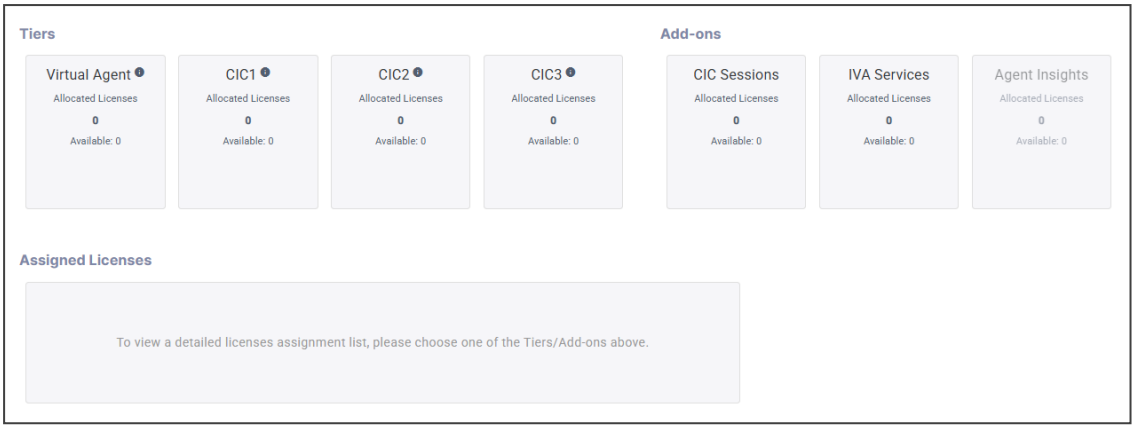
2. Click **Add New**.



3. Enter the 'Channel Name'.
4. Under Contact information, fill in the following:
   - 'Business ID'
   - 'Contact Name'
   - 'Contact Phone'
   - 'Contact Email'
5. Under General Information, fill in the following:
   - 'System Language
   - 'Time-Zone'
   - 'Announcement Bar' - Add a custom message that appears in the Channel's 'License Management' section with details about license expiry dates.
   - Select **Enable SMS Support** checkbox.
6. Configure **Tiers** and **Add-ons**.

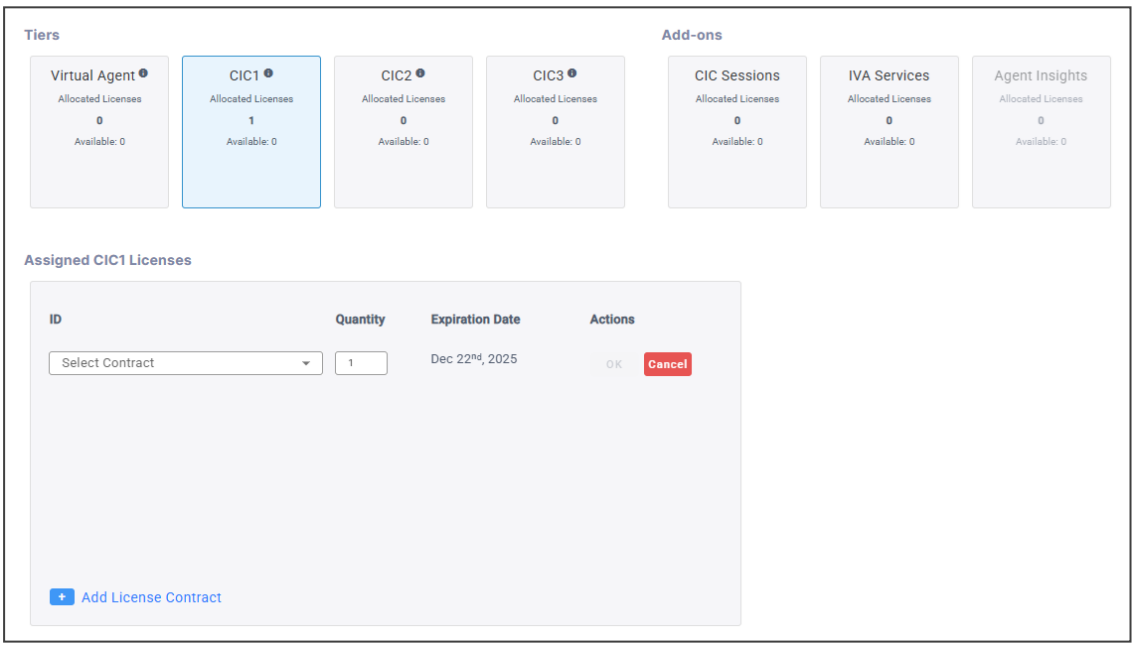
   Each Tier represents a service level (Virtual Agent, CIC1, CIC2, or CIC3). Each Tier box displays the following information:

   - **Allocated Licenses** - The number of licenses allocated to this Service Provider in this Tier, regardless of their expiration date
   - **Available** (Licenses) - The number of licenses that can be allocated to this Service Provider that were not allocated to other Service Providers yet.



a. Under the 'Tiers' section, select a license package.

b. Add a license contract. Under the 'Assigned <C1C1> Licenses' section, click **+ Add License Contract**.



c. From the 'ID' drop-down list, select the contract's ID from which you want to allocate licenses.

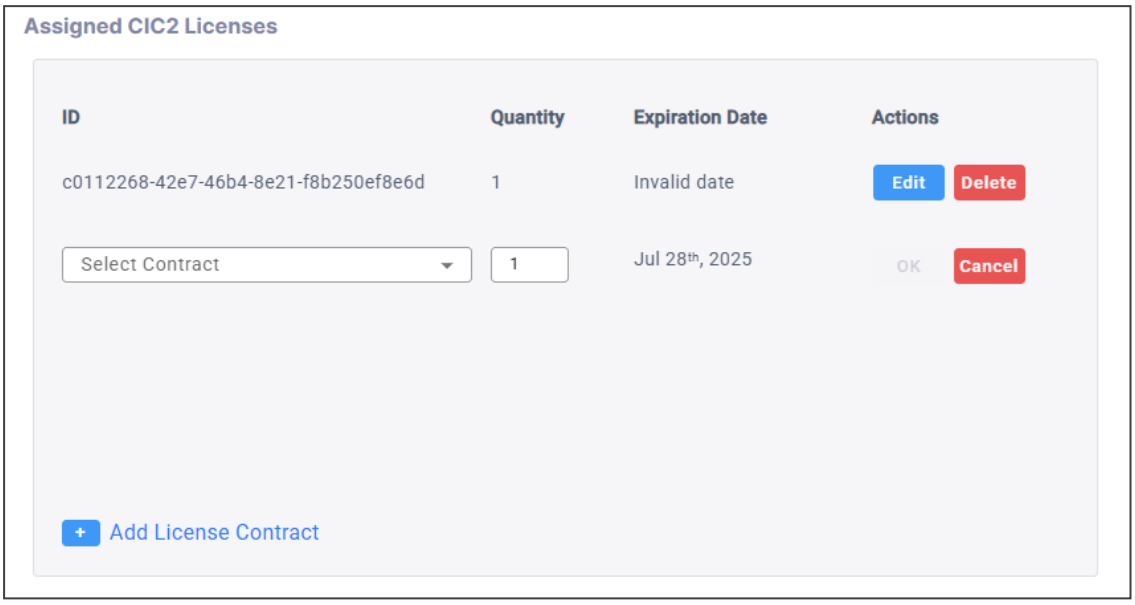
d. Enter the quantity of licenses to allocate from the contract.

Field	Description
ID	The license contract ID number.
Quantity	The number of licenses that were assigned in this contract.
Expiration Date	The date in which the licenses will expire in this contract.

e. Click **OK**.

7. (Optional) You can increase/decrease the quantity of licenses for a contract by clicking **Edit**.

8. (Optional) You can delete the assignment of a contract to a Channel by clicking **Delete**.
9. (Optional) You can add more licenses to the currently selected tier by clicking **+ Add License Contract** again.



10. Click **Save**. The new channel appears in the 'Channels' list, and is active by default.

Channel Actions

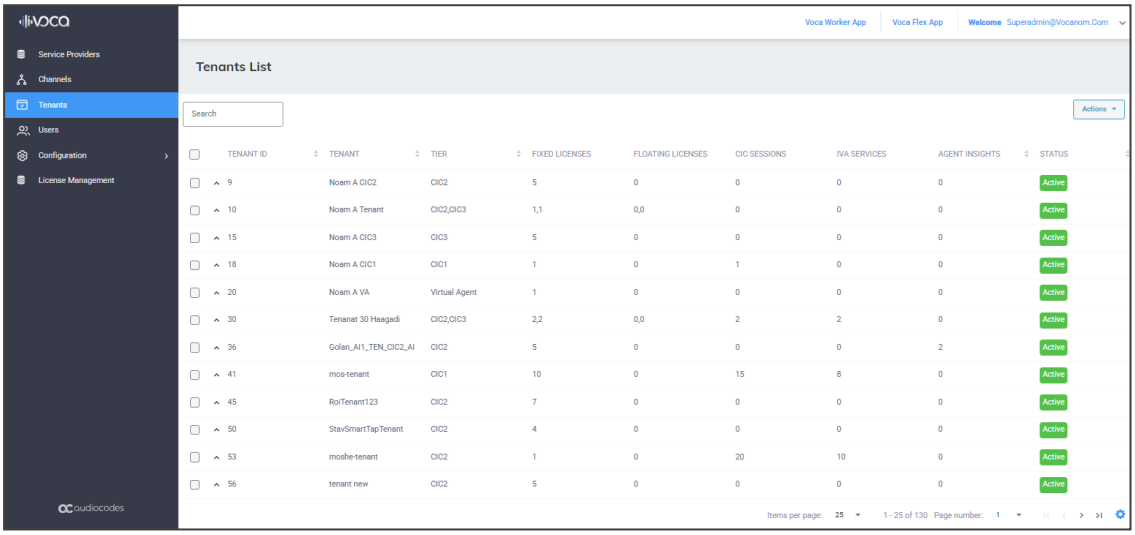
You can perform the following actions on a Channel.

1. From the Navigation pane, select 'Channels'.
2. Select one or multiple channels to perform an action on.
3. From the 'Actions' drop-down list, select the action you want to perform.

Action	Description
Activate	Change a channel's status from **Suspended** to **Active**.
Suspend	Change a channel's status from **Active** to **Suspended.**
Delete	Delete a suspended channel.
Log in as Channel	Access the system from the perspective of a specific channel.
Edit	Modify channel details.

3 Tenants

The Tenants view presents a consolidated overview of all low-level entities in the system. From this section, Administrators can quickly review license allocations and monitor active services. This view serves as the foundation for managing large-scale deployments, ensuring that resources are correctly distributed and that licensing, add-ons, and service health remain aligned with operational needs.



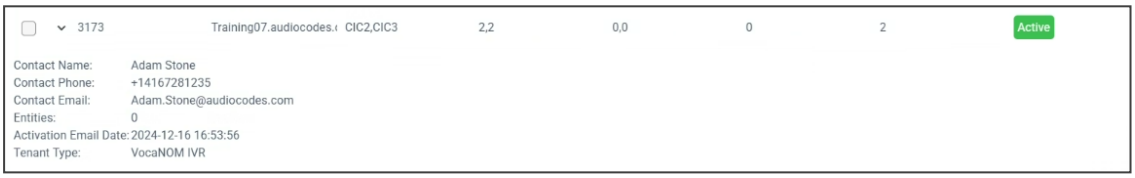
Track allocation and other key details for each Tenant, including:

Column Heading	Description
Tenant ID	The ID of the Tenant.
Tenant Name	The name of the Tenant entity.
Tier	The type of licenses that are assigned to this tenant (Virtual Agent, CIC1, CIC2, CIC3).
Fixed Licenses	Number of fixed (dedicated) licenses assigned to this Tenant.
Floating Licenses	Number of floating (shared) licenses assigned to this Tenant.
CIC Sessions	Number of CIC Sessions Add-on licenses assigned to this Tenant. (Used to expand IVR/IVA concurrent session capacity)
IVA Services	Number of IVA Services Add-ons assigned to this Tenant. (Used for pre-integrated conversational AI capabilities)

Column Heading	Description
Agent Insights	The number of Agent Insights Add-on licenses allocated to this Tenant, enabling AI-generated call summaries, sentiment analysis, and transcription capabilities for agents.
Status	The current status of the Tenant (Active or Suspended)

Expanding a Record

By expanding the record, the Administrator can see a list of Channel Administrators for this Channel.



Tenant Actions

You can perform the following actions to a Tenant.

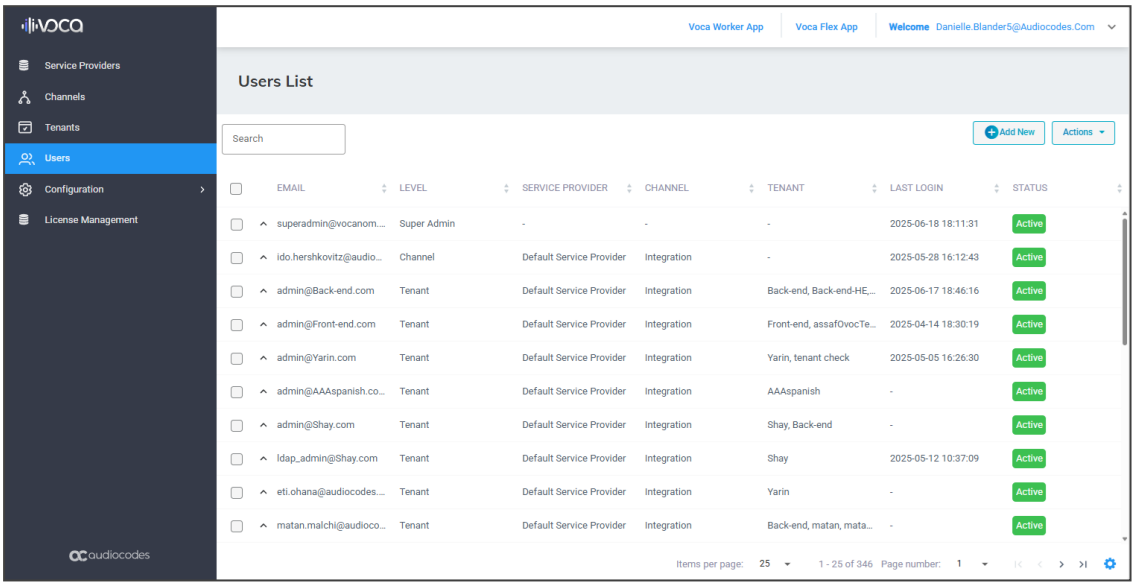
1. From the Navigation pane, select **Tenants**.
2. Select one or more tenants to perform an action on.
3. From the 'Actions' drop-down list, select the action you want to perform.

Action	Description
Activate	Change a tenant's status from **Suspended** to **Active**.
Suspend	Change a tenant's status from **Active** to **Suspended.**
Delete	Delete a suspended tenant.
Recompile	Rebuild a tenant's configuration or data.
Log in as Tenant	Access the system from the perspective of a specific tenant.
Edit	Modify tenant details.

4 Users

Users are managed in the **Users** section.

As a Service Provider, you can view other Service Provider's users, as well as all users in the lower hierarchy levels, including Channels and Tenant users.



View users assignments and other key information for each User, including:

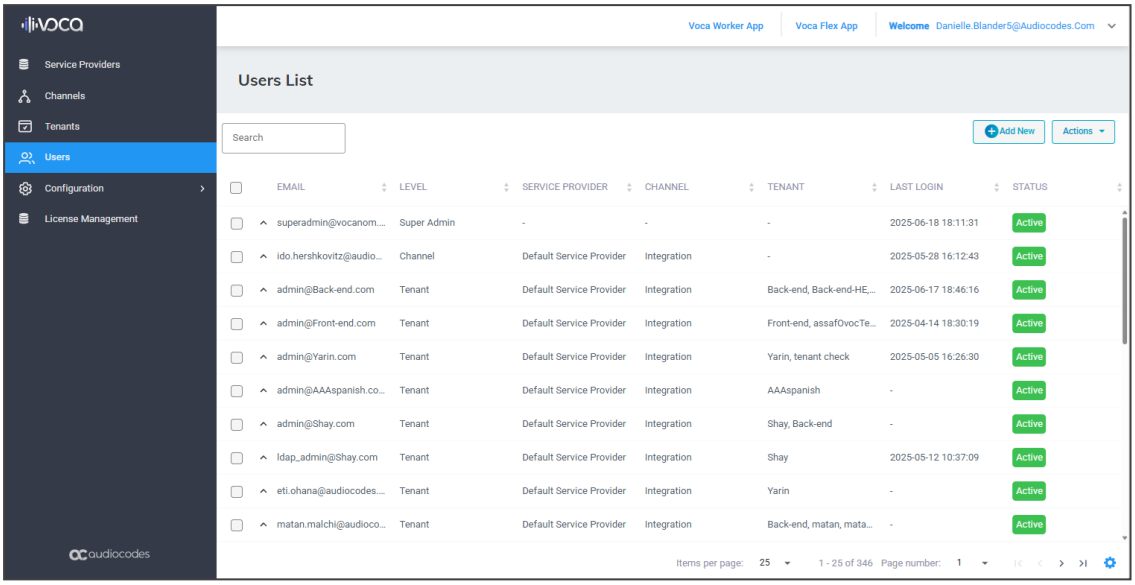
Column Heading	Description
Email	The user's email address.
Level	The user's role or access level (Super Admin, Service Provider, Channel, or Tenant).
Service Provider	The name of the service provider associated with the user.
Channel	The name of the channel associated with the user.
Tenant	The name of the tenant(s) associated with the user.
Last Login	The date and time of the user's last login.
Status	The current status of the user (Active or Suspended).

Add a new user

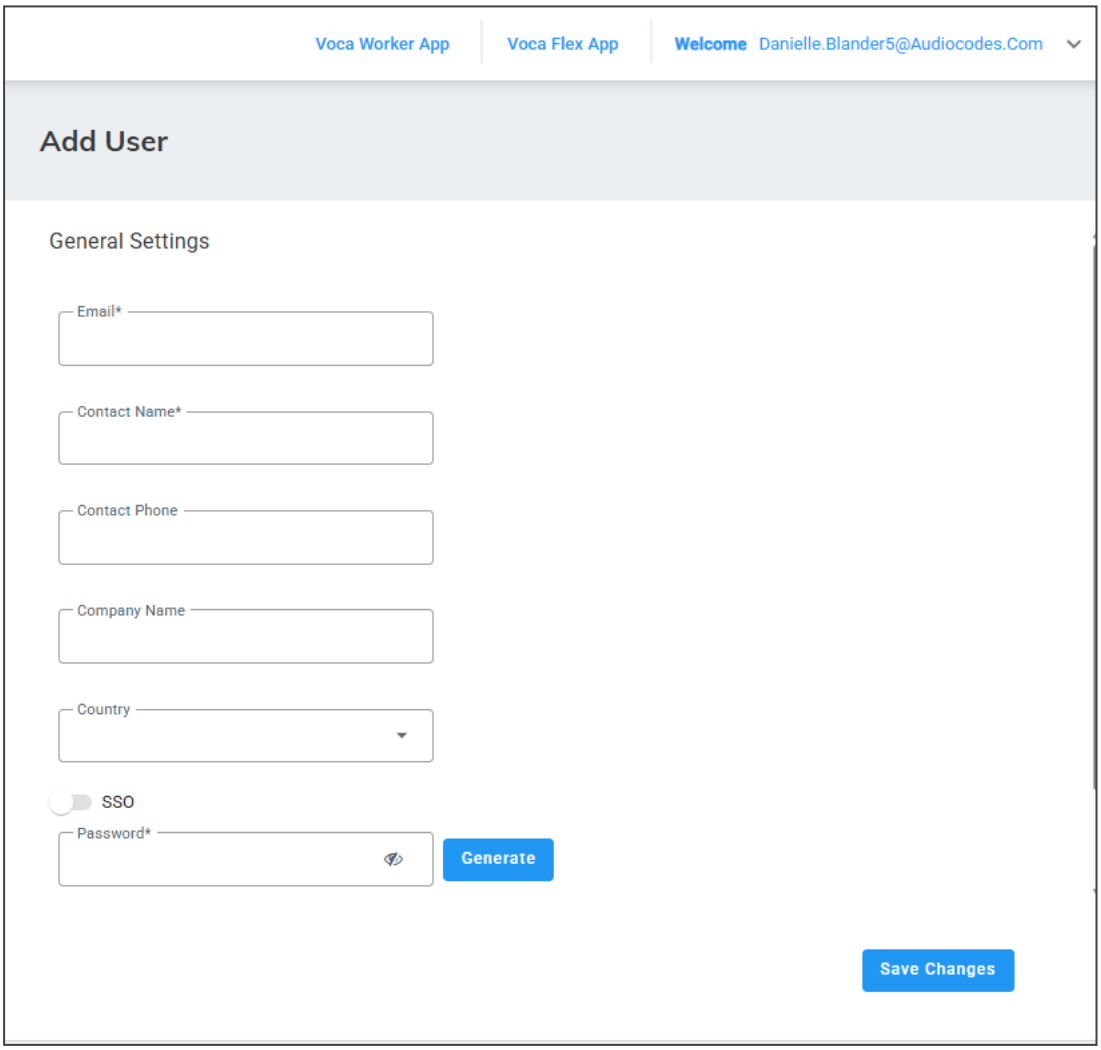
Add a new user to the Service Provider or to a Channel/Tenant below.

To add a new user:

1. From the Navigation pane, select **Users**.



2. Click **Add New**.



3. Fill in the required details:
   - 'Email'
   - 'Contact Name'
   - 'Contact Phone'
   - 'Company Name '
   - 'Country '
   - 'SSO' - Enable SSO to allow the user to sign in to the Web Admin using their Azure AD credentials.
   - 'Password' - Set a password for non-SSO users. Set password manually or automatically by clicking **Generate**.
   - 'User Access Level' - Set user privilege: **Service Provider**, **Channel**, or **Tenant**.
4. Click **Save**. The new user appears in the 'Users List' list, and is active by default.

User Actions

As a Service Providers you canperform the following actions to a user:

1. From the Navigation pane, select 'Users'.
2. Select one or more users to perform an action on.
3. From the 'Actions' drop-down list, select the action you want to perform.

Action	Description
Activate	Change a user's status from **Suspended** to **Active**.
Suspend	Change a channel's status from **Active** to **Suspended.**
Edit	Modify user details.
Delete	Delete a suspended user.
Activation Email	Resend the activation email to a user.
Reset User password	Generate a new password for a user.

5 Configuration

As a Service Provider, you can configure the following:

- Email Settings below

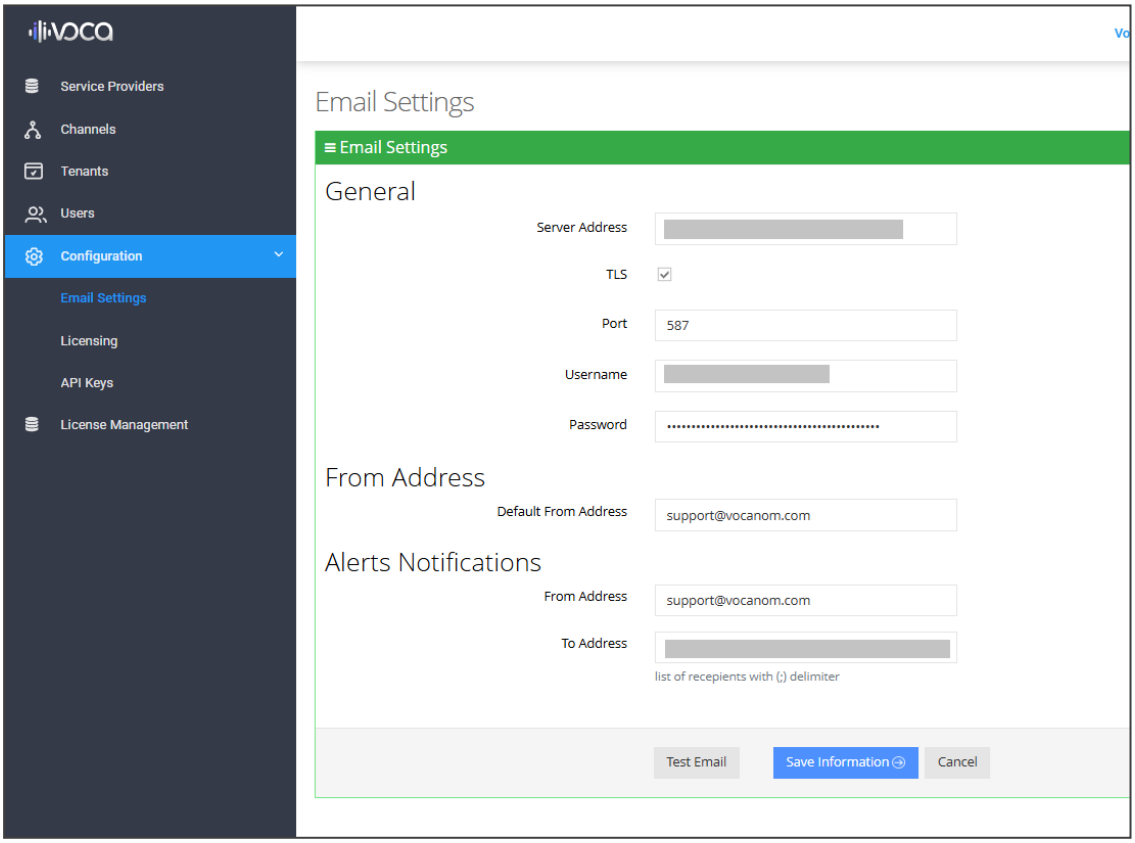
Email Settings

Configure Email Settings to integrate Voca with organization's own mail server. Once configured, the email service can be leveraged by lower hierarchy levels (such as channels and tenants) to:

- Receive email notifications when Azure AD synchronization succeeds or fails.
- Enable the 'Leave a Message' feature, which sends caller input as an email attachment to the designated recipient.

➢ To configure email settings:

1. From the Navigation pane, select **Configuration > Email Settings**.



2. Under **General**, fill in the following:
   - 'Server Address'.
   - Select **TLS** to Transport Layer Security, if required.
   - Enter the 'Port' number (for example, 587).

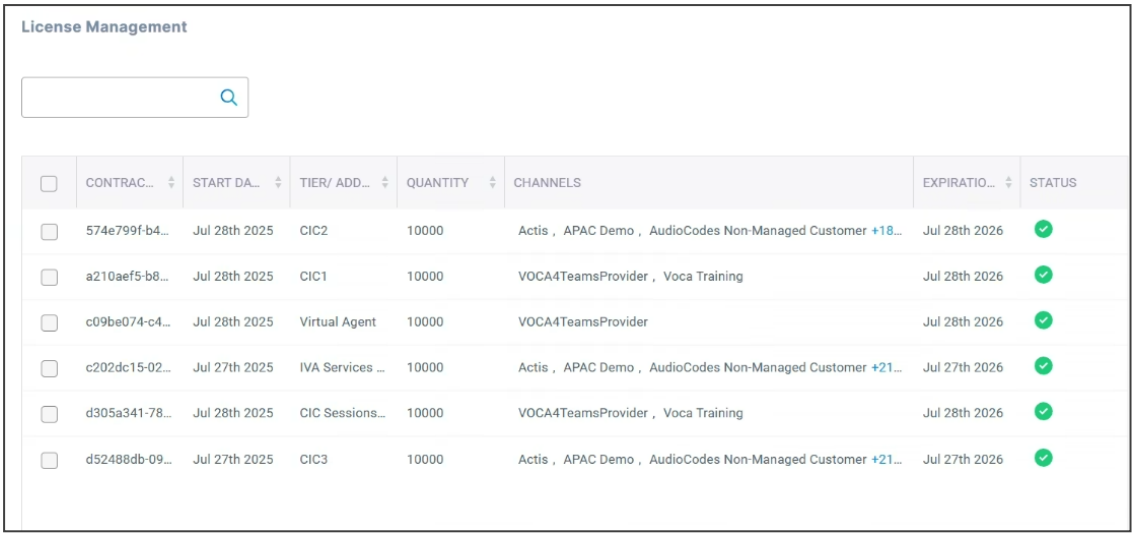
- Provide the 'Username' for the email server.
- Enter the 'Password' for the email server.

3. Under 'From Address', enter the default email address for outgoing emails.
4. Under 'Alerts Notification', enter the:
   - 'From Address'- email address for alert emails
   - 'To Address' - this is the recipient email addresses.
5. Click **Save Information**.
6. Click **Test email** to verify the configuration works properly.

6 License Management

Section displays list of contracts Service Provider signed with Voca.

Column Heading	Description
Contract ID	The ID of the Contract.
Start Date	The contract start date.
Tier/Add-on	**Available options**: Virtual Agent / CIC1 / CIC2 / CIC3 / CIC Session (Add-on) / IVA Services (Add-on) / Agent Insights (Add-on)
Quantity	The number of licenses in this contract.
Service Provider	The Service Provider associated with this contract.
Channels	List of Channels assigned with all/part of the licenses from this contract.
Expiration Date	The contract expiration date.
Status	■ **Active** – Contract is valid. ■ **Expired Soon** - Expiration date is within 180 days. ■ **Auto-Renew** - Auto-renew is activated. ■ **Renewed** – Contact has expired and been renewed with a new contract. ■ **Deleted** – Contract was deleted.


License Management
CONTRAC...
START DA...
TIER/ ADD...
QUANTITY
CHANNELS
EXPIRATIO...
STATUS
574e799f-b4...
Jul 28th 2025
CIC2
10000
Actis , APAC Demo , AudioCodes Non-Managed Customer +18...
Jul 28th 2026
a210aef5-b8...
Jul 28th 2025
CIC1
10000
VOCA4TeamsProvider , Voca Training
Jul 28th 2026
c09be074-c4...
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Virtual Agent
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VOCA4TeamsProvider
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IVA Services ...
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CIC Sessions...
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CIC3
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Actis , APAC Demo , AudioCodes Non-Managed Customer +21...
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