

Voca Conversational Interaction Center

Version 12.1



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Related Documentation

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Voca CIC Release Notes
Voca CIC Flow Designer User's Manual
Voca CIC Worker & Supervisor Application User's Manual

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1 Overview

This document provides technical guidance for Channels managing Voca CIC under the new commercial model. It outlines how the new bundles, add-ons, and policies are reflected in the system, and what controls and configuration options are available across different levels of administration. As a Super Admin, you will see the full picture of how Voca CIC is structured from service provider and channel management down to tenant-level administration. The goal is to ensure clear visibility, smooth onboarding, and consistent governance across all environments where Voca CIC is deployed.

Administrative Hierarchy

■ Tenant Level

- Represents the end-customer's administrative domain.
- The tenant admin configures day-to-day contact center settings, assigns agents to bundles (CIC1, CIC2, CIC3), and manages call flows, IVR/IVA capacity, and add-ons.
- Tenant admins cannot exceed the license limits defined by their channel, but they have full control over routing logic, app usage (Flex vs. Worker), and reporting for their own organization.

For details, see [Tenants](#) on page 3.

Licensing Tiers & Add-ons

Voca CIC introduces three distinct license tiers designed to align with different agent profiles and usage patterns.

- **Virtual Agent** – Used for IVR support only
- **CIC1 (Named Agent)** - Built for informal or lightweight agents who only require enhanced CX features on top of Microsoft Teams. These agents access the Voca Flex App and benefit from unlimited queuing and basic contact center functionality. CIC1 is licensed per named user, ensuring affordability but with limited extensibility (no floating license support, no Worker App).
- **CIC2 (Concurrent Agent)** - Designed for formal CX agents who are frequent and heavy users of the contact center. Provides access to the Voca Worker App with advanced routing, presence integration, reporting, and compliance call recording powered by Interaction Insights. Licensing is concurrent, allowing flexibility across agent pools, but restricted to the maximum number of simultaneous active seats purchased.
- **CIC3 (Concurrent Agent Premium)** - Targeted at enterprise-grade agents requiring the full breadth of capabilities. Includes everything in CIC2 plus enhanced scalability, compliance recording, and advanced add-on integration. CIC3 agents benefit most from planned bursting and floating license options, but remain bounded by fair use guidelines.

In addition, Voca CIC offers Add-ons that extend the core tiers:

- **CIC Sessions** - Expands IVR/IVA concurrent session capacity beyond the bundle's included allocation (capped per-seat).
- **IVA Services** - Provides pre-integrated conversational AI powered by AudioCodes, for customers who do not bring their own Azure Cognitive Services.
- **Agent Insights** - Enables AI-generated call summaries, sentiment analysis, and transcription capabilities for agents.

Each tier and add-on is carefully designed to balance flexibility, scalability, and cost efficiency, while enforcing fair use policies that safeguard performance and service integrity.



Note: Floating Licenses are available at a premium, enabling channel partners and large enterprises to dynamically allocate licenses across multiple tenants.

2 Tenants

The Tenants view presents a consolidated overview of all low-level entities in the system. From this section, Administrators can quickly review license allocations and monitor active services. This view serves as the foundation for managing large-scale deployments, ensuring that resources are correctly distributed and that licensing, add-ons, and service health remain aligned with operational needs.

TENANT ID	TENANT	TIER	FIXED LICENSES	FLOATING LICENSES	CIC SESSIONS	IVA SERVICES	AGENT INSIGHTS	STATUS
9	Noam A CIC2	CIC2	5	0	0	0	0	Active
10	Noam A Tenant	CIC2,CIC3	1,1	0,0	0	0	0	Active
15	Noam A CIC3	CIC3	5	0	0	0	0	Active
18	Noam A CIC1	CIC1	1	0	1	0	0	Active
20	Noam A VA	Virtual Agent	1	0	0	0	0	Active
30	Tenantat 30 Haagadi	CIC2,CIC3	2,2	0,0	2	2	0	Active
36	Golan_AI1_TEN_CIC2_AI	CIC2	5	0	0	0	2	Active
41	moshe-tenant	CIC1	10	0	15	8	0	Active
45	RoiTenant123	CIC2	7	0	0	0	0	Active
50	StavSmartTapTenant	CIC2	4	0	0	0	0	Active
53	moshe-tenant	CIC2	1	0	20	10	0	Active
56	tenant new	CIC2	5	0	0	0	0	Active

Track allocation and other key details for each Tenant, including:

Column Heading	Description
Tenant ID	The ID of the Tenant.
Tenant Name	The name of the Tenant entity.
Tier	The type of licenses that are assigned to this tenant (Virtual Agent, CIC1, CIC2, CIC3).
Fixed Licenses	Number of fixed (dedicated) licenses assigned to this Tenant.
Floating Licenses	Number of floating (shared) licenses assigned to this Tenant.
CIC Sessions	Number of CIC Sessions Add-on licenses assigned to this Tenant. (Used to expand IVR/IVA concurrent session capacity)
IVA Services	Number of IVA Services Add-ons assigned to this Tenant. (Used for pre-integrated conversational AI capabilities)

Column Heading	Description
Agent Insights	The number of Agent Insights Add-on licenses allocated to this Tenant, enabling AI-generated call summaries, sentiment analysis, and transcription capabilities for agents.
Status	The current status of the Tenant (Active or Suspended)

Expanding a Record

By expanding the record, the Administrator can see a list of Channel Administrators for this Channel.

<input type="checkbox"/> 3173 Contact Name: Adam Stone Contact Phone: +14167281235 Contact Email: Adam.Stone@audiocodes.com Entities: 0 Activation Email Date: 2024-12-16 16:53:56 Tenant Type: VocaNOM IVR	Training07.audiocodes.r CIC2,CIC3	2,2	0,0	0	2	Active
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Add a New Tenant

➤ To add a new tenant

- From the Navigation pane, select **Tenants**.

- Click **Add New**.

New Tenant

Tenant Name*

Settings

Tenant Domain Name* Country* Time Zone*
(UTC -11:00) Pago Pago Data Retention Duration 365 days

Tenant Administrator Email* **Add User**

Languages for Conversational AI

Primary Auto Attendant Language* English - USA Secondary Auto Attendant Language None Flow Designer Supported Languages EN-US

Conversational Auto Attendant Settings

Max. Auto Attendant Entities* 50 Auto Attendant Contact Name Recognition Format* First name – Last name

3. Give the tenant a name.
4. Under 'Settings', fill in the following:
 - 'Tenant Domain Name'
 - 'Country'
 - 'Time Zone'
 - 'Data Retention Duration'
5. From the 'Tenant Administrator Email' drop-down list, select a user, or click **Add User** to add a new user.

The screenshot shows the 'ADD USER' form. It contains the following fields:

- Email* (text input field)
- Contact Name* (text input field)
- Contact Phone* (text input field)
- Country* (dropdown menu set to France (33))
- Company Name (text input field)
- SSO section:
 - SSO checkbox (unchecked)
 - Password* (text input field)
 - Generate button (blue)
- Cancel button
- Save button (blue)

6. If you clicked **Add User**, fill in the required details, and click **Save**:

- 'Email'
- 'Contact Name'
- 'Contact Phone'
- 'Country'
- 'Company Name'
- 'SSO' - Enable SSO to allow the user to sign in to the Web Admin using their Azure AD credentials.
- 'Password' - Set a password for non-SSO users. Set password manually or automatically by clicking **Generate**.

Languages for Conversational AI

Primary Auto Attendant Language* English - USA

Secondary Auto Attendant Language* None

Flow Designer Supported Languages EN-US

Conversational Auto Attendant Settings

Max. Auto Attendant Entities* 50

Auto Attendant Contact Name Recognition Format* First name – Last name

Tenant Details

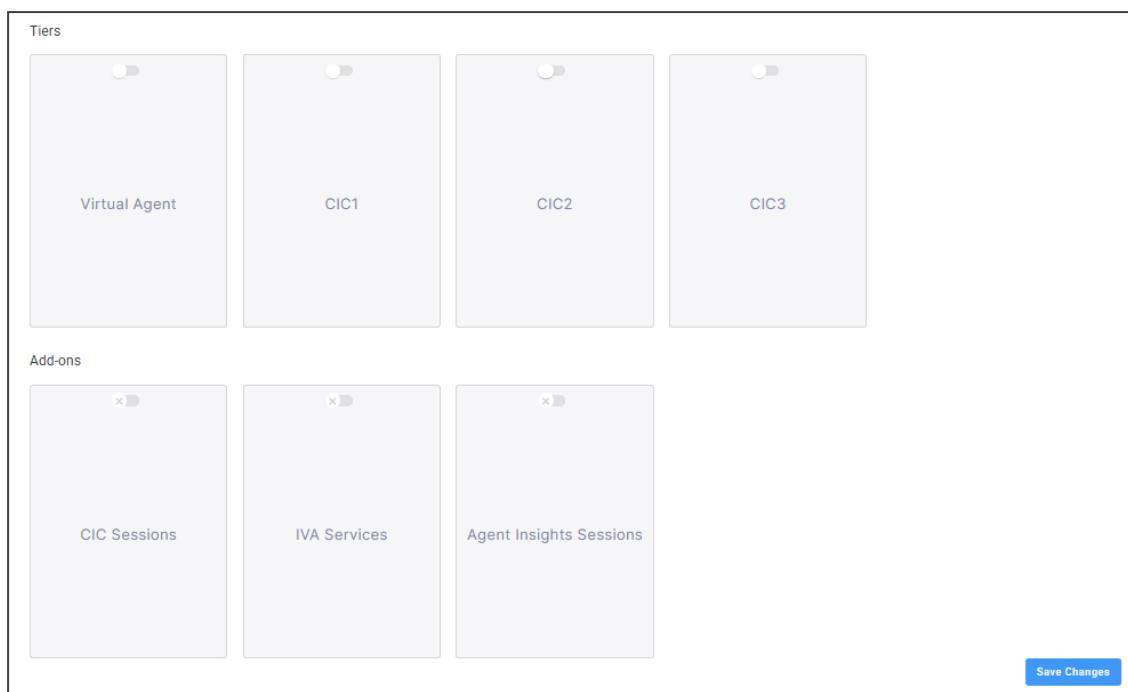
Voice

Hide CLI (GDPR Compliance)

Enable Data Export

IVR Leading Number* _____

7. Under 'Languages for Conversation AI', select the following:
 - 'Primary Auto Attendant Language'
 - 'Secondary Auto Attendant Language'
 - 'Flow Designer Supported Languages'
8. Under 'Conversational Auto Attendant Settings', select the following:
 - 'Max. Auto Attendant Entities'
 - 'Auto Attendant Contact Name Recognition Format'
9. Under 'Tenant Details':
 - 'Hide CLI (GDPR Compliance)'
 - 'Enables Data Export'
 - Enter 'IVR Leading Number'
10. Configure **Tiers**. Set the Tenant's Tier by toggling the desired option.

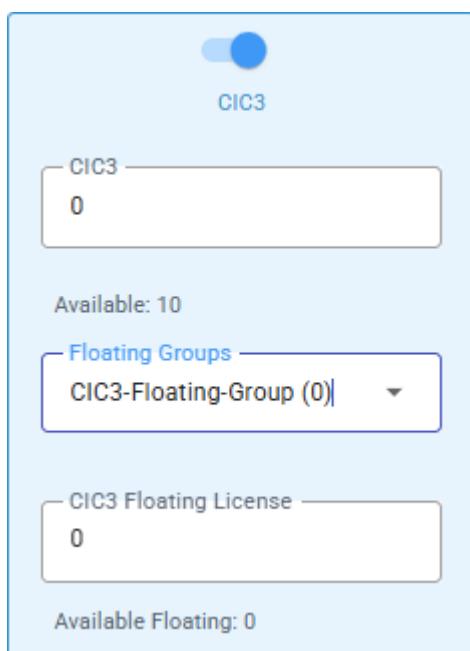


11. Toggle on the tier you want to configure.



You can configure tenants with the following tier options:

- Virtual Agent
- CIC1
- CIC2
- CIC3
- CIC2 & CIC3 combined



12. After you select a tier, you can set up fixed licenses, floating licenses, or both. Floating licenses are only available if your service provider offers them for that tier.



CIC1 uses fixed licenses only.

- a. For **Fixed Licenses**: set a dedicated number of licenses (fixed) to the Tenant. In the 'CIC<3>' field, enter a number of licenses.
- b. For **Floating Licenses**:
 - i. From 'Floating Groups' drop-down list, select a Floating Group. The licenses within this Floating Group serve all the Tenants assigned to this Floating Group. The number of licenses allocated to each Floating Group appears next to its name in the drop-down list.
 - ii. (Optional) Limit the Tenant's usage of its Floating Group. From the 'CIC<3> Floating License' field, select a value that is lower than the number of licenses in the Floating Group, the Tenant will not be able to utilize more licenses than configured in the Floating License fields, even if they are available.

For example, if the Floating Group has 100 licenses and you selected 50 floating licenses, the tenant can use a maximum of 50 licenses simultaneously, regardless of other license availability.

13. Configure Add-ons. Define Tenant's Add-ons by toggling the relevant Add-ons.



Not all Tiers and Add-ons can be enabled together. When you toggle a Tier, only compatible Tiers and Add-ons will remain selectable; all others will be disabled.

The allowed combinations are:

- Virtual Agent cannot be combined with any Add-on.
- CIC1 can be combined with CIC Sessions and/or IVA Services.
- C1C2 and/or C1C3 can be combined with any of the following Add-ons: CIC Sessions, AI Session Services, and Agent Insight Sessions.

14. Click **Save**.

Tenant Actions

You can perform the following actions to a Tenant.

1. From the Navigation pane, select **Tenants**.
2. Select one or more tenants to perform an action on.
3. From the 'Actions' drop-down list, select the action you want to perform.

Action	Description
Activate	Change a tenant's status from Suspended to Active .

Action	Description
Suspend	Change a tenant's status from Active to Suspended .
Delete	Delete a suspended tenant.
Recompile	Rebuild a tenant's configuration or data.
Log in as Tenant	Access the system from the perspective of a specific tenant.
Edit	Modify tenant details.

3 Users

Users are managed in the **Users** section.

As a Channel, you can view other Channel users, as well as other Tenant users.

EMAIL	LEVEL	SERVICE PROVIDER	CHANNEL	TENANT	LAST LOGIN	STATUS
superadmin@vocanom...	Super Admin				2025-06-18 18:11:31	Active
ido.hershkovitz@audio...	Channel	Default Service Provider	Integration		2025-05-28 16:12:43	Active
admin@Back-end.com	Tenant	Default Service Provider	Integration	Back-end, Back-end-HE...	2025-06-17 18:46:16	Active
admin@Front-end.com	Tenant	Default Service Provider	Integration	Front-end, assafOvocTe...	2025-04-14 18:30:19	Active
admin@yarin.com	Tenant	Default Service Provider	Integration	Yarin, tenant check	2025-05-05 16:26:30	Active
admin@AAAspanish.co...	Tenant	Default Service Provider	Integration	AAAspanish		Active
admin@Shay.com	Tenant	Default Service Provider	Integration	Shay, Back-end		Active
ldap_admin@Shay.com	Tenant	Default Service Provider	Integration	Shay	2025-05-12 10:37:09	Active
eti.ohana@audiocodes...	Tenant	Default Service Provider	Integration	Yarin		Active
matan.malchi@audioco...	Tenant	Default Service Provider	Integration	Back-end, matan, mata...		Active

View users assignments and other key information for each User, including:

Column Heading	Description
Email	The user's email address.
Level	The user's role or access level (Super Admin, Service Provider, Channel, or Tenant).
Service Provider	The name of the service provider associated with the user.
Channel	The name of the channel associated with the user.
Tenant	The name of the tenant(s) associated with the user.
Last Login	The date and time of the user's last login.
Status	The current status of the user (Active or Suspended).

Add a new user

Add a new user to the Channel or to any Tenant below.

➤ To add a new user:

1. From the Navigation pane, select **Users**.

EMAIL	LEVEL	SERVICE PROVIDER	CHANNEL	TENANT	LAST LOGIN	STATUS
superadmin@vocanom...	Super Admin	-	-	-	2025-06-18 18:11:31	Active
ido.hershkovitz@audio...	Channel	Default Service Provider	Integration	-	2025-05-28 16:12:43	Active
admin@Back-end.com	Tenant	Default Service Provider	Integration	Back-end, Back-end-HE...	2025-06-17 18:46:16	Active
admin@Front-end.com	Tenant	Default Service Provider	Integration	Front-end, assafVocTe...	2025-04-14 18:30:19	Active
admin@Yarin.com	Tenant	Default Service Provider	Integration	Yarin, tenant check	2025-05-05 16:26:30	Active
admin@AAAspanish.co...	Tenant	Default Service Provider	Integration	AAAspanish	-	Active
admin@Shay.com	Tenant	Default Service Provider	Integration	Shay, Back-end	-	Active
ldap_admin@Shay.com	Tenant	Default Service Provider	Integration	Shay	2025-05-12 10:37:09	Active
etl.ohana@audioco...	Tenant	Default Service Provider	Integration	Yarin	-	Active
matan.malchi@audioco...	Tenant	Default Service Provider	Integration	Back-end, matan, mata...	-	Active

2. Click **Add New**.

Add User

General Settings

Email*

Contact Name*

Contact Phone

Company Name

Country

SSO

>Password*

Generate

Save Changes

3. Fill in the required details:

- 'Email'
- 'Contact Name'
- 'Contact Phone'
- 'Company Name'
- 'Country'
- 'SSO' - Enable SSO to allow the user to sign in to the Web Admin using their Azure AD credentials.
- 'Password' - Set a password for non-SSO users. Set password manually or automatically by clicking **Generate**.
- 'User Access Level' - Set user privilege: **Channel**, or **Tenant**.

4. Click **Save**. The new user appears in the 'Users List' list, and is active by default.

User Actions

As a Channels you can perform the following actions to a user:

1. From the Navigation pane, select 'Users'.
2. Select one or more users to perform an action on.
3. From the 'Actions' drop-down list, select the action you want to perform.

Action	Description
Activate	Change a user's status from Suspended to Active .
Suspend	Change a channel's status from Active to Suspended .
Edit	Modify user details.
Delete	Delete a suspended user.
Activation Email	Resend the activation email to a user.
Reset User password	Generate a new password for a user.

4 License Management

Section displays list of contracts Service Provider signed with Voca.

Column Heading	Description
Contract ID	The ID of the Contract.
Start Date	The contract start date.
Tier/Add-on	Available options: Virtual Agent / CIC1 / CIC2 / CIC3 / CIC Session (Add-on) / IVA Services (Add-on) / Agent Insights (Add-on)
Quantity	The number of licenses in this contract.
Service Provider	The Service Provider associated with this contract.
Channels	List of Channels assigned with all/part of the licenses from this contract.
Expiration Date	The contract expiration date.
Status	<ul style="list-style-type: none"> ■ Active – Contract is valid. ■ Expired Soon - Expiration date is within 180 days. ■ Auto-Renew - Auto-renew is activated. ■ Renewed – Contact has expired and been renewed with a new contract. ■ Deleted – Contract was deleted.

License Management								
<input type="text"/> 								
	CONTRACT ID	START DATE	TIER/ ADDITIONAL	QUANTITY	CHANNELS	EXPIRATION DATE	STATUS	
<input type="checkbox"/>	574e799f-b4...	Jul 28th 2025	CIC2	10000	Actis , APAC Demo , AudioCodes Non-Managed Customer +18...	Jul 28th 2026		
<input type="checkbox"/>	a210aef5-b8...	Jul 28th 2025	CIC1	10000	VOCA4TeamsProvider , Voca Training	Jul 28th 2026		
<input type="checkbox"/>	c09be074-c4...	Jul 28th 2025	Virtual Agent	10000	VOCA4TeamsProvider	Jul 28th 2026		
<input type="checkbox"/>	c202dc15-02...	Jul 27th 2025	IVA Services ...	10000	Actis , APAC Demo , AudioCodes Non-Managed Customer +21...	Jul 27th 2026		
<input type="checkbox"/>	d305a341-78...	Jul 28th 2025	CIC Sessions...	10000	VOCA4TeamsProvider , Voca Training	Jul 28th 2026		
<input type="checkbox"/>	d52488db-09...	Jul 27th 2025	CIC3	10000	Actis , APAC Demo , AudioCodes Non-Managed Customer +21...	Jul 27th 2026		

5 Floating Groups

As a Channel, you can configure floating licenses that can be shared across multiple Tenants.

Floating Groups are managed in the Floating Groups section.

GROUP NAME	TIER	# OF LICENSES	TENANTS
IVR-Channels-Floating-Group	CIC Sessions (Add-on)	0	0
CIC2-Floating-Group	CIC2	0	0
CIC3-Floating-Group	CIC3	0	0

View key details for each Floating group, including:

Column Head-ing	Description
Group Name	The Name of the Floating Group.
Tier	The type of licenses of the Floating Group (CIC2, CIC3, CIC Sessions, IVA Services).
# of Licenses	The number of licenses allocated to the Floating Group.
Tenants	The list of the Tenants that are assigned to the Floating Group.

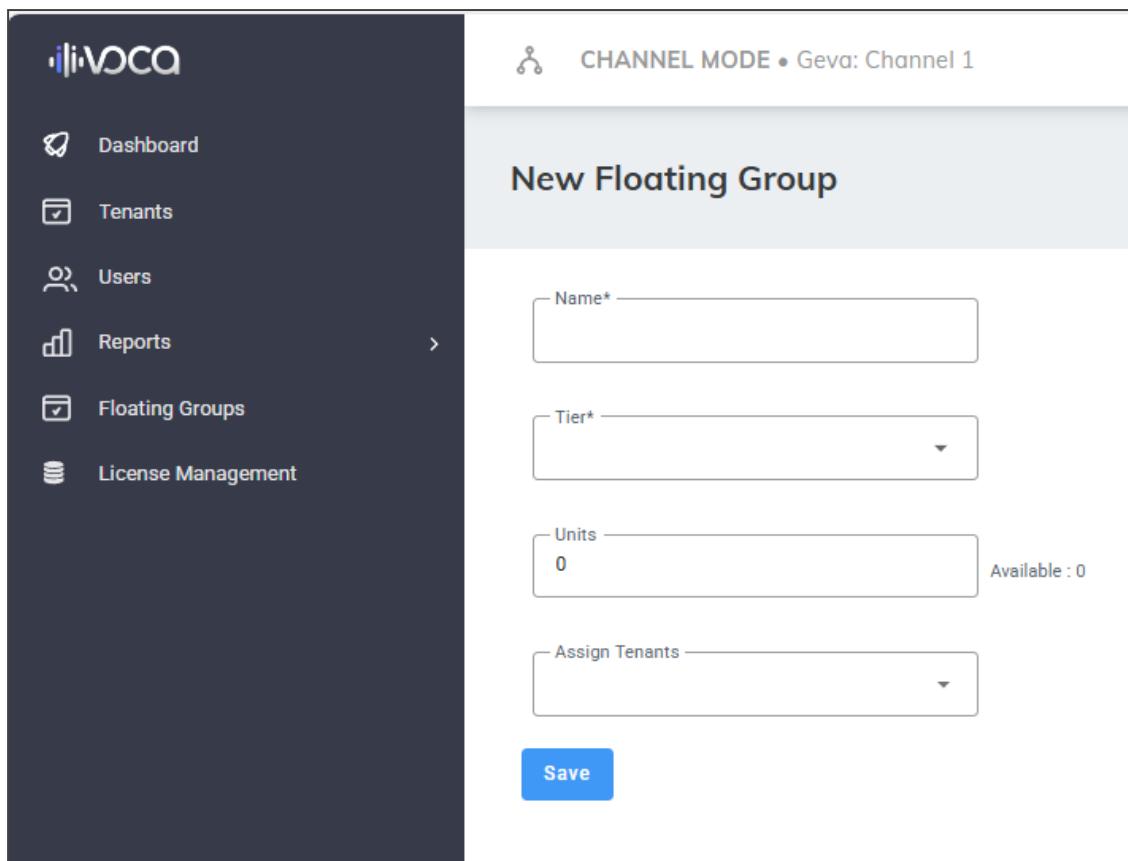
Add a New Floating Group

➤ To add a new Floating Group

1. From the Navigation pane, select **Floating Group**.

GROUP NAME	TIER	# OF LICENSES	TENANTS

2. Click **Add New**.



3. Fill in the following:

Field	Description
Name	The name of the Floating Group.
Tier	The type of licenses of the Floating Group (CIC2, CIC3, CIC Sessions, IVA Services).
Units	The number of licenses allocated to the Floating Group.
Assign Tenants	The list of the Tenants that are assigned to the Floating Group.

4. Click **Save**.

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