

Voca Conversational Interaction Center

Cloud-based Release

Version 10.2



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Related Documentation

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

Document Revision Record

LTRT	Description
29025	Initial document release for Version 10.2



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Software Revision Record

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1 Introduction

This document describes the release of Version 10.2 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, AudioCodes Voca 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.

Voca's Conversational capabilities couples with 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 CX 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. The solution is GDPR and HIPAA 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 environment.

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 available for a free [30-day trial](#) through your web browser.

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 10.2

This section describes Version 10.2.

What's New in Version 10.2

This version includes the following new features:

■ CRM Screen Pop-up Support for Voca Worker Application

Agents can now enjoy a seamless and efficient customer service experience with CRM screen pop-up support for the Voca Worker Application. This feature allows agents to view and update customer data in real-time, without having to switch between different applications or screens.

The screenshot displays the Voca CRM interface. At the top, there's a header with the Voca logo and a 'Talking' status indicator. Below this, a 'CUSTOMER DETAILS' section shows information for John Smith, including phone number, address, and membership details. A 'CRM preview' section is visible below the customer details. The main part of the interface shows a list of 'Asana tasks connected to this opportunity (3)' for the opportunity 'Acme - 1250 Widgets'. The tasks are listed in a table with columns for Name, Project, Status, Due Date, and Assigned To. The tasks are: 'Send assets to ACME legal team' (Incomplete, 2/22/19, Sally Sanderson), 'Provide details on security certifications' (Incomplete, 2/20/19, Jonathan Swift), and 'Schedule integration demo' (Completed, 2/16/19, Jonathan Swift). Below the tasks, there's a section for 'Asana projects connected to this opportunity (1)' showing a project 'Acme - 1250 Widgets CS Pre-Sales' with a status of 'On Track' and a progress bar at 78%. On the right side, there's a 'Stage History (2)' section showing two stages: 'Prospecting' and 'Completed', each with details like Amount, Probability, Expected Revenue, Close Date, and Last Modified.

■ Scheduled Reports

Reports can now be scheduled to be automatically generated and sent via email. This feature enables various stakeholders such as business line managers, supervisors and agents to review Contact Center reports without having access to the system, ensuring security and convenience. Also, this feature helps to quickly get insights into your Contact Center's performance.

- **Configuration**

In the **Configuration** -> **System Setting** page, a new “Email Setting” section has been added. This section enables you to integrate an email system with Voca using SMTP or Azure email.

- **Report Scheduler**

For each report section (Call Queue Reports, Interaction Center Reports, IVR Reports), a new “Report Scheduler” page has been added. This page enables you to create, edit, delete, and enable/disable scheduled tasks for specific reports.

- **Schedule Details**

The following details can now be specified:

- ◆ Schedule name
- ◆ Report export method (email)
- ◆ Report type
- ◆ Report filters
- ◆ Start and end date or number of occurrences
- ◆ Frequency (daily, weekly or monthly)
- ◆ Time of day (hour)
- ◆ Export format (.CSV)
- ◆ Recipients’ email addresses

The generated reports are sent according to the selected frequency and time range.

NEW SCHEDULED REPORT

Please edit the details of your Scheduled Reports

Schedule Name
My Team Performance

Report export method
Email

Start date & time
29-Jun-2023 10:26 AM

End date & time
14-Dec-2023 10:26 AM

Export Frequency
At
Weekly

Day
Monday

Time
10:27 AM

Export Format
XLSX

Email Subject
Team Activity report

Recipients
William.D@audc.com

Report Details

Reports
Queue Activity Report

Queue Name
HelpDesk

Timezone Display Mode
Tenant Time zone

Cancel

Schedule

■ Agent Missed Call View

Agents can now easily view and call back missed calls from their queues, directly in the Voca Worker Application. This feature provides agents and supervisors with immediate access to missed call data in a single UI, without any dependency on access to the Voca Admin Portal. This capability also helps agents improve customer loyalty and service quality, by reducing the number of lost opportunities and increasing the chances of successful interactions.

● Configuration

In the Voca Admin configuration window, there is a new “Enable Queue missed call view” option that is enabled by default. When this option is enabled, agents can see the Missed Calls section in their Voca Worker Application.

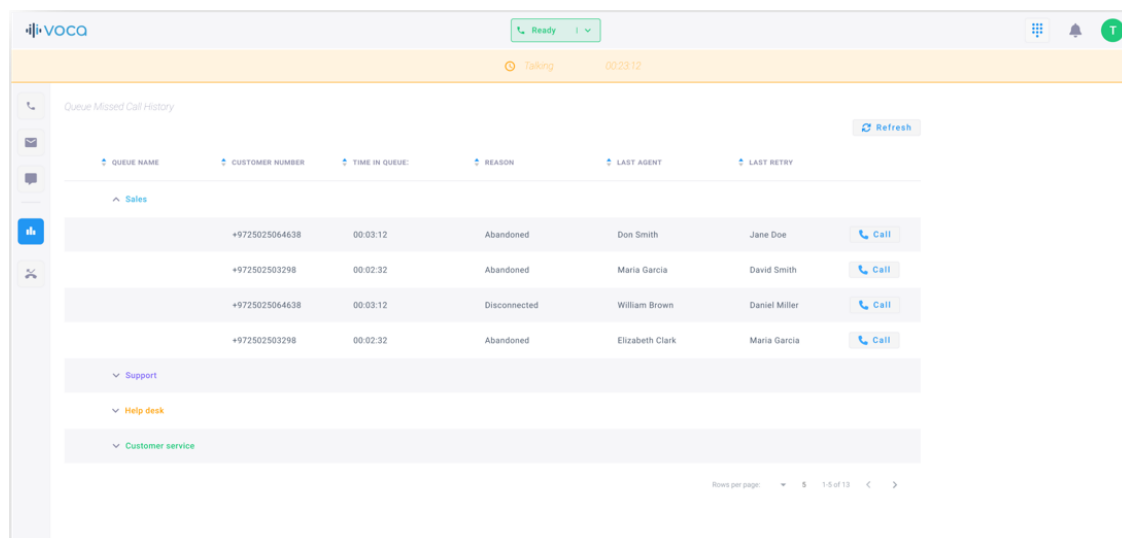
● Agent Experience

◆ Viewing Missed Calls

The Missed Calls section shows a table with a Queue Name, Customer Number, Time in Queue, Reason (abandoned/disconnected), Last Agent who Declined the Call and Last Retry (Agent name and Timestamp) for each missed call. The missed calls are presented for 24 hours by default. If an agent is assigned to multiple queues, the missed calls from all queues are displayed in the same table, divided by Queue Name.

◆ Calling Back Missed Calls

To dial out to a specific missed call from the table view, click on the **Call** icon. The agent will then automatically go to Not Ready-Outbound status. A refresh icon is added to this table to get the latest information manually. Only distinct caller IDs per queue are shown.



Queue Name	Customer Number	Time in Queue	Reason	Last Agent	Last Retry	
Sales						
	+9725025064638	00:03:12	Abandoned	Don Smith	Jane Doe	Call
	+972502503298	00:02:32	Abandoned	Maria Garcia	David Smith	Call
	+9725025064638	00:03:12	Disconnected	William Brown	Daniel Miller	Call
	+972502503298	00:02:32	Abandoned	Elizabeth Clark	Maria Garcia	Call
Support						
Help desk						
Customer service						

■ Call Queue Overflow Based on all Agents' Teams Presence Status

Call queue Administrators can now configure call queue overflow per dedicated Teams Presence statuses, to minimize caller wait time. This feature allows Administrators to optimize the call distribution and routing in their contact center, by defining what happens to incoming calls when all agents in a queue are in a specific Microsoft Teams Presence status, such as:

- Offline
- Away
- Do Not Disturb

Calls will only overflow when all agents in a queue are in the same Teams Presence status that triggers overflow.

Administrators can choose to overflow calls to another queue, play a prompt, disconnect the call or other actions. This feature is optional and can be enabled or disabled by the Administrator. Customer experience is improved by reducing wait time and providing alternative options for callers when no agents are available in a queue.

Name*	<input type="text" value="HelpDesk Team"/>									
Description	<input type="text" value="HelpDesk Team Queue"/>									
Greeting	<input type="text" value="Welcome to Help Desk"/>									
Music on Hold	<input type="text" value="Default"/>									
Routing Type	<input type="text" value="Serial"/>									
No Answer Timeout (Sec.)	<input type="text" value="30"/>									
Queue Members ⓘ	<div> <input type="text" value="Jane Doe"/> 324234 + </div> <div> <input type="text" value="John Smith"/> 3423 - </div>									
Allow Routing on Teams Presence Status	<input checked="" type="checkbox"/> Available <input type="checkbox"/> Busy <input checked="" type="checkbox"/> Away									
Overflow Call When All Queue Members Are	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Offline <input type="checkbox"/> Away <input checked="" type="checkbox"/> Do Not Disturb									
When overflow condition is set	<table border="0"> <tr> <td>Action 1</td> <td><input type="text" value="Send SMS"/></td> <td>Data</td> <td><input type="text" value="Welcome to HelpDesk to reset your pa..."/></td> </tr> <tr> <td>Action 2</td> <td><input type="text" value="Go to menu"/></td> <td>Data</td> <td><input type="text" value="Main IVR"/></td> </tr> </table>		Action 1	<input type="text" value="Send SMS"/>	Data	<input type="text" value="Welcome to HelpDesk to reset your pa..."/>	Action 2	<input type="text" value="Go to menu"/>	Data	<input type="text" value="Main IVR"/>
Action 1	<input type="text" value="Send SMS"/>	Data	<input type="text" value="Welcome to HelpDesk to reset your pa..."/>							
Action 2	<input type="text" value="Go to menu"/>	Data	<input type="text" value="Main IVR"/>							

■ Queue Name Presentation on Microsoft Teams Client

The queue name is now presented to informal agents upon an incoming call (IT HelpDesk, HR Benefits Dept, Travel Desk, Payroll, etc.) who use Microsoft Teams as their main application to answer calls. This feature helps informal agents to be aware of the call subject and prepare accordingly.

- Informal agents can see the queue name on their Teams client when they receive a call from Voca via a call queue.
- This feature is useful for informal agents who are assigned to more than one queue and need to handle different types of calls.
- The queue name presentation improves the informal agents' confidence and readiness, leading to better customer service and satisfaction.

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