

AudioCodes Voice AI Solutions

Voca Conversational Interaction Center

Cloud-based Release

Version 12.1

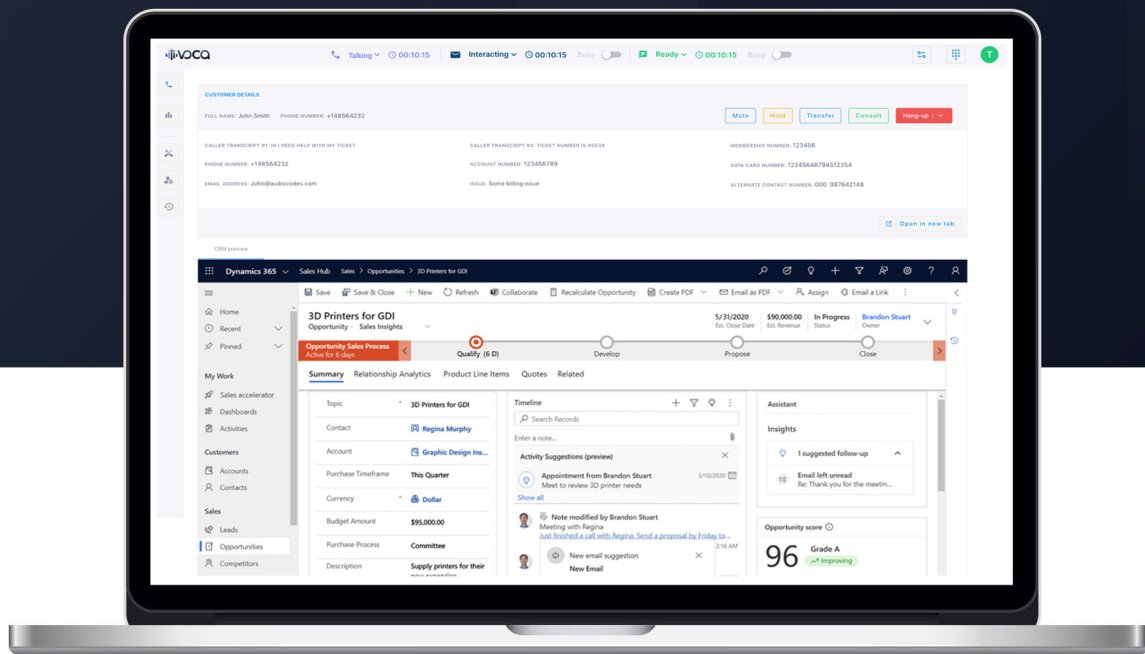


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Notice

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This document is subject to change without notice.

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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
29035	Updated for Version 12.1

Software Revision Record

Software Revision	Release Date
12.1	November 2025



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 12.1 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. 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 14 languages and delivers transcription, sentiment analysis, and one-click send to CRM. Using role-based access controls, supervisors manage agents, queues, IVRs, IVAs, schedules and flows without IT help. Contact centers get 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.

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 multi-national 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), ISO 45001 (Occupational Health and Safety), and ISO 27701 (Privacy Information Management). 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 – ready on day one. The Managed Service for Voca CIC 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!

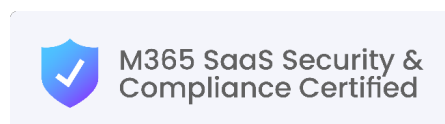
1.4 Solution Certificates

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 12.1

This version includes the following new features.

2.1 Agent Insights: Built-In AI Summaries & Sentiment Analysis

With this release, we're excited to introduce Agent Insights for Voca CIC. This feature provides built-in AI summaries and sentiment analysis that redefine how contact centers capture and remember customer conversations.

Agent Insights bundles compliance call recording, transcription, AI summarization, and AI sentiment analysis, making the built-in AI capabilities an intuitive part of the agent workflow.

With Agent Insights, contact centers achieve a consistent, repeatable experience across every agent and every shift. Conversations turn into structured, reliable customer insights living right where you need them. With AI handling call notes and wrap-up, agents stay fully engaged in customer interactions.

Because each organization is unique, Agent Insights is customizable by design. AI prompts can be tailored to each organization and contact center desk, controlling the detail and structure of generated summaries. Admins configure what gets recorded, what customer insights to transfer to which CRMs, and more.

Agent Insights (Transcription, AI Summaries, AI Sentiment) is available as an add-on to Voca CIC2 and CIC3. Built-in recording is included with both tiers. After purchase, configure Agent Insights within the Voca CIC Administration Portal.

2.1.1 Primary capabilities within Agent Insights

AI Summary: Consistent, customized call summaries

AI Summary by Agent Insights instantly transforms transcriptions into clear, standardized customer insights using pre-built or fully customizable prompts. Organizations select from vertical-specific (healthcare, financial services, education, retail, insurance) prompt templates or customize them for their own service desk requirements.

When AI Summaries are customized by service desk, teams can surface customer insights such as topics or trends, giving supervisors and agents an accurate, easy-to-review record of every conversation that's tailored to their specific needs. Organizations gain consistent, relevant customer insights in their CRM, providing a historical record, rich context, and a connected experience across the customer journey.

AI WRAP-UP

Transcript

00:00:19

Agent: IT service desk, this is Alex. How can I help you today?

00:00:26

Caller: Hi Alex. This is Dana from Finance. My laptop keeps freezing and I can barely work.

00:00:35

Agent: Hi Dana. Sorry to hear that. We will check it together.
Have you already opened a ticket or is this the first time you are calling?

00:00:42

Caller: I opened a ticket a few days ago, but it got worse today so I decided to call.

00:00:50

Agent: Ok, let me find your ticket. Can I have your username or email?

00:00:55

Caller: Sure. It is Dana.levi@shippservice.com

Summary

Executive summary

Caller contacted IT about frequent laptop freezes impacting daily work, mainly during Teams meetings. Agent verified device age and performance issues and decided that further troubleshooting is not effective. Agent approved a laptop replacement and aligned with caller on shipping and return process.

Call highlights

- Device. Lenovo T480 from 2019 with 8 GB RAM used by caller in Finance.
- Issue. Laptop freezes 4 to 5 times per day, often during Teams meetings and screen sharing, no blue screen.
- Impact. Multiple forced restarts daily and disruptions in business meetings.
- Technical findings. High CPU and memory usage under normal workload. Previous fixes did not solve the problem.

Sentiment

Positive

Exit and send to CRM

AI Sentiment Analysis: Understand customer satisfaction

AI Sentiment Analysis in Voca CIC automatically evaluates each conversation to determine customer satisfaction levels and identify emotional trends across interactions. Using AI, it analyzes the caller's tone and language to classify sentiment as Positive, Neutral, or Negative, with a short rationale drawn directly from the transcript (for example: "Neutral, frustrated at first then reassured.").

Sentiment insights populate within historical reports, providing a basis for trend analysis and performance tracking over time. This insight helps supervisors quickly spot patterns, coach agents more effectively, and continuously improve the overall customer experience.

Transcription: Complete, searchable conversation records

Transcription by Voca CIC populates immediately after the call finishes. With Transcription, organizations get consistent, predictable documentation that's easily accessible within the Worker Call Report and exportable to the CRM. Transcription also forms the foundation for other Agent Insights capabilities, including AI-generated summaries and sentiment analysis.

2.1.2 Additional capabilities within Agent Insights

One-click send to CRM

CRM integration in Voca CIC enables agents to send call details, summaries, and sentiment insights directly to any CRM (s) with a single click. This centralizes customer information and ensures critical conversation insights never remain siloed inside the contact center.

By integrating existing systems through secure APIs, contact centers reduce agents' post-call workload, ensure every CRM record includes relevant, accurate information. Organizations maintain consistent data quality, provide specialized analytics tools with rich customer context, and equip agents with customer context for future interactions.

Agent & Customer Insights Reporting: Centralized interaction visibility

Performance Reporting for Agent Insights gives supervisors a unified view of every customer interaction within the Worker Call Report. Each call record includes playback, transcription, AI summary, and AI sentiment results, enabling quick performance analysis and targeted coaching. By consolidating these customer insights in one place, supervisors can identify trends, measure quality, and continuously improve both agent effectiveness and customer experience.

The screenshot shows the Voca CIC interface. On the left is a sidebar with a navigation menu. The main area is titled 'Interaction center reports'. It features a table with columns for 'Header', 'Column Header', and 'AudioCodes table cell'. Below the table, there is a call transcript section with a 'Save call' button and a 'Call summary' section. The call transcript shows a conversation between an agent and a caller, with timestamps and the text of the conversation. The call summary includes an 'Executive summary' and 'Call highlights'.

Configuration options: Tailored to your workflows

Agent Insights offers extensive configuration options, allowing administrators to tailor the solution to their organization's workflows, data needs, and compliance standards. Administrators can customize recording profiles, permissions, AI prompts, storage preferences, and CRM insights transfer settings to support different departments or teams. This level of flexibility and adaptability sets Voca CIC apart. It gives organizations the control to align AI-driven customer insights with their unique operational processes while maintaining efficiency and security.

2.1.3 Areas of configuration

Customizable summarization

- Select pre-built prompts by vertical from Voca CIC's prompt library (healthcare, financial services, retail, telecom, insurance, travel, government, utilities, education, and technology)
- Create custom prompts for specific departments or desks (e.g., one prompt for IT and another for Sales)
- Specify keywords, topics or trends to surface (e.g., competitor names, ad campaign reference, etc.)
- Enable an optional field for agents to add manual notes

The screenshot shows the 'Edit worker status event' configuration page. The 'Wrapup Group Name*' is set to 'AI Events'. Under 'Wrap-up Events', the 'Event Name*' is 'AI wrap up' and 'Time (Sec.)' is '60'. For 'Transcript', 'Summary', and 'Sentiment', the 'Send to CRM' checkbox is unchecked and 'Worker view' is checked. The 'Summary prompting' dropdown is set to 'Custom'. A modal titled 'SUMMARY PROMPTING' is open, displaying the following text:

SUMMARY PROMPTING

You are an assistant that summarizes IT helpdesk calls between an Agent and a Caller. Read the call transcript and create a short call summary for a ticket or CRM view. Use exactly this structure in your answer:

Executive summary
1 to 3 short sentences.
State the main reason for the call, the device or system involved, and the outcome or next step.
Call highlights
3 to 5 bullets with key facts.
Include device, main symptoms and frequency, business impact, important findings, and final decision.

Action items
Bullets with owners in brackets.
For example.
• [Agent] Submit laptop replacement request and arrange shipment.
• [Caller] Move local files to OneDrive before switching devices.

Buttons: Cancel, OK

Customizable wrap-up

- Set time limits for agent wrap-up periods
- Allow agents to extend wrap-up time, if needed
- Enable or disable manual note entry
- Control which outputs agents can view or edit
- Define which outputs are sent to the CRM
- Map each output field to the desired CRM

Edit Worker Status Event

Wrap-up Group Name*

AI Events

Wrap-up Events

Event Name*

AI wrap up

Time (Sec.)

30



AI

Transcript ☒ Send to CRM ☒ Worker View

Summary ☒ Send to CRM ☒ Worker View

Sentiment ☒ Send to CRM ☒ Worker View

Summary Prompting

Healthcare

Healthcare

Financial Services / Banking

Retail / eCommerce

Telecommunications

Insurance

Recording profiles

- Define what to record: queue calls, non-queue inbound, and non-queue outbound
- Specify the language used for AI summaries
- Allow or restrict agent control for pausing/resuming recording

Edit Recording Profile

Profile Name*
IT HelpDesk Recording Profile

Description
IT Service Desk Workers

1 Configuration

2 Group Mapping

Call Types To Record

Queue Calls

☒ Inbound/Outbound

Start Recording
Automatically

☒ Allow Pause/Resume

☒ Consult

Non-Queue Calls

☒ Inbound

Start Recording
Automatically

☒ Allow Pause/Resume

☒ Outbound

Start Recording
Automatically

☒ Allow Pause/Resume

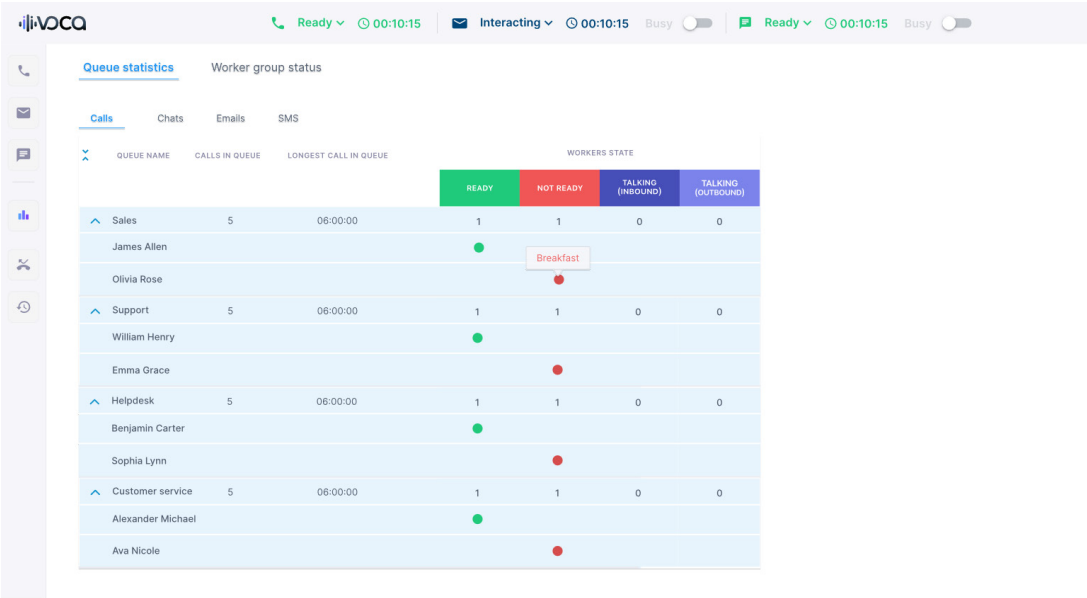
Storage
Use Voca Storage

Storage

- Choose between Voca's 12-month included storage or BYO Azure Blob Storage options

2.2 Real-Time Agent Status by Queue

The Voca CIC Worker Application provides queue visibility with real-time agent status tracking. With the new enhancement, when viewing all queues in a single table, supervisors can hover over any status to see the actual reason for the “Not Ready” status event.



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