Release Notes

iii·VOCA

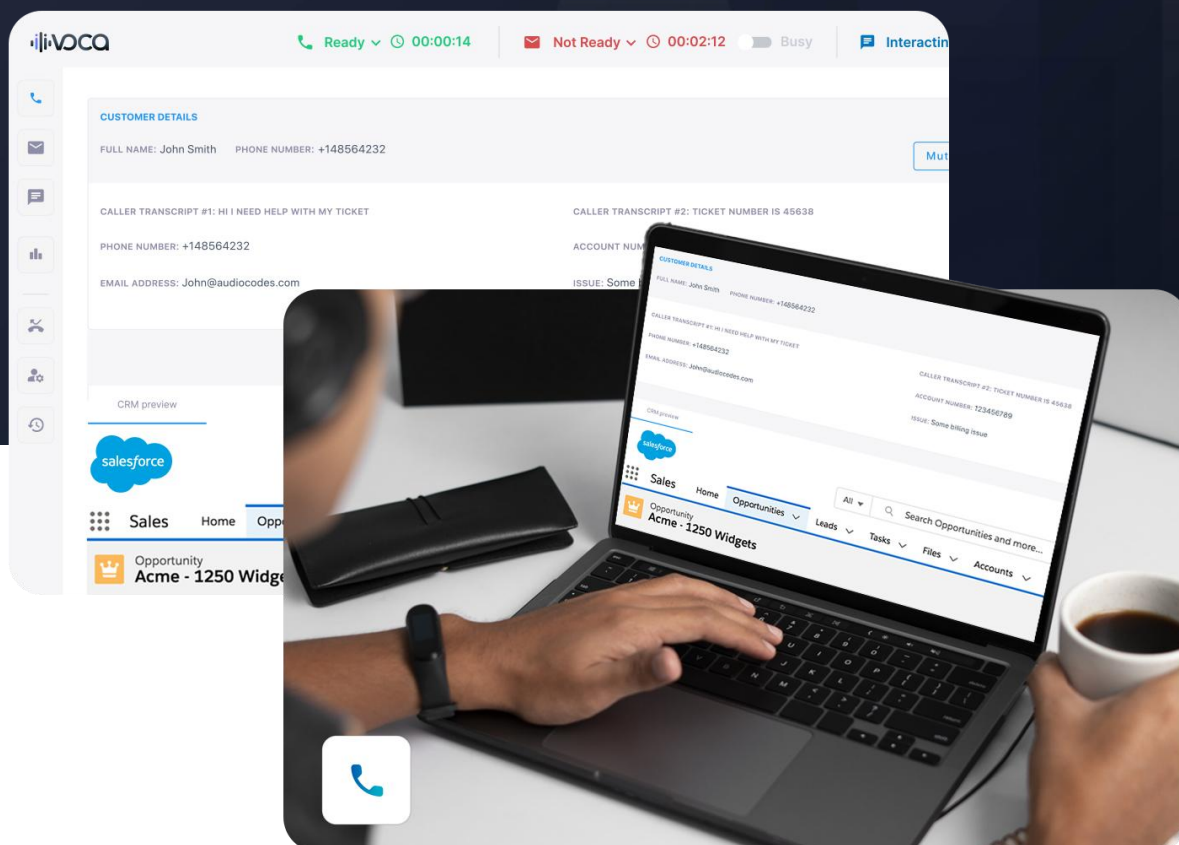**AudioCodes Voice AI Solutions**

Voca Conversational Interaction Center

Cloud-based Release

Version 12

ac audiocodes

Table of Contents

Security Vulnerabilities

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

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at https://www.audiocodes.com/services-support/maintenance-and-support.

Stay in the Loop with AudioCodes

Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

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
29034	Updated for Version 12.0

Software Revision Record

Software Revision	Release Date
12.0	August 2025

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

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at https://online.audiocodes.com/documentation-feedback.

1   Introduction

This document describes the new features introduced in the release of Version 12.0 for AudioCodes Voca Conversational Interaction Center (CIC) cloud-based application.

> (i)   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.

1.1   Solution Overview

AudioCodes Voca Conversational Interaction Center (CIC) is a certified Microsoft Teams contact center platform—purpose-built from the ground up using Microsoft Azure Communication Services (ACS) and Microsoft Teams Phone Extensibility.

Voca CIC isn't a bolt-on. It's a native Teams experience. Agents handle calls, chat, email, SMS, and AI interactions—all from a single screen inside Teams.

Supervisors manage queues, IVRs and IVAs, and manage flows without IT help. The IT team gets 99.999% uptime for voice interaction services, deep reporting, and multi-tenant controls—all delivered as a managed service or hosted in the customer's Azure cloud.

Every deployment offers the full range of contact center capabilities: conversational IVRs, IVAs, real-time dashboards, call queues, skills, reports, automation flows, call recording and CRM integration. Agent interfaces are clean and role-based, and licensing is transparent: CIC1 for lightweight CX agents, CIC2 for CX voice agents, CIC3 for voice & digital CX teams. To learn more about the available features of each CIC bundle, please visit the Voca CIC webpage on the AudioCodes website.

Voca CIC is built for flexibility. It's used at large enterprises like UCF (handling 800,000 calls annually across 40+ departments), Berry Global (Fortune500 multi-national enterprise), and Vanderlande (who replaced another Teams CCaaS after experiencing downtime). Thanks to built-in AI and omnichannel multitasking, teams can add virtual agents, automate call summaries, and handle multiple channels without complex integrations.

In 2024, Omdia called Voca CIC "the only true MultiCaaS offer for Microsoft Teams," recognizing its use of the same underlying Azure APIs and SDKs as Teams Phone itself.

After being named Best Microsoft Teams Contact Center in the 2024 CX Today Awards, Voca CIC have followed up in 2025 with a win for Best CX Deployment and a Highly Commended recognition for Best CX Partnership with AT&T.

Standards and Certifications

AudioCodes is committed to providing enablement of full GDPR and HIPAA compliance. For more information, refer to the document: [GDPR and HIPAA-Ready Notice for AudioCodes Voca Solution.](#)

Voca CIC is certified by Microsoft and tested against strict security and compliance guidelines. It holds M365 SaaS Application Security certification and meets standards like SOC2, GDPR, PCI DSS, FIPS and ISO certifications including ISO 27001 (Information Security), ISO 9001 (Quality Management), ISO 14001 (Environmental Management), ISO 45001 (Occupational Health and Safety), and ISO 27701 (Privacy Information Management). For more information, refer to the document: [AudioCodes Voca CIC - Cloud Security Architecture Overview](#).

Penetration tests are conducted multiple times a year, with results available on demand. Voca CIC delivers what others promise: a reliable, modern, and fully integrated Teams contact center—ready on day one.

The Managed Service for Voca CIC includes implementation services during the deployment phase (e.g., project management, planning and design, setup, and cutover to production) and ongoing day two services (e.g., technical support and configuration changes).

1.2   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!

1.3   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. During 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. 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.

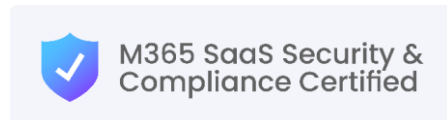Click [here](#) to start your free 30-day trial of Voca CIC!

1.4   Solution Certificates

Voca CIC proudly holds the following Microsoft certifications:

- Microsoft Teams Certified Contact Center Solution

- Microsoft 365 SaaS Security and Compliance Program

1.5   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   What's New in Version 12.0

This version includes the following new features.

2.1   Voca CIC Flex App for Lightweight CX Agents

The new Voca CIC Flex App is designed for lightweight CX agents who want more than basic call controls and queuing experience that come with the Teams client. Flex App users often sit in internal contact centers like the IT Helpdesk, Reception, Travel or small service desks who handle lower call volumes.

In the Flex App, users can expect contact center functionality like CRM integration, call wrap-up, Supervisor live monitoring, and agent hunting based on Teams Presence.

In contrast, the Voca CIC Worker App, used by high-capacity CX agents includes advanced queuing, agent settings, omnichannel and call recording for a more advanced contact center experience.
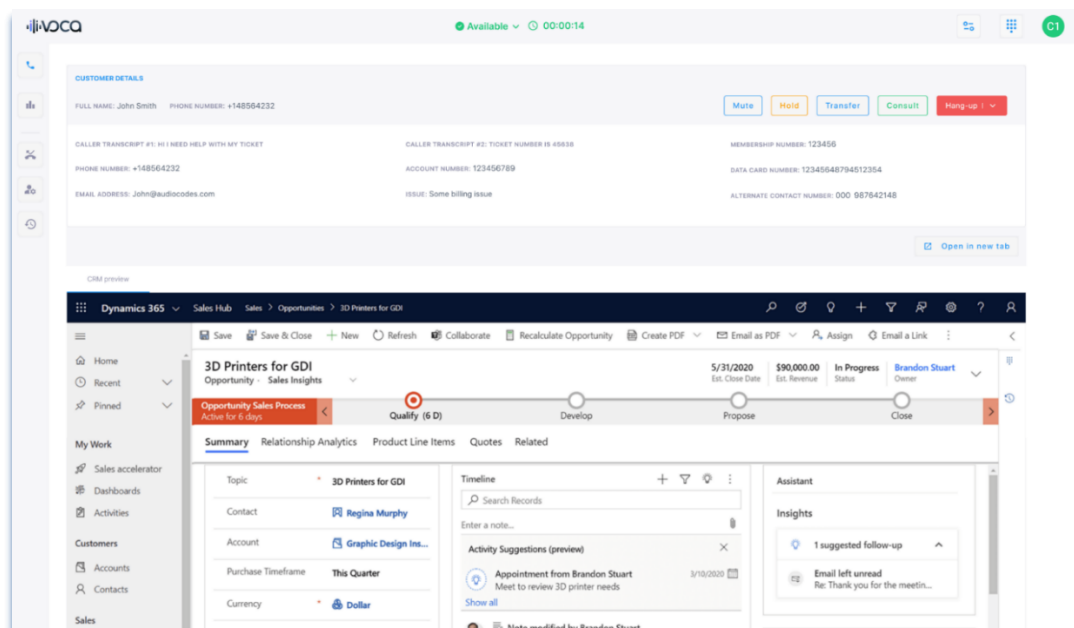
2.2   Multi-Tier & Multi-tenant Management

Voca CIC has long supported multi-tenant environments, allowing service providers to manage multiple tenants—whether different end customers, contact center desks, or sites—under a single provider instance.

With this release, we're introducing a new multi-tier management layer on top of the existing multi-tenant architecture.

This enhancement adds a third hierarchical level, enabling Service Providers to manage multiple distinct Channels (Partners), each with its own isolated set of tenants. This capability is particularly valuable for Service Providers or Partners

operating across different resellers, regions, or customer groups, each requiring independent administration and tenant isolation.

The new multi-tier, multi-tenant management capability is available directly within the Voca CIC administration portal, or through integration with AudioCodes Live Platform, providing flexible control depending on the operational model.

Whether managed centrally or via delegated access, this new structure allows for scalable, organized, and secure administration across complex deployments.

The AudioCodes Live Platform, integrated with Voca CIC, offers a powerful, cloud-based solution that enables service providers and channel partners to deliver and manage Microsoft Teams-based contact center and voice services at scale. Voca CIC's integration with Live Platform brings advanced customer engagement features—such as intelligent IVRs, AI-powered call routing, omnichannel capabilities, and live agent support—into the Live management framework, creating a seamless, end-to-end solution for both UC and contact center services.

The Voca CIC's Live platform supports a three-tier management model:

- **Service Provider (SP)** – Top-level governance, licensing oversight, and branding.

- **Channel Partner (Channel)** – Delegated control over specific customers or regions.

- **End-Customer (Tenant)** – Isolated contact center environments with per-tenant customization

Each tier benefits from role-based access, and flexible service packaging—while leveraging shared platform intelligence and security.

Key Benefits of the Voca-Enabled Live Platform:

- **Streamlined Deployment** – Rapid onboarding of new Voca CIC tenants and services across multiple layers (SP, channel, end customer) with automated provisioning.

- **Full Visibility and Control** – Centralized dashboard for managing Voca contact center features alongside voice and Teams Direct Routing services.

- **Operational Scalability** – Built-in hierarchy allows growth across markets without losing governance or introducing complexity.

2.3   Optional Integration with Customer-Owned Azure Cognitive Services

Until now, Microsoft Azure Cognitive Services—used for Text-to-Speech (TTS), Speech-to-Text (STT), and IVA call flows—were bundled into the Voca CIC license via AudioCodes' managed subscription. While this ensured a fully integrated experience, it also contributed to a higher license cost.

Starting with version 11.4, Voca CIC introduced the option for customers to bring their own Azure Text-to-Speech service. With this version 12 release, that flexibility now extends to Speech-to-Text as well.

Customers can now connect their own Azure Cognitive Services account to Voca CIC for both Text-to-Speech and Speech-to-Text, enabling a more customizable setup. For customers preferring a fully managed experience, the built-in AudioCodes subscription for Azure AI Cognitive Services remains available.

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