Release Notes

AudioCodes Voice AI Solutions

Voca Conversational Interaction Center

Cloud-based Release

Version 11.1

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Notice

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This document is subject to change without notice.

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Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

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Related Documentation

Document Name
Voca CIC Administrator's Guide
Voca CIC Flow Designer User's Manual
Voca CIC Worker Supervisor Application User's Manual

Document Revision Record

LTRT	Description
29030	Initial document release for Version 11.1

Software Revision Record

Software Revision	Release Date
11.1	July 2024

⚠️ The latest software versions can be downloaded from AudioCodes' Services Portal (registered Customers only) at https://services.audiocodes.com.

Table of Contents

1   Introduction

This document describes the new features introduced in the release of Version 11.1 for AudioCodes Voca Conversational Interaction Center (CIC) cloud-based application.

> ⚠️ 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 Workers (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 cloud-based omnichannel contact center with built-in Conversational AI is designed entirely for Microsoft Teams and unifies your customer and employee experience.

With Voca CIC as a native Microsoft Teams application, you can consolidate your unified communications and contact center into one screen, allowing every Microsoft Teams user to become a potential Worker. Now Workers have real-time access to back-office experts to help improve responsiveness, remove department silos, and improve connection among employees.

Voca CIC is built on Microsoft Azure and uses Microsoft Teams for calling, offering contact centers the reliability and trust of an Azure-native application.

Voca CIC offers omnichannel support, allowing customers to choose their preferred interaction method among voice, email, and webchat. Workers and supervisors have the flexibility to manage their availability across the various channels in one screen and multitask on customer interactions based on changing demand or Worker skills.

Voca CIC's core capabilities include a drag-and-drop flow designer, dedicated Worker and supervisor user interface, CRM integration, skill-based routing, behavioral routing, real-time dashboard and historical analytics, providing users 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 CIC is GDPR and HIPAA compliant and available from AudioCodes as a Cloud or On-premises solution, offering rapid deployment from zero-to-service in just a few days.

Voca CIC for Microsoft Teams

Voca CIC is a dedicated, native application for Microsoft Teams, available directly from the Microsoft Azure Marketplace and AppSource. The application allows IT to manage its entire voice ecosystem, including IVRs and Call Queues, all under the Teams environment.

Click here to get started with Voca CIC today! Build a conversational IVR, call flow with built-in Conversational AI, and test drive the omnichannel contact center capabilities in just a few minutes!

Online Onboarding Experience

Voca CIC begins as a 30-day free trial with a quick onboarding through the Microsoft Teams App Store or through the customer's internet browser. In the 30-day free trial, customers can create an AI-powered conversational IVR, use voice, email, and webchat interactions, build on the no-code call flow designer, and access the full reporting suite available. The 30-day free trial comes with direct access to the Voca CIC technical success team to help connect Voca CIC to the customer's phone numbers.
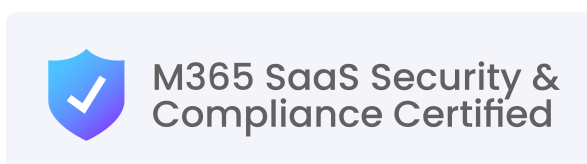
Click here to start your free 30-day trial of Voca CIC.

Solution Certificates

Voca CIC proudly holds the following Microsoft certifications:

■ Microsoft Teams Certified Contact Center Solution

■ Microsoft 365 SaaS Security and Compliance Program

Supported Languages for Built-in Conversational AI

■ 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 CIC may support additional languages through Microsoft Azure Cognitive Services. For a full list of supported languages by Microsoft Azure, click here.

Customers who wish to request additional language support are advised to contact an AudioCodes representative. The request will be forwarded and supported by the AudioCodes Voca CIC team.

2   Version 11.1

This section describes the new features released in Version 11.1.

What's New in Version 11.1

This version includes the following new features.

Enhance Customer Engagement with In-Queue Callback Settings

Introducing Enhanced In-Queue Settings. Voca CIC now offers business line managers and service desk leaders new ways to reduce call abandonment rates and enhance brand promotion. Our new in-queue menu settings provide customers with various actions and options during their waiting time, ensuring a more engaging and efficient experience while on hold.

For busy callers, or when the estimated wait time is too long, our new callback option offers a practical solution. This feature allows callers to request a callback, reserving their place in the queue. When their turn arrives, Voca CIC automatically calls them back, reducing the need to wait on hold. Service desk leaders can quickly configure multiple callback attempts and customize intervals between them to ensure the caller is reached.

■ **Turn Waiting Time into Moments of Engagement**

Utilize customers' waiting time as a channel to promote updates about your company. Share details on products and services or inform callers about new changes like updated working hours. This can keep customers engaged and turn the waiting period into an opportunity to further promote the business.
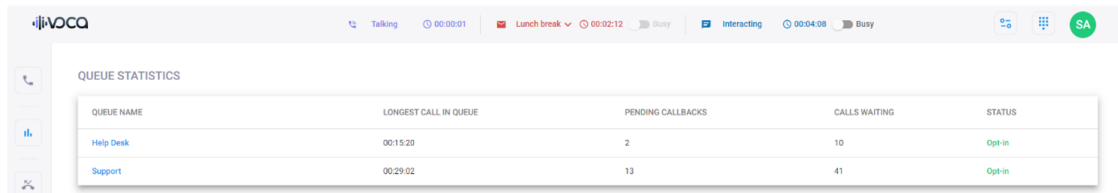
■ **Provide Transparency to Callers**

Waiting in a queue without knowing the position or estimated wait time can be discouraging for callers, often leading to an increase in call abandonment. By informing customers of their position in the queue and providing an estimated wait time, businesses offer a sense of progress and anticipation in resolution to customer issues. Voca CIC call queues are now automatically configured to provide callers transparency into a caller's wait time and position, making the wait feel shorter and encouraging customers to stay on the line until an agent is available.

■ **Offer Choices while Callers Actively Wait**

For busy callers who appreciate having options while they wait, offering a menu with actions can make the waiting experience more enjoyable. The new in queue menu gives callers the following options:

● **Leave a Message:** Allow callers to leave a message if they prefer not to wait. Voca CIC will send an email notification with the recorded message to an agent, ensuring their query is addressed later.

- **Send SMS:** Provide callers the option to trigger SMS for information on common inquiries, including links to additional resources or alternative service methods.

- **Callback:** Offer callers the option of a callback while still retaining their place in the queue. Callers will receive a call back when they reach the front of the queue.
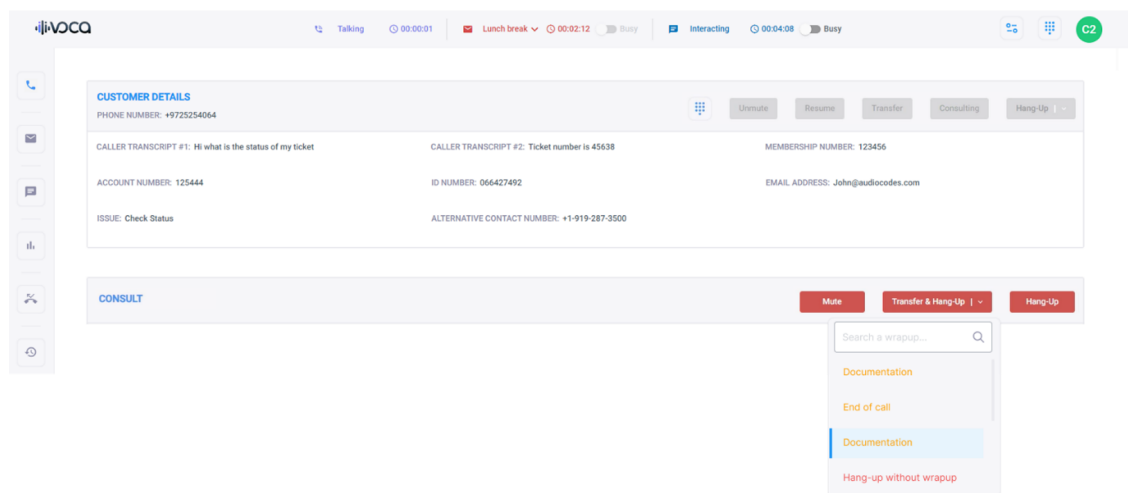

Get the Right Expert on a Call with Enhanced Consult Transfer

Introducing the new **Transfer & Hang-up** button designed to enhance the consult transfer experience for Workers needing to consult with supervisors or other knowledge experts while keeping a customer on hold. This feature enables workers to transfer the customer and disconnect from the call with a single click.

The **Transfer & Hang-up** button includes a drop-down menu of wrap-up events ensuring interactions are properly categorized and documented before disconnecting. This new process saves valuable time for Workers, reducing the need for multiple steps to transfer calls and minimizing customers' wait times by promptly connecting them to the knowledge expert without unnecessary delays.

Provide Workers with Valuable Interaction Context

Provide your Workers with essential customer background information when an incoming webchat interaction starts. With Voca CIC's new webchat configuration enhancement, tenant administrators can now configure fields in the pre-chat form to automatically populate existing customer profile data as a chat session starts, leveraging data from the customer's login session on the organization's website.

For example, the form could populate existing customer profile data such as:

- Full name

- Email

- Phone number

- Company

- Customer ID

- Country

- Any other customer metadata

The new **Visible** toggle button next to each field in the pre-chat form configuration allows tenant administrators to hide specific fields. This enables the integration of necessary code into the webchat script to automatically populate system data into these hidden fields. This eliminates the need for logged-in customers to manually fill out pre-chat fields, ensuring the information provided to Workers is accurate and up to date.

Chained Contact Reasons in Webchat Form - Improving Segmentation Accuracy

The 'Contact Reason' field in Voca CIC ensures customers are routed to the most relevant queues and Worker with skills based on their selected reason. Voca CIC now supports rich 'Contact Reason' areas, offering more precise segmentation and routing capabilities.

Tenant administrators can configure subcategories or specific reasons, allowing customers to select from a drop down of subcategories associated with the reason the customer is reaching out. When a customer selects a contact reason with associated subcategories reasons, Voca CIC will direct customer interactions to the most qualified Worker, thereby reducing the need for transfers.
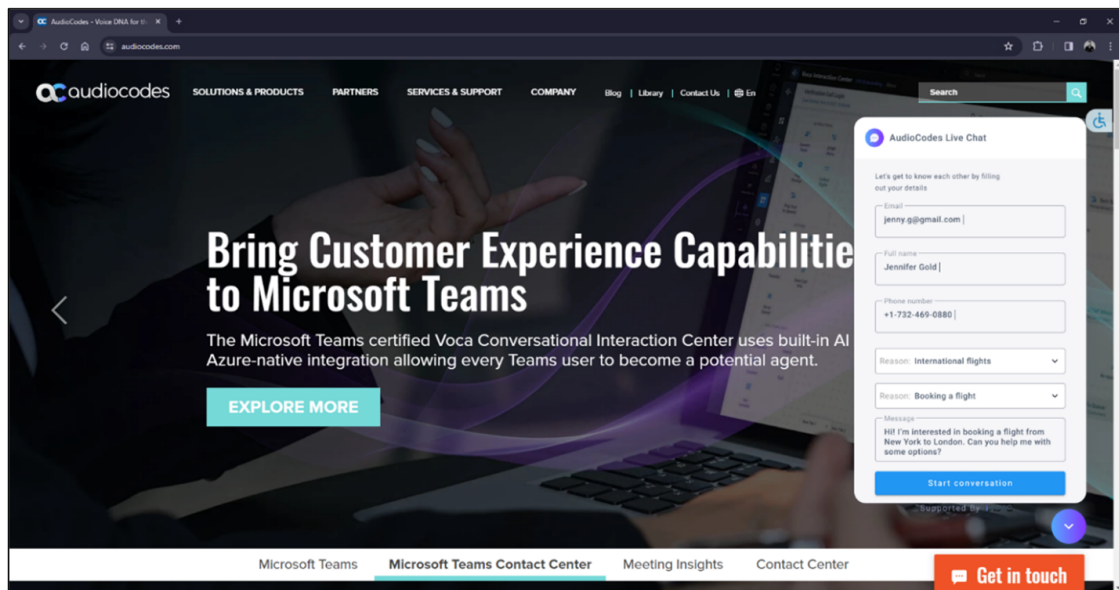
Searchable Post-call Events

After concluding a call, Workers select an appropriate wrap-up event to ensure interactions are properly categorized and documented. The new search bar within the Voca CIC Worker Application allows Workers to quickly locate and select the appropriate wrap-up event. This is especially beneficial for Workers handling queues with a large number of wrap-up events to choose from.
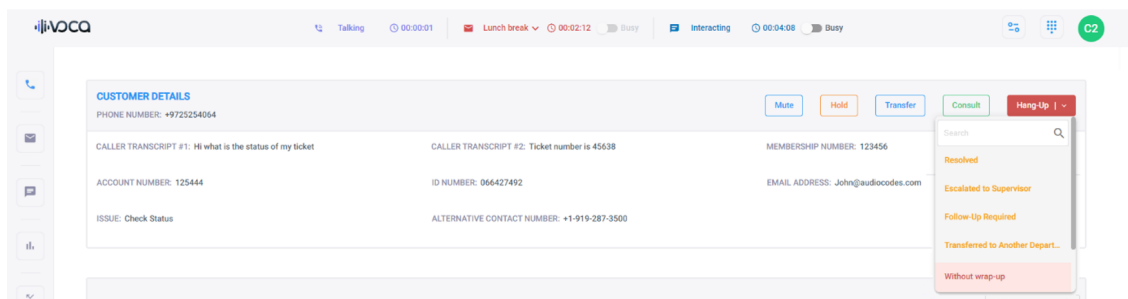
Worker Last Caller ID Selection for Outbound Calls

Caller ID is crucial in outbound call centers, significantly enhancing the answer rate. While the Voca CIC Worker Application has long supported Caller ID, Workers previously had to select their Caller ID for each outbound call. Now, the selected Caller ID option is cached for the next time the dialer is opened, reducing unnecessary clicks. Workers can still select a different option at any time to match their needs.

Webchat File Transfer Eligibility - Maintaining Secure Communication

With growing concerns over data security, organizations are increasingly adopting strict measures to combat spam, malware, and unauthorized data leaks. For some organizations a Zero Trust policy assumes threats can originate both internally and externally.

Recognizing diverse security policies, Voca CIC introduces customizable file transfer eligibility settings. Tenant administrators can use the new "Allow File Transfer" dropdown within the Webchat Queue Configuration to specify which parties have permission to transfer files during chats:

- Workers and Customers

- Workers Only

- Customers Only

- None

Customizing file transfer permissions helps prevent the receipt of malicious files and unauthorized sharing of sensitive data, thereby reducing spam and maintaining secure communication channels. This feature allows organizations to align with their specific security policies.

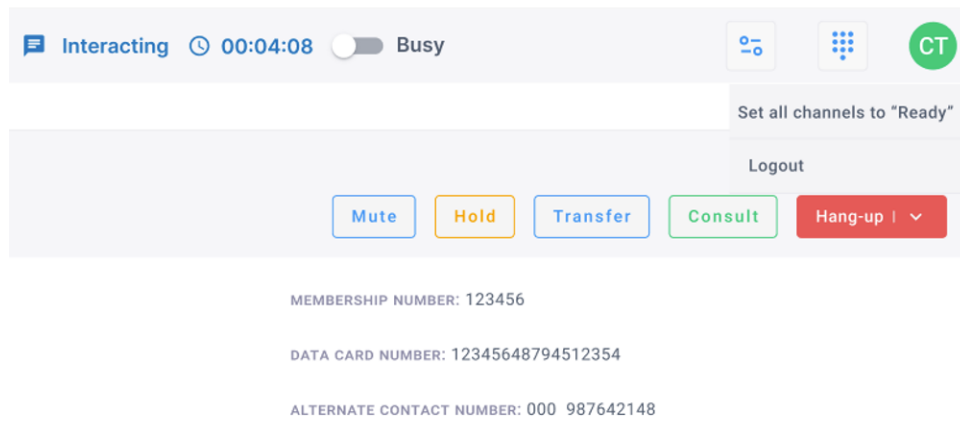## Enhance Customer Trust with Transcript Download Options

Build trust with customers by enabling conversation sharing. This feature provides customers with a tangible record of their interactions, offering a useful reference for follow-up actions. In situations where data security and compliance are critical, tenant administrators can disable transcript downloads. While customers can still copy and paste individual messages, preventing downloads adds an extra layer of security. This customizable approach allows organizations to balance the need for transparency and security.

Easy Log Out

To enhance the user-friendliness of the Voca CIC Worker Application, we have streamlined the logout process. Workers can now log out directly, without needing to switch their status to `Shift End', as long as there are no active interactions. This update simplifies the existing process, allowing Workers to log out with the flick of a switch.

Set All Channels to "Ready" with One-Click

Workers deserve complete control over their interaction flow. Traditionally, Workers must switch their status to 'Ready' for each channel upon logging in. The new **Set All Channels to Ready** button allows Workers to switch all channels (Voice, Email, Webchat) to 'Ready' in a single click, reducing unnecessary steps. This feature is particularly beneficial for Workers managing multiple channels allowing them to start conversations right away.

MEMBERSHIP NUMBER: 123456

DATA CARD NUMBER: 12345648794512354

ALTERNATE CONTACT NUMBER: 000 987642148

Enhanced Chart Hover for Voice Real-Time Dashboards

Supervisors can now leverage the improved chart hover functionality in Voice-only Real-Time Dashboards to enhance workforce management. By hovering over the 'Ready', 'Not Ready', or Talking charts, supervisors can instantly view the status of all Workers in each category. This enables supervisors to quickly identify which Workers are available and which are occupied, facilitating more efficient management of the workforce. With real-time visibility into Worker status, supervisors can strategically allocate tasks to specific Workers.

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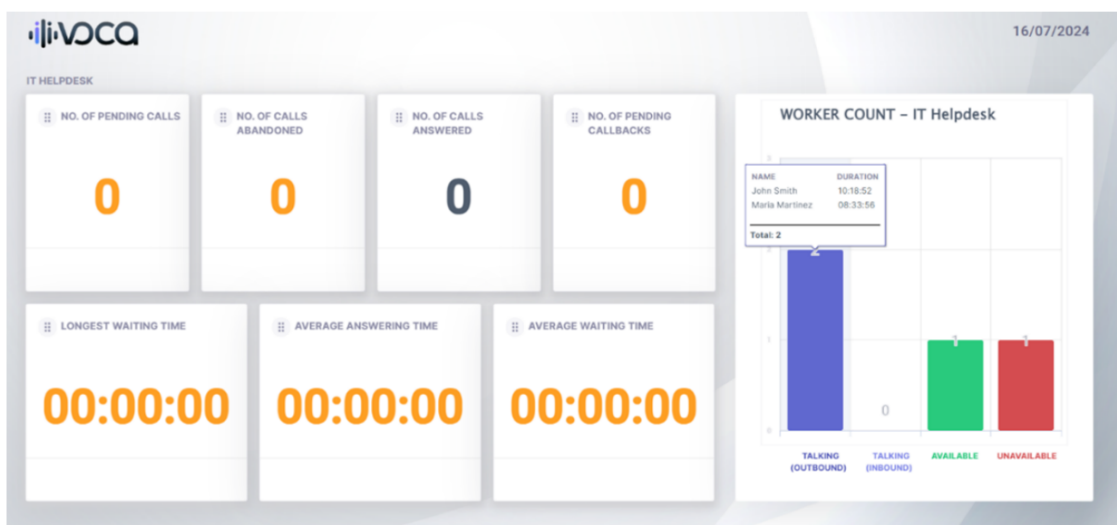
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International Headquarters

6 Ofra Haza Street

Naimi Park

Or Yehuda, 6032303, 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/

Documentation Feedback: https://online.audiocodes.com/documentation-feedback

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