

# Voca Conversational Interaction Center

Cloud-based Release

Version 10.0.3



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## Related Documentation

Document Name
<a href="#">Voca Administrator's Guide</a>
<a href="#">Voca Installation Manual</a>
<a href="#">Voca Interaction Center Flow Designer User's Manual</a>

## Document Revision Record

LTRT	Description
29023	Initial document release for Version 10.0.3



The latest software versions can be downloaded from AudioCodes' Services Portal (registered Customers only) at <https://services.audiocodes.com>.

## Software Revision Record

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10.0.3	August 2022

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## Table of Contents

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<b>1</b>	<b>Introduction</b>	<b>1</b>
	Solution Overview	1
	Voca for Microsoft Teams	1
	Online Onboarding Experience	1
	Supported Languages	2
<b>2</b>	<b>Version 10.0.3</b>	<b>3</b>
	What's new in Version 10.0.3	3
	General	3

# 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 use-cases.

Coupled with Voca's Conversational capabilities, the application also includes an intuitive No-code 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.

## 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.

## 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.

Name*	HelpDesk Team
Description	HelpDesk Team Queue
Greeting	Welcome to Help Desk
Music on Hold	Default
Queue Members ⓘ	<div>Elad Sananes +97233768865</div> <div>Gidi Adlersberg 97233768864</div>
Allow Routing on Teams Presence Status	<input checked="" type="checkbox"/> Available <input type="checkbox"/> Busy <input type="checkbox"/> Do Not Disturb <input checked="" type="checkbox"/> Away <input type="checkbox"/> Other
Routing Type	Serial
No Answer Timeout (Sec.)	30
Maximum Calls in Queue	50
When the maximum number of calls is reached	
Action 1	Silent Transfer to Phone
Data	+126478869988
Maximum Wait Time (Min.)	20
When the maximum wait time is reached	
Action 1	Go to menu
Data	Main IVR

## ■ 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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