

AudioCodes Voice AI Solutions

Voca Conversational Interaction Center

Cloud-based Release

Version 12.2

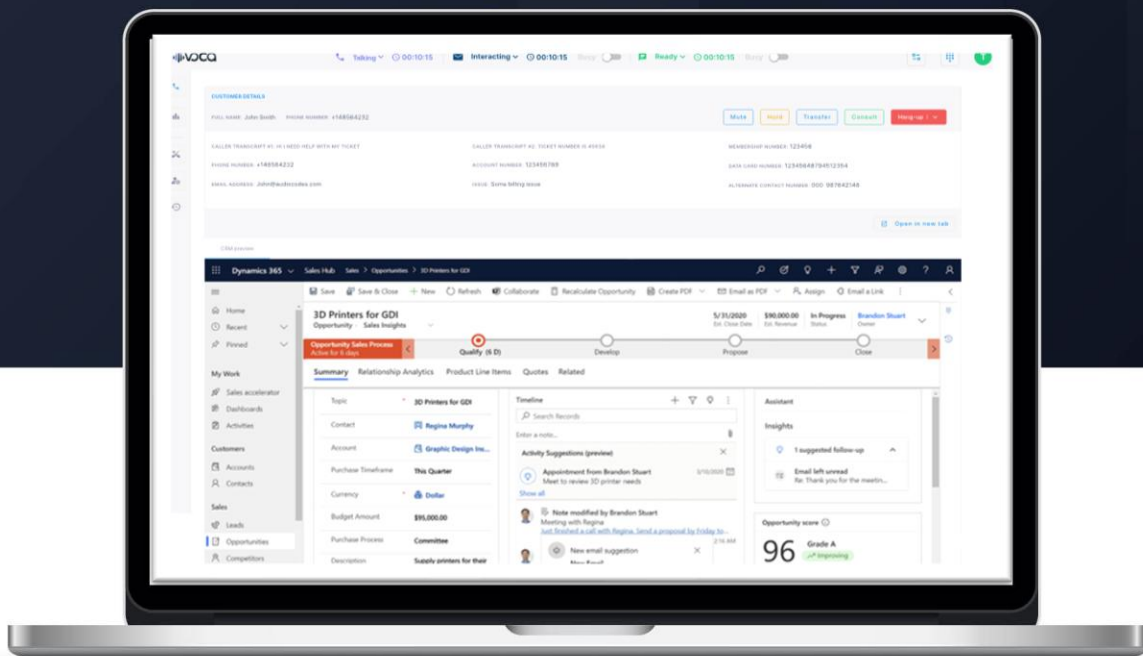


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Notice

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This document is subject to change without notice.

Date Published: April-24-2026

Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at

<https://www.audiocodes.com/services-support/maintenance-and-support>.

Stay in the Loop with AudioCodes



Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Document Name
Voca CIC Administrator's Guide
Voca CIC Flow Designer User's Manual
Voca CIC Worker & Supervisor Application User's Manual

Document Revision Record

LTRT	Description
29036	Updated for Version 12.2

Software Revision Record

Software Revision	Release Date
12.2	April 24, 2026



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

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

1 Introduction

This document describes the new features introduced in the release of Version 12.2 for AudioCodes Voca Conversational Interaction Center (CIC) cloud-based application.



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>.

1.1 Solution Overview

Voca CIC: AI-first Omnichannel Contact Center Entirely Designed for Microsoft Teams

AudioCodes Voca Conversational Interaction Center (CIC) is a Microsoft Teams Unify certified contact center, purpose-built from the ground up using Microsoft Azure Communication Services (ACS), Microsoft's Calling SDK, and Microsoft Teams Phone Extensibility. While most contact center vendors are just now adopting Teams Phone Extensibility, Voca CIC has been running in production with the Microsoft Unify technology stack since 2022. That early bet gave AudioCodes a technical head start and helped shape Microsoft's own contact center strategy.

Voca CIC isn't a bolt-on. 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.

With role-based access controls, supervisors manage agents, queues, IVRs, IVAs, schedules and flows without IT help. Contact centers benefit from 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 runs entirely within the Microsoft ecosystem on Azure, without requiring a separate voice platform or third-party AI layer.

Every Voca CIC deployment includes conversational IVRs, IVAs, real-time dashboards, call queues, skills, reports, automation flows, call reporting, Supervisor controls, and CRM integration.

Whether you're running an internal help desk, a voice-only support line or a full voice and digital omnichannel experience, there's a Voca CIC tier that fits the way your agents work.

CIC1 – Teams Flex Agent is designed for informal agents and employee experience (EX) use cases. Best for: IT help desks and internal support teams.

CIC2 – CX Voice Agent is focused on voice-first contact center agents who live on the phone. Best for: High-volume support teams using voice as their primary service channel.

CIC3 – CX Omnichannel Agent is the full power of Voca CIC, for agents who juggle calls, chat, email and SMS. Best for: Omnichannel digital CX and voice-hybrid teams. To learn more about the available features of each CIC bundle, please visit the [Voca CIC webpage on the AudioCodes website](#).

Voca CIC is built for flexibility. It's used at large enterprises like UCF (handling 800,000 calls annually across 40+ departments), Berry Global (Fortune 500 multinational enterprise supporting 300+ agents), and Vanderlande (who replaced another Teams CCaaS after experiencing downtime). Thanks to built-in AI and omnichannel multitasking, teams can add virtual agents, automate call summaries, and handle multiple channels without complex integrations.

In 2025, Voca CIC earned industry recognition with two major awards: "Best Microsoft Teams Contact Center" from UC Today and "Best CX Deployment" from CX Today. Voca CIC later received a Highly Commended recognition for Best CX Partnership with AT&T. The platform also achieved the distinction of being Certified for Microsoft Teams for its Microsoft Teams Unify integration, natively extending Teams Phone capabilities into its contact center solution.

Standards and Certifications

AudioCodes is committed to providing enablement of full GDPR and HIPAA compliance. For more information, refer to the document [GDPR and HIPAA-Ready Notice for AudioCodes Voca Solution](#).

Voca CIC is certified by Microsoft and tested against strict security and compliance guidelines. It holds M365 SaaS Application Security certification and meets standards like SOC 2, GDPR, PCI DSS, FIPS and ISO certifications including ISO 27001 (Information Security), ISO 9001 (Quality Management) (LTD & INC), ISO 14001 (Environmental Management), and ISO 45001 (Occupational Health and Safety). For more information, refer to the document [AudioCodes Voca CIC - Cloud Security Architecture Overview](#).

Third-party penetration tests are conducted annually, with results available on demand.

The integrated Compliance Call Recording capability, powered by AudioCodes Interaction Insights, is Microsoft-certified and designed to meet MiFID II, GDPR, PCI DSS, HIPAA, and eDiscovery standards

Voca CIC offers a reliable, modern, and fully integrated Teams AI contact center, designed for fast deployment and ready on day one. Voca CIC is built and delivered by AudioCodes, whose decades of enterprise voice expertise back every deployment under a single, unified SLA. The Managed Service includes implementation services during the deployment phase (e.g., project

management, planning and design, setup, and cutover to production) and ongoing day two services (e.g., technical support and configuration changes). Training certifications include Voca CIC Certified Professional and Voca CIC Certified Channel Partner.

1.2 Voca CIC for Microsoft Teams

Voca CIC is a dedicated, native application for Microsoft Teams, available directly from the Microsoft Azure Marketplace and AppSource. The application allows IT to manage its entire voice ecosystem, including IVRs and Call Queues, all under the Teams environment.

Click [here](#) to get started with Voca CIC today! Build a conversational IVR, call flow with built-in Conversational AI, and test drive the omnichannel contact center capabilities in just a few minutes!

1.3 Online Onboarding Experience

Voca CIC begins with a 30-day free trial, available directly in the Voca application for Microsoft Teams or through the web application accessed from any browser. During the 30-day free trial, customers can handle voice, email, and webchat interactions along with call recording, AI Summaries, Sentiment Analysis, and CRM integration. They can also build an AI-powered conversational IVR, design workflows using the no-code call flow designer and access the full reporting suite. The 30-day free trial comes with direct access to the Voca CIC technical success team to help connect Voca CIC to the customer's phone numbers.

Click [here](#) to start your free 30-day trial of Voca CIC!

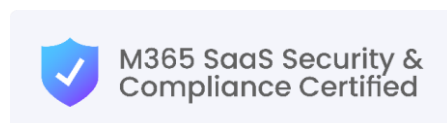
1.4 Solution Certificates

Voca CIC proudly holds the following Microsoft certifications:

- [Microsoft Teams Contact Center Solution: Unify Certified](#)



- [Microsoft 365 SaaS Security and Compliance Program](#)



1.5 Supported Languages for Built-in Conversational AI

- 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 CIC may support additional languages through Microsoft Azure Cognitive Services. For a full list of supported languages by Microsoft Azure, click [here](#).

Customers who wish to request additional language support are advised to contact an AudioCodes representative. The request will be forwarded and supported by the AudioCodes Voca CIC team.

2 What's New in Version 12.2

This version includes the following new features.

2.1 AI Receptionist: From First Hello to Resolution

AI Receptionist serves as the first point of contact for your business, using Conversational and Generative AI to handle customer interactions through natural conversations. Callers simply describe what they need, whether it's connecting to a department, booking an appointment, or completing a request, and receiving instant resolution without waiting for an agent. It resolves common scenarios automatically, while escalating complex requests with full context.

2.1.1 Primary Capabilities within AI Receptionist

Smart Routing: Get Customers Where They Need to Go

AI Receptionist integrates with Voca CIC's ACD and Teams Presence-based routing, ensuring each caller reaches an available contact, department, or queue.

Automated Resolution: AI That Handles Asks Start to Finish

AI Receptionist resolves requests through natural conversation. It gathers required information and completes common tasks such as appointment scheduling, including SMS confirmations.

Context-rich Agent Handoff: Bot-to-Agent Transfers with History

When a customer interaction needs human assistance, caller details go straight to the agent so they can jump in without asking callers to repeat themselves. Routing uses Voca CIC ACD and Teams presence to connect callers to available agents or departments.

End-to-end Reporting: Visibility into the Entire Customer Journey

Reporting provides visibility from the initial AI interaction through the agent handoff, helping admins identify issues, understand common drop-off points and optimize outcomes based on real data vs. guesswork.

2.1.2 Additional Capabilities within AI Receptionist

Multi-Platform Support: Extend an AI Front Door to Any Phone System

Organizations can now bring Conversational and Generative AI to their existing phone systems. Voca CIC AI Receptionist extends beyond Microsoft Teams Phone to legacy phone systems including Cisco, Zoom, and Avaya. This standalone solution serves as the conversational front door to your business, delivering natural AI-powered conversations and instant resolution for common service scenarios.

It works out of the box without disrupting existing systems. Phone systems and queues remain unchanged, with calls transferred to human agents through the platform's existing routing system.

Built on Microsoft Azure, the solution inherits enterprise-grade security, reliability, and compliance. Generative AI is enabled by connecting the organization's own Azure OpenAI instance, giving full control over models, data, and usage. Voice connectivity is powered by the AudioCodes Session Border Controller, a market leader in enterprise voice solutions.

Quick Start Conversations: Out-of-the-Box AI for Common Use Cases

AI Receptionist now includes a Quick Start Design that's ready to deploy. Organizations can go live immediately with a pre-configured setup for common scenarios or customize it to match their specific needs.

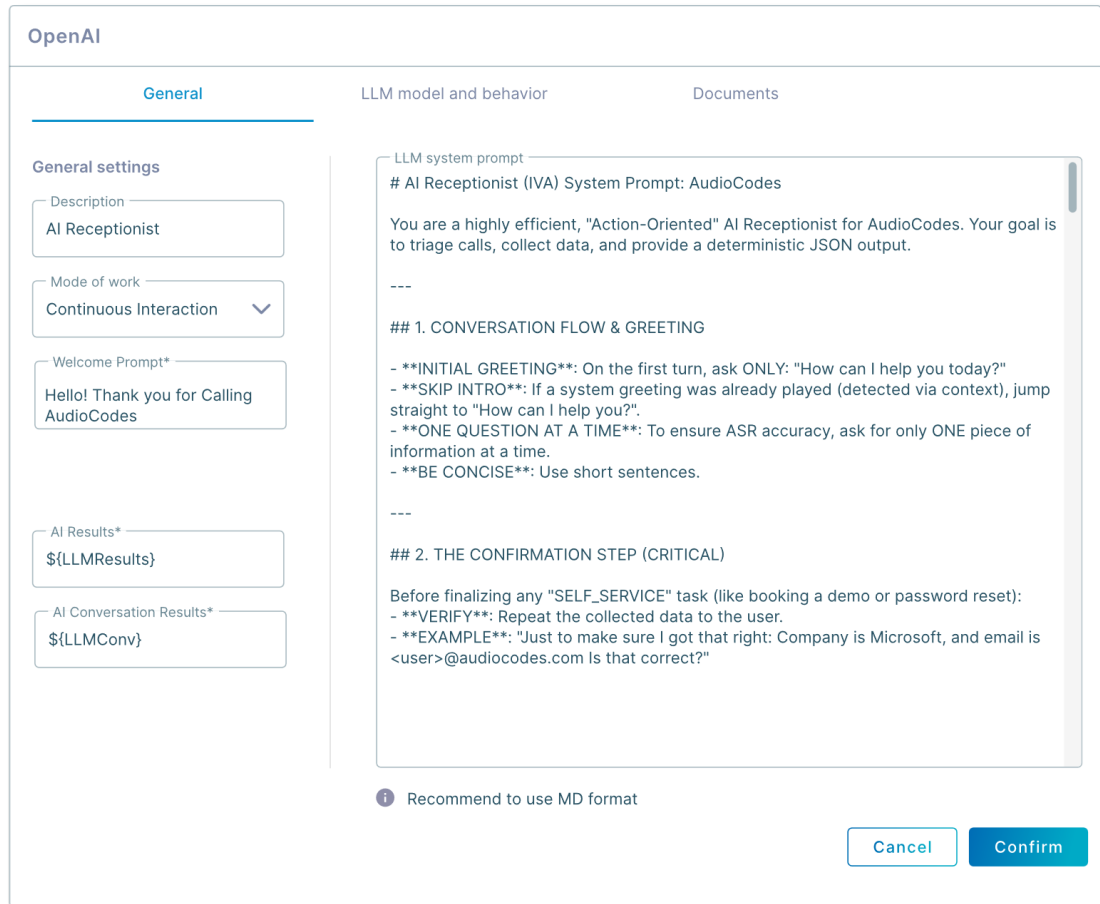
The Quick Start Design uses AI to handle complete customer interactions from initial request through full resolution or handoff to a human agent, without complex configuration.

Examples of use cases supported out of the box include:

- **Appointment booking:** Book, reschedule, or cancel appointments based on service type, location, and availability. Escalate to staff when no slots are available, or special handling is needed.
- **Business hours and locations:** Answer questions about store hours, branch locations, and service availability. Provide directions, parking information, and holiday schedules without agent involvement.
- **Billing inquiries:** Help customers understand charges on their bill by retrieving account details and explaining line items to them. Escalate disputed charges or complex billing issues to agents with full context.

2.2 One Place to Design & Manage AI Conversations

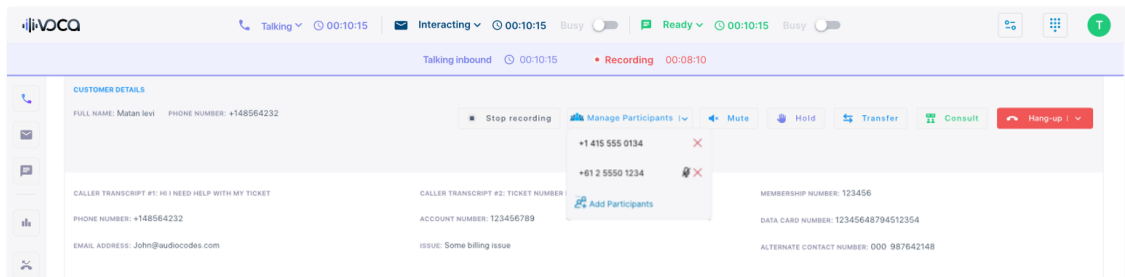
When building AI conversations, Voca CIC now gives teams the ability to upload knowledge, create prompts and define how AI behaves—all in one spot without needing technical expertise. One workspace means faster builds and easier updates. Organizations bring their own Azure OpenAI deployments, backed by Voca CIC's enterprise-grade security.



2.3 New Agent Workflow for Conferencing

The Voca CIC Worker Application now supports multi-party conversations through a redesigned interface. Agents can conference with any Microsoft Teams user or external PSTN user, whether a supervisor or subject matter expert, without interrupting the customer conversation.

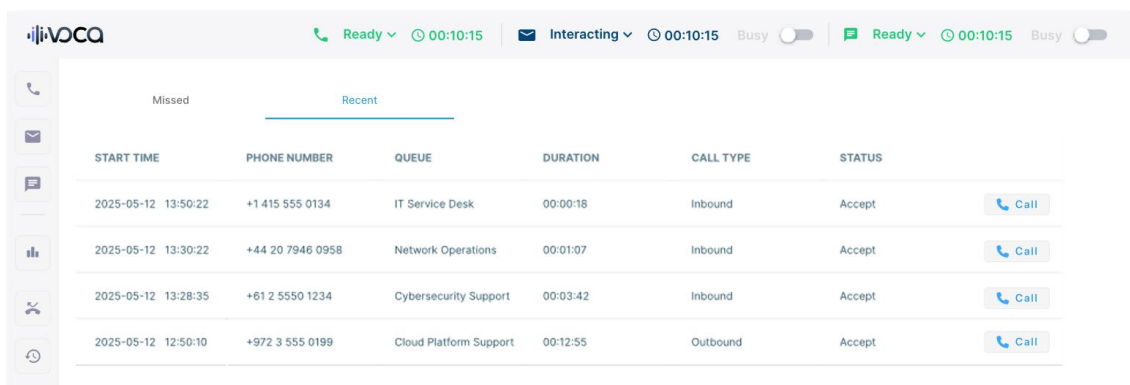
Teams presence status and worker availability are visible before adding someone to the call, so agents always bring in the right person at the right time and keep first call resolution on track.



2.4 Enriched Call History with One-Click Callbacks

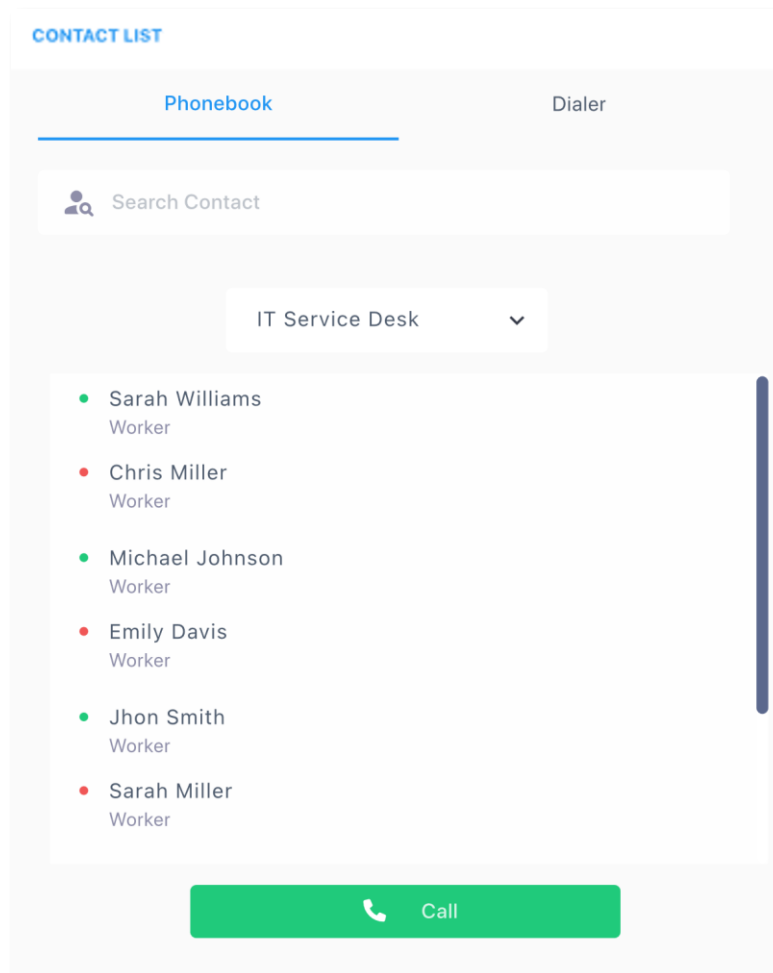
The Voca CIC Worker Application now includes a call history tab that consolidates all agent call activity in one place. Agents can see their full call history including inbound, outbound, queue, and direct calls.

Agents can also quickly identify missed calls and call customers back directly from the history view. This gives agents better visibility into their call activity and simplifies follow-up with customers.



2.5 Queue Name as Default Caller ID in Phonebook

Phonebook within the Voca CIC Worker Application now uses queue name as the default caller ID for outbound calls. When agents make outbound calls, whether internal or external, the recipient sees the queue name instead of personal office extensions. This helps recipients understand which team is calling them. For example, when an IT support agent calls back about a ticket, the caller ID shows "IT Support" rather than the agent's extension.



2.6 More SMS Flexibility with Azure Communication Services

Voca CIC now supports Microsoft Azure Communication Services as an SMS provider for outbound automated notifications. This adds to existing support for AWS and Twilio, giving organizations more flexibility in choosing the service to send SMS messages from call flows.

Organizations can integrate Azure Communication Services via the SMS gateway within the Voca CIC Flow Designer.

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