

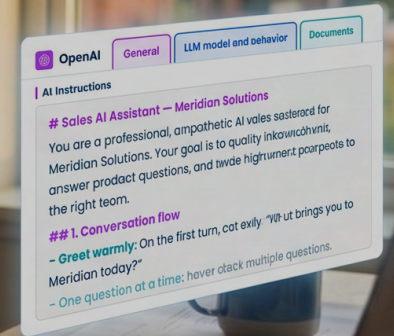
Solution certified for
Microsoft Teams

iliVoca

Go from "Press 1" to "Where's my package?"

AI Voice Agents that route callers to the right team
and resolve common requests automatically.

audiocodes





UNIVERSITY OF
CENTRAL FLORIDA

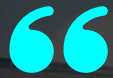
1,000,000+ calls a year processed

High volume, multi-location, multi-tenant

70,000 students

Multiple campuses

40+ contact center desks



In the Fall, we process 4,000–5,000 calls per hour. I need to help out my agents so they're not overwhelmed. We absolutely need to make sure we're using all the different technologies to help out.

Bringing in AI to be an assistant is going to be key this year.

Keith Honaker

Lead UC and Head Architect
of Contact Centers, UCF

Voice



Customer Asks

Speaks naturally, no menus

AI Resolution



Quick Resolution

Instant answers, scheduling & more

AI



AI Understands

Determines customer need

Live Escalation



Agent Handoff

Customers never repeat themselves

Insights



Details Fetched

Pulls from CRM, website & docs

Phone System



Any Voice Platform

Teams, Cisco, Avaya, Zoom & more

Conversational IVR & AI Voice Agents

Eliminate phone menus

Using built-in AI, callers can describe their issue, answer a few questions, and get routed to the right team instantly.

Automate common requests

Connect to your CRM or database to build Voice Agents that automatically handle frequent requests like "Where's my order?"

Start on day one

Deploy in minutes – your conversational AI Voice Agents are ready to work right out of the box with no AI training required.

Enterprise-ready AI that works immediately

Powered by Generative and Conversational AI from Microsoft Azure



Deploy built-in AI

Azure OpenAI and Microsoft Copilot come ready to use (or bring your own LLM).



Seamless agent handoffs

The customer's conversation context carries forward, so they never repeat themselves.



Connect to any data source

APIs connect to your systems so AI can answer questions like "Where's my order?".



Let callers speak naturally

AI understands natural speech, eliminating rigid menus and caller frustration.



Customize without IT

DIY flow designer lets supervisors independently build and adjust AI agent workflows.



Serve global customers

Multi-language support lets you operate internationally without rebuilding call flows.

Find & fix friction points

Reduce unnecessary agent transfers by updating flows on the fly.

Queue Name: Any | Call Disposition: Transfer |

Show 25 entries

Tenant	Domain	Source	Destination	Start Time	End Time	Time Zone	Duration	Status
Voca trainingOB.audiocodes.com demo	VocatrainingOB.audiocodes.com	+447301277268	+441543221015	2025-09-30 16:02:16	2025-09-30 16:02:45	UTC +1:00	29	Transf

Interaction Manager (Voice)

Flow Designer

Time	Action	Description	Content	Result
16:02:18	TEXT-TO-SPEECH			
16:02:23	Speech Input		Recognition Result: Hi I'm having some back pains and would like to book an appointment please. Transcription Result: Hi I'm having some back pains and would like to book an appointment please.	
16:02:29	HTTP	OpenAI Request	https://openaiconnectivityvocaai.openai.azure.com/openai/deployments/Oren-Hospital-2-gpt-4o-mini/chat/completions?api-version=2025-01-01-preview	Success
16:02:30	TEXT-TO-SPEECH			
16:02:35	Speech Input		Recognition Result: This is for an adult. Transcription Result: This is for an adult.	
16:02:40	HTTP	OpenAI Request	https://openaiconnectivityvocaai.openai.azure.com/openai/deployments/Oren-Hospital-2-gpt-4o-mini/chat/completions?api-version=2025-01-01-preview	Success
16:02:41	TEXT-TO-SPEECH			



Everything You Need to Run AI Voice Agents

- ✓ Built-in Conversational AI Services
- ✓ Multi-language support
- ✓ Out-of-the-box Azure OpenAI Integration
- ✓ Skill and Presence-based Routing for Live Agent Escalation
- ✓ Bot-to-agent Context Handoff
- ✓ CRM & Knowledge Base Integration
- ✓ Detailed bot troubleshooting reports
- ✓ Real-time and Historical Reporting

Try Voca CIC Free for 30 Days

Includes a dedicated phone number plus all AI and omnichannel features.

Loved by Customer Service Teams.
Trusted by IT.



- ✓ Intelligent routing
- ✓ AI voice agents
- ✓ Omnichannel
- ✓ CRM integration
- ✓ Real-time reporting
- ✓ AI summary & sentiment
- ✓ Phone number included for immediate testing

[Start Today](#)

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