AudioCodes Training Academy

Voca Conversational Interaction Center (CIC)

- End-Customer and Partner Certification -

AudioCodes training for Voca CIC is designed to provide IT leaders and contact center engineers experience in configuring and maintaining the AudioCodes Voca CIC solution for Microsoft Teams.

■ **Duration**

- 4 Days (Mon-Thu)

■ **Student Profile**

- IT leaders and CC Engineers with experience in configuring, maintaining IVR and Contact Center

■ **Prerequisites**

Students are expected to have an applicable professional background with a minimum of one year of practical experience with:

- VoIP and SIP network architecture
- Contact Center and IVR experience
- Microsoft Teams Background is preferred

■ **Course Outline and Lab activities**

- Identify Voca Benefits and Features.
- Understand the Integrations and Deployments.
- Understand Licensing.
- Describe Voca CIC Core Components Overview & Pre-requisites.
- Understand Voca CIC Conversational AI Auto-attended.
- Understand Voca CIC Contact Center capabilities.
- Configure Voice and Omnichannel Contact Center.
- Understand Voca CIC Call recording capabilities.
- Build and configure hands-on Labs.

- **Delivery Method**

  Online Instructor-led training

- **Certification**

  Participants who successfully complete the course and pass the exam will receive AudioCodes **Voca CIC Professional Certification**

  For a detailed description of the training syllabus, please click [here](#).

Notes:

- Each training day is 8 hours long, consisting of 7 hours of sessions and 1 hour allocated for breaks.

- Partner Extension Certification -

The AudioCodes Voca CIC Partner Training program is designed to equip IT and contact center engineers with hands-on experience in configuring, managing, and maintaining customer tenants within Voca CIC.

As a multi-tenant solution, the training emphasizes best practices, operational efficiency, and technical skills required to support diverse end customers.

- **Duration**
  - 1 Day

- **Student Profile**
  - Voca Certified IT leaders and CC Engineers with experience in configuring, maintaining IVR and Contact Center

- **Prerequisites**

  Students are expected to have an applicable professional background with a minimum of one year of practical experience with:
  - Voca CIC professional Certified - **Mandatory**
  - VoIP and SIP network architecture
  - Contact Center and IVR experience
  - Microsoft Teams Background is preferred

- **Course Outline and Lab activities**
  - Review Voca CIC Platform and Market Fit
  - Understand Tiers, Capabilities, and Licensing Models
  - Explain License Add-ons, Assignment Metrics, and Stand-alone Offerings
  - Describe Voca CIC Private Cloud and Stand-alone Architectures
  - Navigate Service Provider UI, Capabilities, and Limitations
  - Navigate Channel UI, Capabilities, and Limitations
  - Understand Floating License Concept and Usage
  - Configure Tenants, Licenses, and Channels in Guided Exercises

- **Delivery Method**

  Online Instructor-led training

- **Certification**

  Participants who successfully complete the course and pass the exam will receive AudioCodes **Voca CIC Partner Certification**

  For a detailed description of the training syllabus, please click here.

Notes:

- The training day is 8 hours long, consisting of 7 hours of sessions and 1 hour allocated for breaks.