AudioCodes Voice.Al Solutions

Voca Conversational Interaction Center

Cloud-based Release

Version 10.0.3





Notice Voca | Release Notes

Notice

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Date Published: August-17-2022

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Related Documentation

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

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Document Revision Record

LTRT	Description
29023	Initial document release for Version 10.0.3



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Software Revision Record

Software Revision	Release Date
10.0.3	August 2022

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CHAPTER 1 Introduction Voca | Release Notes

1 Introduction

This document describes the release of Version 10 for 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

AudioCodes Voca is designed to provide an innovative, next-generation service experience for users interacting with company Workers, Agents and internal business lines using modern Behavioral Routing and Conversational AI technologies.

By combining Voice.AI, IVR and Voice Networking, the Interaction Center solution by AudioCodes features an advanced multi-language Conversational AI interface that instantly automates IVR flows by using simple, intuitive voice requests over natural language, providing robust support for a variety of Conversational IVR, Auto-Attendant flows and Self-Service usecases.

Coupled with Voca's Conversational capabilities, the application also includes an intuitive Nocode Flow Designer, dedicated Worker (Agent) and Supervisor experience, CRM integration, Skill-based routing, Real-time Dashboards and a set of Historical Reports, providing customers with a complete all-round Interaction Center solution.

With flexible deployment and connectivity models, Voca can integrate with any PBX, Contact Center or UC platform, allowing customers to manage CC, IVR, Auto-Attendant and Call Queues in one centralized multi-tenant application that serves multiple voice platforms in parallel. The solution is GDPR compliant and available from AudioCodes Cloud or On-Premises, 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 hood.

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

Online Onboarding Experience

Voca is also available for a quick trial from the Web.

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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 all 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.

CHAPTER 2 Version 10.0.3 Voca | Release Notes

2 Version 10.0.3

This section describes Version 10.0.3.

What's new in Version 10.0.3

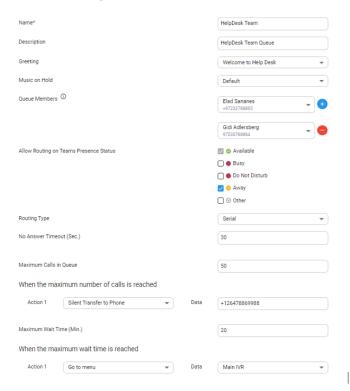
This version includes the following new features:

General

Teams Presence-based routing for Voca Contacts, Informal Agents and Call Queues

Teams Presence-based call routing leverages the Presence status of Voca contacts, to determine whether a Teams user is available to receive an incoming call.

Presence-based routing logic for Voca contacts may be applied to Voca Call Queues, serving a variety of internal desk use-cases such as IT Helpdesk, HR Desk, Sales, Finance, Procurement or any other service desk that would like to provide high service standards with accurate call routing methods.



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Teams Presence integration between the Voca Worker Application and the Teams Client

To provide precise reliability of Teams user's availability, Voca now automatically sets the Teams user's status to 'In a call', whenever a Voca Worker is engaged with a call using the Voca Worker Application. Once the Worker has ended this call, Voca updates this user's Teams Presence back to 'Available'.

With this new capability, Voca ensures agents are unable to receive incoming calls from within the organization whilst on a call with a customer.

- Japanese and Hindi language support for the Voca Conversational Interface
- Azure AD support for Voca Contacts synchronization
- Pre-built Speech Inputs (EN US) as ready-made blocks within the Voca Flow Designer

The Voca No-code Flow Designer now includes pre-built Speech Inputs allowing seamless gathering of common speech input types, that may be easily combined within a Voca call flow. The pre-built Speech Inputs provided as part of this release include the following:

- Date (e.g., "July 1st, 2022")
- Numeric string digit-by-digit (e.g., "+14842016113")
- Alphanumeric string character-by-character (e.g., "1ABC234")
- Credit card number (e.g., "4580070108368243")
- Credit card expiration date (e.g., "02/26")

Using the pre-built Speech Inputs, Voca now supports an intuitive, no-code approach to automating complex self-service IVRs, IVAs and other call flows that combine popular entities such as dates, phone numbers, ID numbers, license plates, package codes, payment information and more.

This release provides the above speech inputs for English US only, with additional language support to be followed in future releases.

- Actionable shift-based working hours set
- Prompt file type convertor
- HIPAA compliance

In addition to the existing GDPR Voca certification, Voca is now officially certified to meet Health Insurance Portability and Accountability Act (HIPAA) compliance. This new compliance is especially relevant for healthcare providers that look to incorporate Protected Health Information (PHI) as part of the Voca service and namely, Voca call flows. The new Voca GDPR and HIPAA certification is available here.

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Document #: LTRT-29023

