

# Product Notice #0433



## Software Update for AudioCodes Voca -- Major Version 9.0 --

We are pleased to announce the release of Voca Software Version 9.0 for General Availability (GA)!

This release includes many exciting new features as well as resolved constraints from previous releases. For a full description of the release, click [here](#) to download the *Voca Release Notes* from the AudioCodes website.

### Key Features

- **Built-in Support for Natural Language / Free Speech Support using Microsoft LUIS** - Callers can now request their destination (e.g., Department, Contact, Service or Branch) using everyday natural language inputs, using free and open speech. With this new major capability, callers can use free speech inputs containing the relevant keywords (e.g., a contact person's name, a department name, a service or a branch). For example, "Good morning, I'd like to speak with Sue from Billing". Free Speech support is available to Customers using Voca deployed from Teams or Azure and comes at no extra cost or additional subscription.
- **Voca Integration with OVOC** - Voca is now fully integrated with the AudioCodes One Voice Operation Center (OVOC), allowing service administrators to automatically monitor the IVR service as part of OVOC and receive notifications and alarms on service availability. This new integration allows Service Providers and Managed Service Customers to enjoy seamless service monitoring and alarms upon any change in the IVR service availability.
- **Voca Onboarding Wizard from Web (Single Sign-On)** - The new Voca onboarding wizard, providing a 60-day free trial for any user who wishes to try Voca, is now available from the Web, using Single Sign-on (SSO). With the Voca onboarding application, users can build an IVR in just a few minutes and get a phone number from AudioCodes free of charge, allowing a swift test of the Conversational IVR experience. Any IVR built using the Voca onboarding wizard can be instantly connected to all types of IP and traditional PBXs, in parallel to any Unified Communications (UC) platforms across the organization.
- **Role-based Access Enhancements** -Voca now supports multi-tenant control access for the following new management levels:
  - ✓ Organization administrator (full access)
  - ✓ Organization analyst (generate and view reports)

With these new access controls, global administrators within the organization can now control multiple tenants with the same login information, and Service Providers are able to easily access and manage multiple end-customers from one single login.

### Affected Products

Voca Conversational IVR

### Get Started with Voca Conversational IVR Free Trial!

Interested in trying a hands-on trial and building a Conversational IVR in just a few minutes? Try AudioCodes Voca for Teams **free trial** now, by clicking [here](#)!



If you have any questions, contact us at  
<https://www.audiocodes.com/corporate/offices-worldwide>

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