Voca Conversational Interaction Center

Cloud-based Release

Version 10.5

Notice

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>
> Date Published: January-21-2024

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Related Documentation

Document Name
Voca Administrator's Guide
Voca Installation Manual
Voca Interaction Center Flow Designer User's Manual

Document Revision Record

LTRT	Description
29028	Initial document release for Version 10.5

⚠️ 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
10.5	January 2024

Table of Contents

1   Introduction

This document describes the release of Version 10.5 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

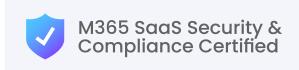Voca is available for a free 30-day trial through your web browser.

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 10.5

This section describes Version 10.5.

What's New in Version 10.5
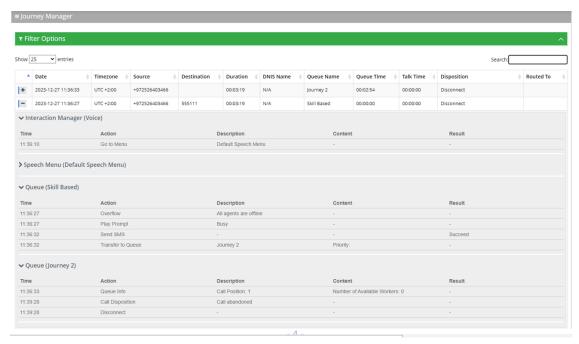
This version includes the following new features:

■ **Journey Manager**

We are proud to present the most detailed report on the market for a Contact Center as a Service (CCaaS) call analysis. Voca CIC's new Call Journey reports are available for both Formal and Informal agent use-cases, allowing Contact Center Managers or Supervisors to analyze every call in the highest resolution possible.

Elements presented in the Journey Manager reports include:

- IVR/IVA prompts and greetings presented to the caller

- Caller's DTMF response (menu selection or digit collection)

- Caller's spoken inputs and the resulting speech-to-text result

- HTTP/API requests made or received from CRM

- Associated skills

- Number of agents available once a call is routed to a call queue

- Agents interacting live with a caller

Each milestone of a caller's journey is presented as part of the Journey Manager report, including timestamps and associated data.
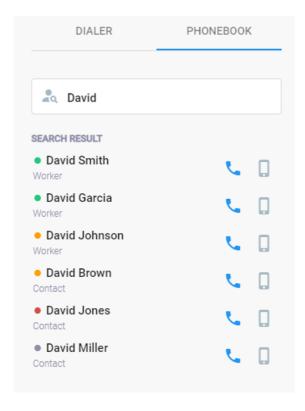
■   **Live Back Office Phonebook**

Many calls made to contact center desks require the support of additional staff from the company's back office to resolve complex inquiries. These calls typically take place with the contact center's voice channel. Voca CIC now allows agents to bring every Teams user to the service workflow with clear visibility into the employee's current availability.

No need for dialing numbers. Our new Live Back Office Phonebook allows agents using the Voca CIC Worker application to instantly search employees by name or department and dial, transfer or consult with the back office while knowing the remote party's real-time Teams presence status.

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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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Document #: LTRT-29028