

Voca Conversational Interaction Center

Version 12.1



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Related Documentation

| Document Name |
|----------------------------------------------------------------------------|
| 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.

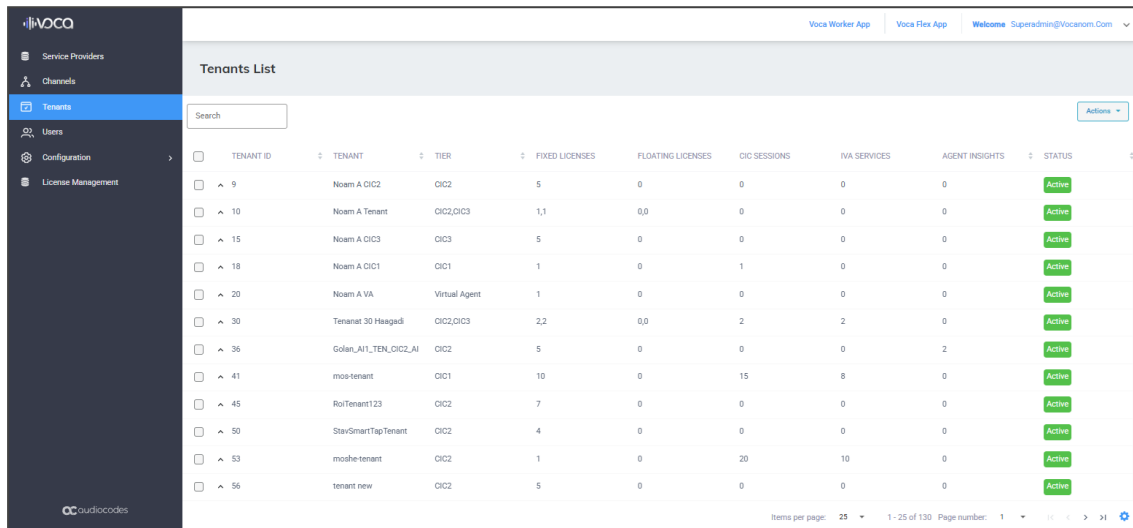
Each tier and add-on is carefully designed to balance flexibility, scalability, and cost efficiency, while enforcing fair use policies that safeguard performance and service integrity.



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 | Tenant 30 Heagadi | CIC2,CIC3 | 2,2 | 0,0 | 2 | 2 | 0 | Active |
| 36 | Golan_AI1_TEN_CIC2_AI | CIC2 | 5 | 0 | 0 | 0 | 2 | Active |
| 41 | moo-tenant | CIC1 | 10 | 0 | 15 | 8 | 0 | Active |
| 45 | RoiTenant123 | CIC2 | 7 | 0 | 0 | 0 | 0 | Active |
| 50 | StarSmartTapTenant | 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 | Training07.audiocodes.r CIC2,CIC3 | 2,2 | 0,0 | 0 | 2 | Active |
| 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 | | | | | | |

Add a New Tenant

➤ To add a new tenant

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

VOCO

Dashboard

Tenants

Users

Floating Groups

License Management

CHANNEL MODE • AgentsChannel

Voca Worker App

Voca Flex App

Welcome UserAI@Contact.Com

Tenants List

Search

Add New

Actions

TENANT ID

TENANT

TIER

FIXED LICENSES

FLOATING LICENSES

CIC SESSIONS

IWA SERVICES

AGENT INSIGHTS

STATUS

2. 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.

ADD USER

Email*

Contact Name*

Contact Phone*

Country*

Company Name

☐ SSO

Password*

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.

Tiers

Virtual Agent

CIC1

CIC2

CIC3

Add-ons

CIC Sessions

IVA Services

Agent Insights Sessions

Save Changes

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

☒ CIC3

CIC3
0

Available: 10

Floating Groups
CIC3-Floating-Group (0) ▼

CIC3 Floating License
0

Available Floating: 0

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.matchi@audioco... | Tenant | Default Service Provider | Integration | Back-end, matan, mata... | - | Active |

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

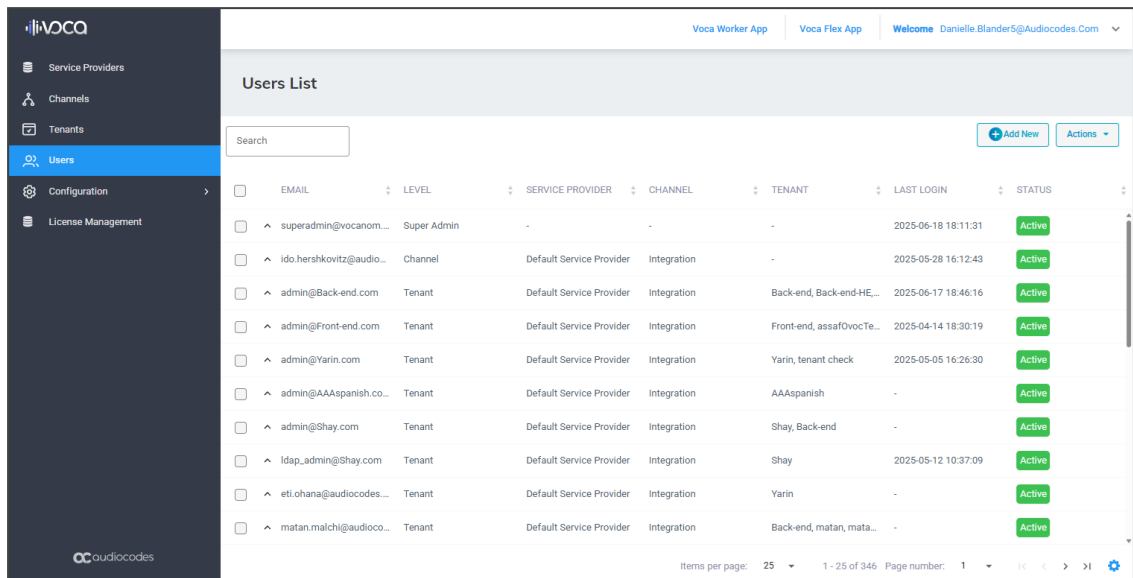
| Column Heading | Description |
|------------------|--------------------------------------------------------------------------------------|
| Email | The user's email address. |
| Level | The user's role or access level (Super Admin, Service Provider, Channel, or Tenant). |
| Service Provider | The 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**.



Users List

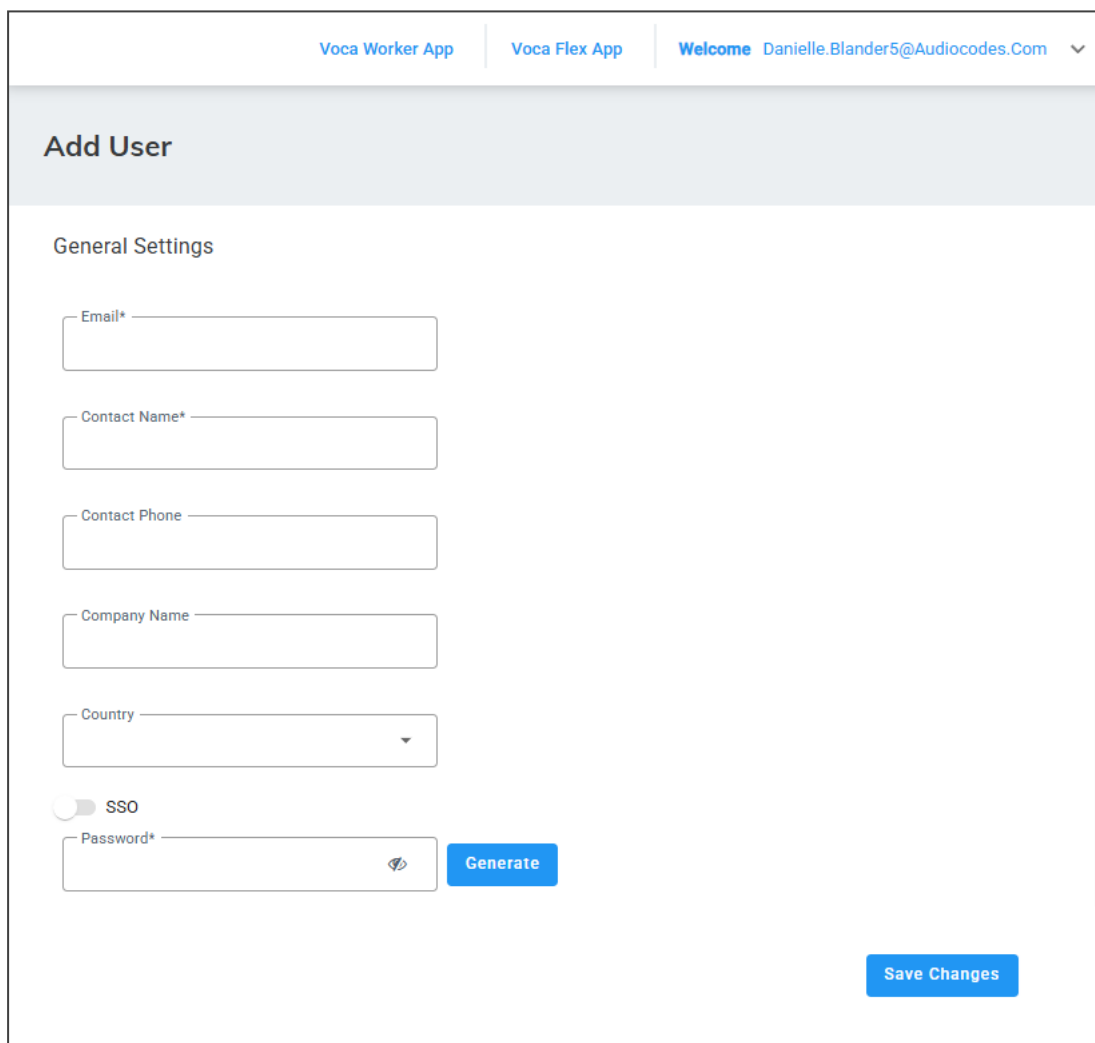
Search

[Add New](#) [Actions](#)

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

Items per page: 25 1 - 25 of 346 Page number: 1

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.

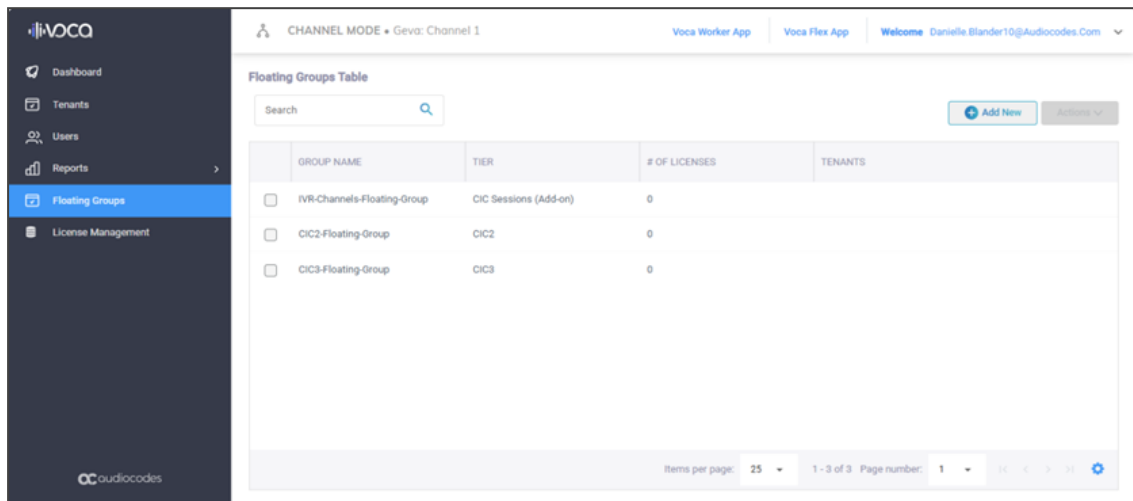
| Column Heading | Description |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 – Contract has expired and been renewed with a new contract. ■ Deleted – Contract was deleted. |

| License Management | | | | | | | |
|--------------------------------------------------------------------------------------------------------|----------------|---------------|------------------|----------|------------------------------------------------------------|---------------|--------|
| <input type="text"/>  | | | | | | | |
| <input type="checkbox"/> | CONTRAC... | START DA... | TIER/ ADD... | QUANTITY | CHANNELS | EXPIRATIO... | 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 |
|--------------------------|-----------------------------|-----------------------|---------------|---------|
| <input type="checkbox"/> | IVR-Channels-Floating-Group | CIC Sessions (Add-on) | 0 | |
| <input type="checkbox"/> | CIC2-Floating-Group | CIC2 | 0 | |
| <input type="checkbox"/> | CIC3-Floating-Group | CIC3 | 0 | |

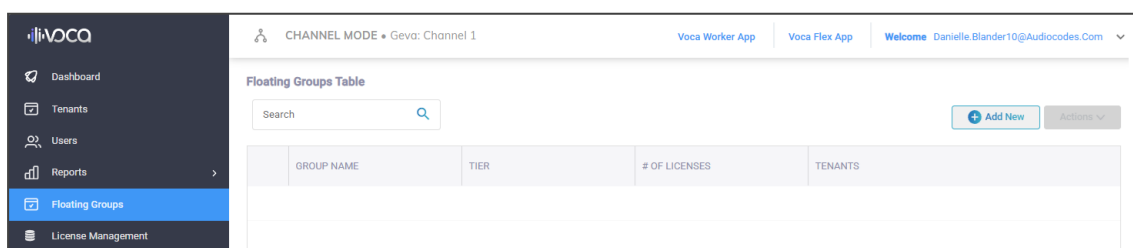
View key details for each Floating group, including:

| 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

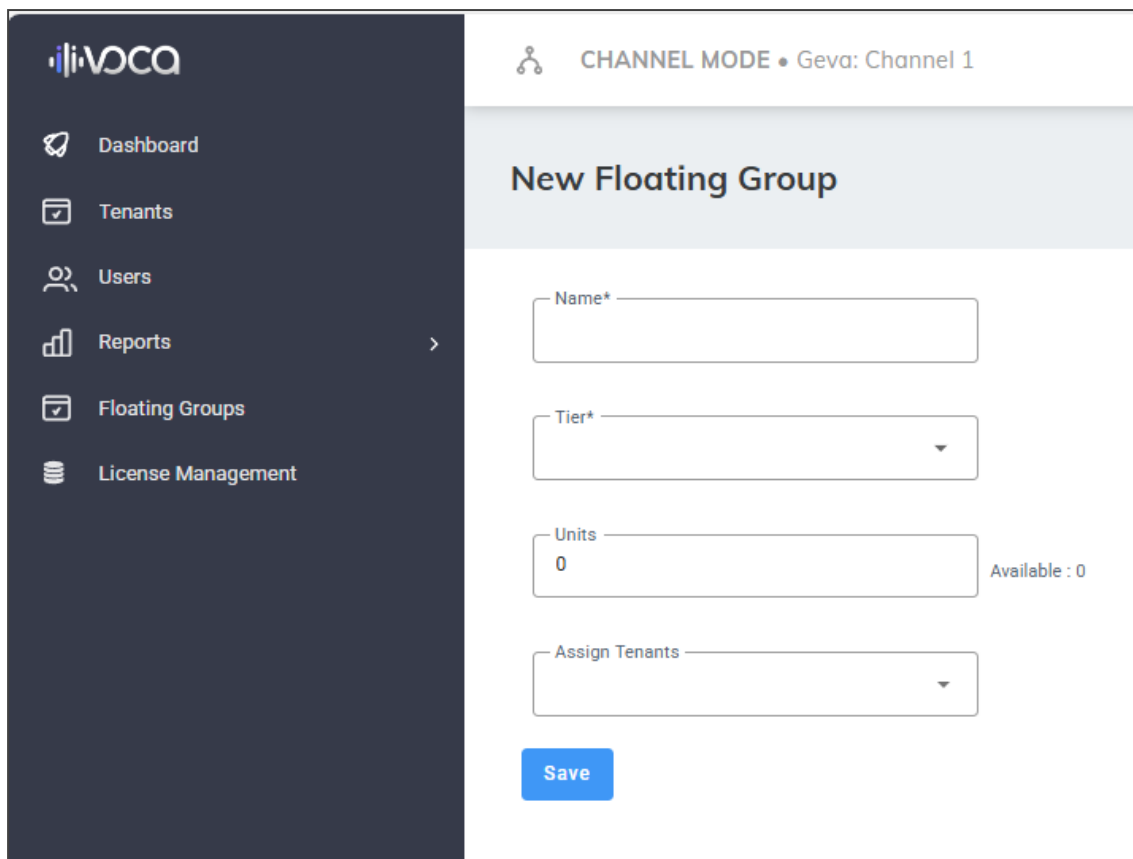
➤ To add a new Floating Group

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



| | GROUP NAME | TIER | # OF LICENSES | TENANTS |
|--------------------------|-----------------------------|-----------------------|---------------|---------|
| <input type="checkbox"/> | IVR-Channels-Floating-Group | CIC Sessions (Add-on) | 0 | |
| <input type="checkbox"/> | CIC2-Floating-Group | CIC2 | 0 | |
| <input type="checkbox"/> | CIC3-Floating-Group | CIC3 | 0 | |

2. Click **Add New**.



The screenshot shows the Voca Channel Administrator interface. On the left is a dark sidebar with the Voca logo and navigation links: Dashboard, Tenants, Users, Reports, Floating Groups, and License Management. The main content area is titled 'CHANNEL MODE • Geva: Channel 1' and 'New Floating Group'. It contains four input fields: 'Name*' (text), 'Tier*' (dropdown), 'Units' (text with '0' entered and 'Available : 0' on the right), and 'Assign Tenants' (dropdown). A blue 'Save' button is at the bottom.

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**.

This page is intentionally left blank.

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