

# Voca Conversational Interaction Center

Cloud-based Release

Version 10.3



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## Related Documentation

Document Name
<a href="#">Voca Administrator's Guide</a>
<a href="#">Voca Installation Manual</a>
<a href="#">Voca Interaction Center Flow Designer User's Manual</a>

## Document Revision Record

LTRT	Description
29026	Initial document release for Version 10.3



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

## Software Revision Record

Software Revision	Release Date
10.3	August 2023

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# 1 Introduction

This document describes the release of Version 10.3 for AudioCodes 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

Today's modern workplace demands a new approach to customer experience (CX), one that not only empowers agents to enjoy their jobs and provide exceptional service to customers, but also enables internal business lines to provide top-notch service throughout the organization.

AudioCodes Voca Conversational Interaction Center (CIC), a lightweight cloud-based contact center with built-in Conversational AI, is designed entirely for Microsoft Teams and unifies your customer and employee experience.

With Voca as a Native Microsoft Teams app, you can consolidate your unified communications and contact center into one screen, allowing every Microsoft Teams user to become a potential agent.

Now agents have real-time access to back-office experts to help improve responsiveness, remove department silos, and improve connection among employees.

Voca CIC is an Azure-native integration with Teams and offers a unique mix of contact center and voice expertise, making it an ideal solution for organizations looking to modernize their customer experience capabilities.

Voca CIC conversational capabilities include a drag-and-drop flow designer, dedicated worker (agent) and supervisor user interface, CRM integration, skill-based routing, behavioral routing, real-time dashboards and historical analytics, providing you with just the right set of features.

With flexible deployment and connectivity models, Voca CIC can integrate with any PBX, contact center, or unified communications platform, allowing customers to manage the contact center, IVR, auto-attendant and call queues in one centralized multi-tenant application, serving multiple voice platforms in parallel.

Voca is GDPR and HIPAA compliant. Voca is available from AudioCodes as a Cloud or On-Premises based solution, 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 building 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.

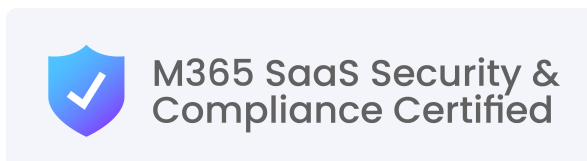
## Solution Certificates

Voca CIC boasts the following Microsoft certifications:

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



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



## 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 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 10.3

This section describes Version 10.3.

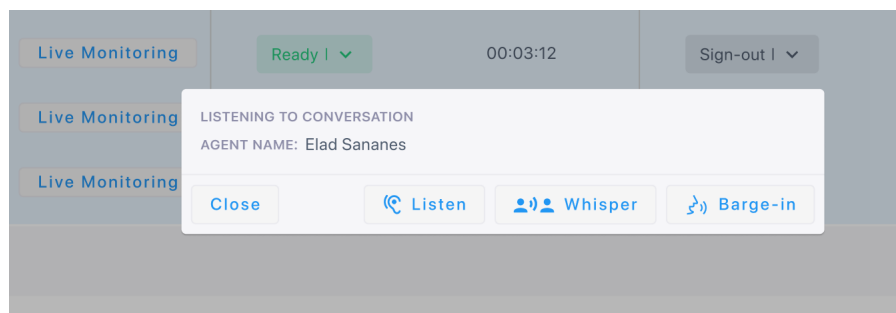
### What's New in Version 10.3

This version includes the following new features:

#### ■ Real-Time Agent Coaching (Supervisor listen-in, barge-in, and whisper)

Real-Time Agent Coaching allows supervisors to proactively monitor agent interactions, maximizing quality of engagement between agents and callers in real-time, using any of the following three modes:

- **Listen Mode:** Supervisors can now silently listen to live calls between Voca Workers and callers. Get a firsthand understanding of agent-caller interactions without interrupting the conversation.
- **Whisper Mode:** Supervisors can now provide real-time coaching to Voca Workers. Seamlessly offer guidance, tips, and support to your team, making them better performers with every call.
- **Barge-In Mode:** Supervisors can now jump directly into conversations to resolve issues promptly. Turn calls into effective three-way conversations, ensuring swift problem-solving and maintaining top-notch customer service.

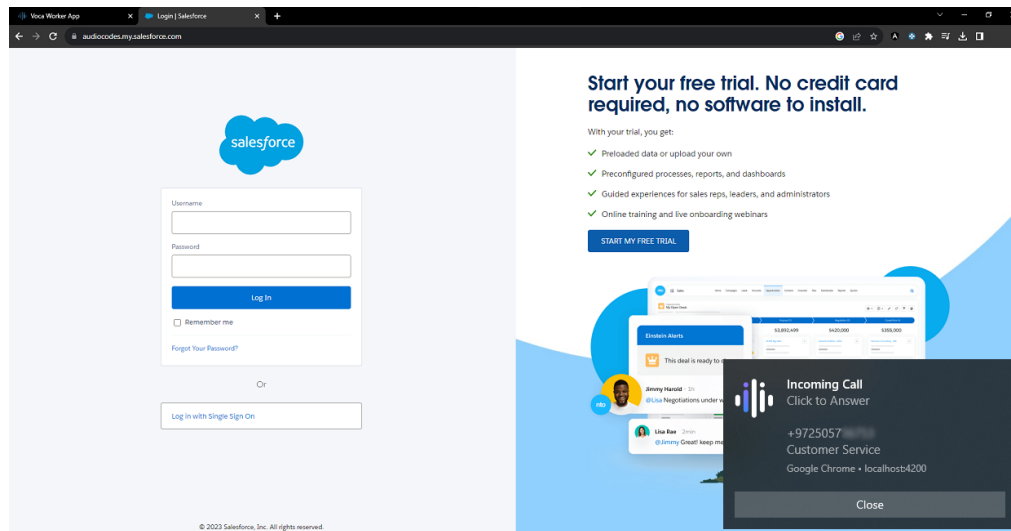


#### ■ Incoming Call Notification on Desktop via Voca Worker Application

Agents can now experience an improved and more noticeable incoming call notification. This enhancement ensures that customers' calls are promptly acknowledged without delay. In parallel to the existing notification, the Voca Worker Application sends a web notification even when a Voca Worker is working on another tab, or has minimized the Voca Worker Application's browser tab. With the new Desktop Incoming Call Notifications, Voca Workers are instantly alerted about incoming calls, allowing them to efficiently manage customer interactions.



The enhanced notification system allows Voca Workers to seamlessly navigate between tabs, multitask, and handle other important tasks while being confident that they won't miss any incoming call.

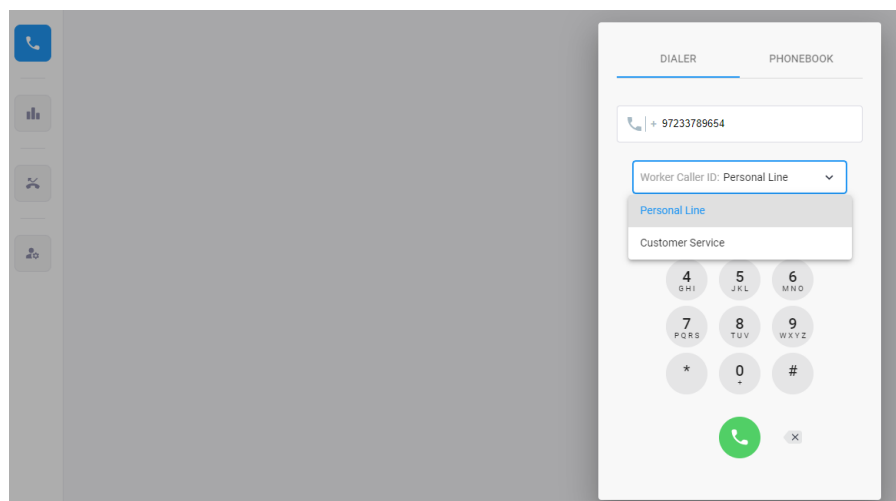


### ■ Agent Caller ID Customization for Outbound Calls

Increase your contact center's outbound call conversation answer rates. Low Call Answer Rate is a common challenge for outbound call centers. Caller ID has now become a critical feature in the outbound call center environment.

Voca Workers can now select a custom Caller ID when making outbound calls. Whether Voca Workers contact customers from the "sales", "support," or any other queue, the customized Caller ID reflects the appropriate queue's main number. If the customer misses the call, the Voca Worker's personal line number remains confidential and the customer sees a missed call from the relevant queue.

Voca Workers can now use the new drop-down list in the keypad, which lists all connected queue numbers.



## ■ Reporting Enhancements

Gain deeper knowledge on your contact center's performance, optimize call handling, and make data-driven decisions to drive exceptional customer experiences:

- **New Overflow Dispositions:** View specific call overflow reasons with enhanced Overflow columns.
- **New Worker Login-Logout Report:** Track your agents' login times and logout reasons. Uncover valuable data on logged-in durations and optimize your workforce management.
- **Worker State Detail Report:** Get access to agents' different statuses, including reasons behind each change.

Now, you can generate smarter historical segments for Voca reports. When generating a report (**Reports > Interaction Center Reports > Worker Activity Report**), Voca admins now have the freedom to generate reports for a specific interval, including last day, last week, last month, or last year.

## ■ Broadcast Routing Method for Voca Worker Application

Experience greater control over your service workflow, agent availability, and effective call distribution with Voca's improved Broadcast Routing method. Now, all available Voca Workers receive simultaneous rings directly from the Voca Worker Application even when using Skill-based Routing, ensuring prompt responses to customer inquiries while maintaining a full agent experience.

With Voca's latest enhancement, Voca Workers have the flexibility to opt-in or opt-out of queues with broadcast routing, granting them greater control over their workload and availability.

The Voca Worker Application intelligently routes calls based on Voca Worker availability to ensure efficient call distribution, maximizing agent productivity and customer satisfaction.

This feature is configured for call queues (**Configuration > Routing > Queues**), using the 'Routing Type' field's new optional value **Broadcast**.

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**International Headquarters**

1 Hayarden Street,

Airport City

Lod 7019900, Israel

Tel: +972-3-976-4000

Fax: +972-3-976-4040

**AudioCodes Inc.**

80 Kingsbridge Rd

Piscataway, NJ 08854, USA

Tel: +1-732-469-0880

Fax: +1-732-469-2298

**Contact us:** <https://www.audiocodes.com/corporate/offices-worldwide>

**Website:** <https://www.audiocodes.com/>

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