Product Notice #0500

Release of Voca Version 10.2 for General Availability

We are pleased to announce the General Availability (GA) of Voca Software Version 10.2!

This release features significantly enhanced Contact Center capabilities for Voca, as well as new Supervisor capabilities and new reporting capabilities.

For a full description of this release, click here to download the Voca *Release Notes* from AudioCodes website.

Major Features

- CRM screen pop-up support for Voca Worker Application
- Scheduled reports
- Agent missed call view
- Call queue overflow based on all agents' Teams Presence status
- Queue name presentation on Microsoft Teams client

Voca Online Onboarding Experience

The full Voca Interaction Center experience is available for an instant online 30-day trial, with a test phone number from AudioCodes included! Visit the Voca onboarding experience on Teams or in the Web.

Affected Products

Voca Conversational Interaction Center