audiocodes

Product Notice #0488

Release of Voca Version 10.1
for General Availability

We are pleased to announce the General Availability (GA) of Voca Software Version 10.1!

This release features significantly enhanced Contact Center capabilities for Voca, as well as new Supervisor capabilities and Agent Assist transcripts from the Voca Conversational IVR.

For a full description of this release, click here to download the Voca *Release Notes* from AudioCodes website.

Major Features

- Supervisor Real-time Control for Agent Status and Queuing
- Real-Time Dashboard for Informal Agents
- Broadcast Routing for Voca Call Queues
- Import/Export Flow Designer Flows
- Flow Designer New Routing Actions
- Agent Assist Conversational IVR Transcripts
- VIP Priority Routing

Voca Online Onboarding Experience

Try Voca online and build a Conversational IVR in just 5 minutes! Visit the Voca onboarding experience on Teams or Web.

Affected Products

Voca Conversational Interaction Center

Announcement Date

January 16, 2023