

# Voca Conversational Interaction Center

for Microsoft Teams



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## Related Documentation

Document Name
<a href="#">Voca Release Notes</a>
<a href="#">Voca Administrator's Guide</a>
<a href="#">Voca Installation Manual</a>

Document Name
<a href="#">Voca Interaction Center Flow Designer User's Manual</a>

## Document Revision Record

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# 1 Welcome

AudioCodes Voca is designed to provide an innovative, next-generation service experience for callers interacting with companies, tying together Workers, Agents and internal business lines under service workflows using modern Behavioral Routing and Conversational AI technologies.

Featuring a unique combination of Conversational AI, Contact Center and Voice Networking technologies, the Interaction Center solution from AudioCodes features an advanced multi-language Conversational AI interface that instantly automates IVR and Queuing by using simple, intuitive voice requests over natural language, providing out-of-the-box experience for a variety of Conversational IVR, Auto-Attendant flows and Virtual Agent use-cases.

Coupled with Voca's Contact Center capabilities, the application also includes an intuitive No-code Flow Designer, dedicated Agent and Supervisor experience, CRM integration, Skill-based routing, Real-time Dashboards and a rich set of Historical Reports, providing customers with a complete all-round Interaction Center solution.

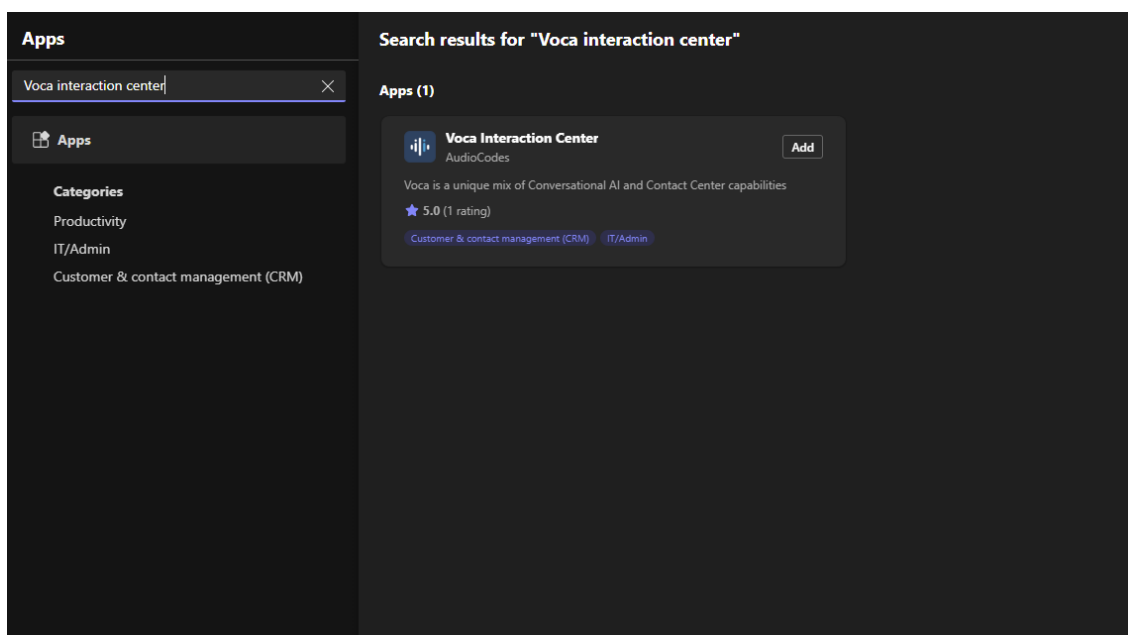
For more information on how you can enjoy Voca Conversational Interaction Center beyond your trial period, [schedule](#) a quick call with a dedicated Voca Conversational Interaction Center expert.

## 2 Adding Voca Conversational Interaction Center App to Teams

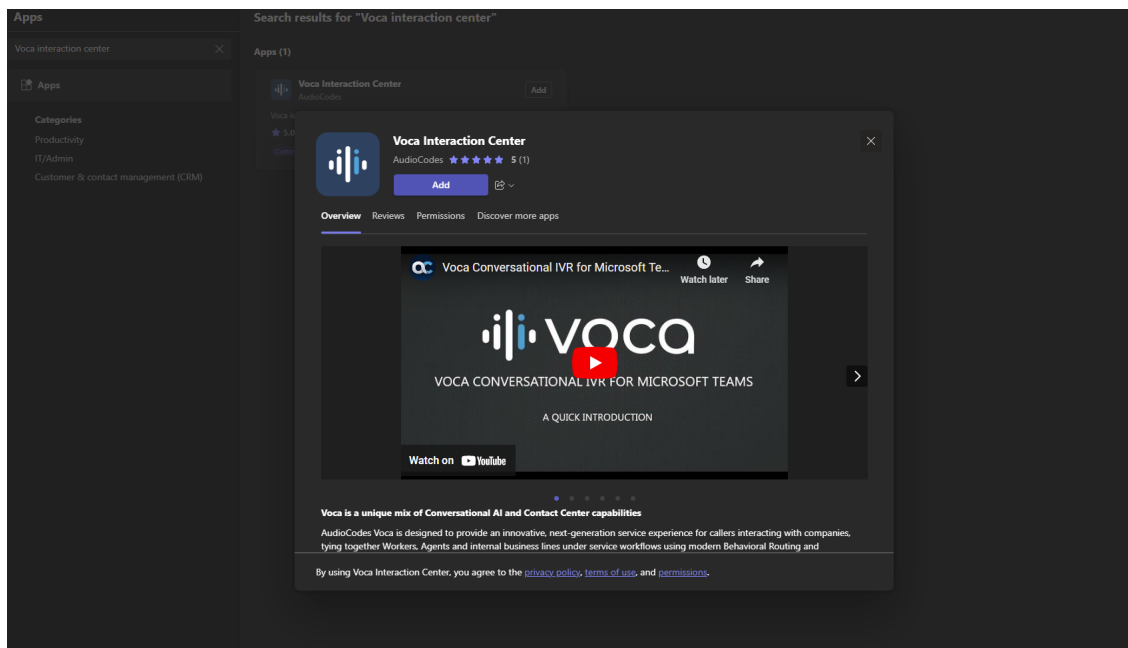
To integrate Voca Conversational Interaction Center with Teams, you need to add the Voca Conversational Interaction Center app to your Teams client. Accessing Voca Conversational Interaction Center through Teams is done using Single Sign-on (SSO) authentication, meaning you are automatically logged in to your Voca Conversational Interaction Center account using the same credentials as your Microsoft Office 365 account.

➤ **To add Voca Conversational Interaction Center app to Teams:**

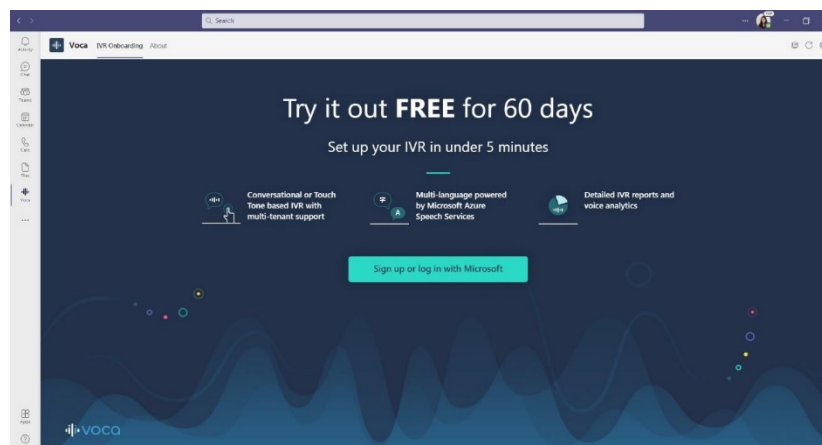
1. On your Teams side panel, click **Apps**, and then search for the Voca Interaction Center app:



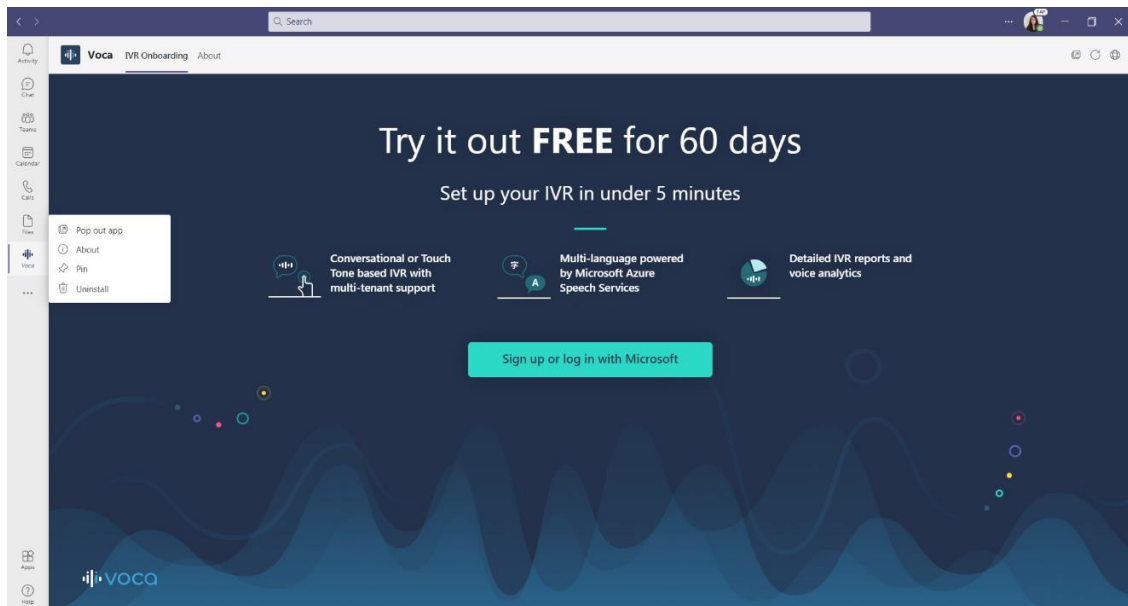
2. Click the Voca Interaction Center app; the following dialog box appears:



3. Click **Add**; the Voca Interaction Center app is added to your Teams side panel, and you are automatically redirected to the app login screen:



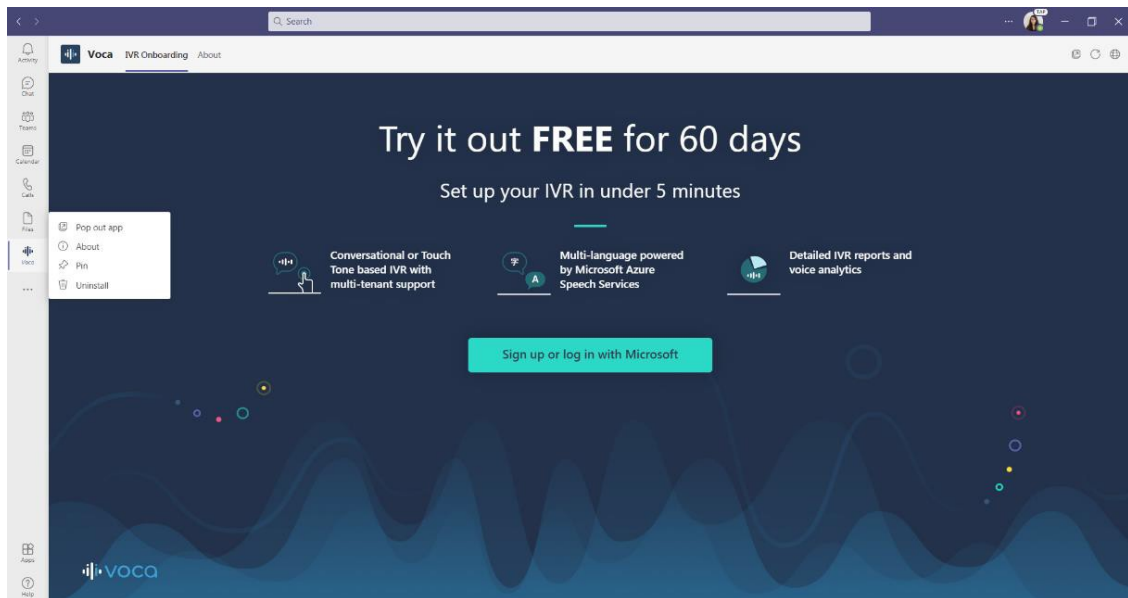
4. Pin the Voca Interaction Center app to your side panel, by right-clicking the app's icon, and then choosing **Pin** from the drop-down menu. Once pinned, the Voca Interaction Center app icon always appears on the side panel whenever you open your Teams account. If you don't pin the app, you need to select the app using the three dots on the side panel each time you want to use it.





### 3 Viewing Voca Conversational Interaction Center App in Pop-out Window

You can view the Voca Conversational Interaction Center app in a pop-out window instead of within your Teams client window. Just click the **Pop-out app** icon, which is located near the top-right corner of the Voca Conversational Interaction Center app, as shown below:



## 4 Accessing Voca Conversational Interaction Center IVR Wizard through your Web Browser

To access the Voca Conversational Interaction Center IVR Wizard through your web browser, go to <https://voca.audiocodes.io/login>.

## 5 Creating Your First Voca Conversational Interaction Center IVR

After your first login, you are automatically redirected to the Create new IVR window, where you're prompted to enter the name of your first IVR:



Make sure you choose a name that helps you quickly locate it at a later stage (for example, "New York HQ departments").

Create new IVR

Name your IVR:

Submit

voca

## 6 Choosing the IVR Type

After naming your new IVR, you now need to decide whether you want it to be a simple touch-tone (DTMF) IVR, or an advanced Conversational IVR with Voice Recognition support.



We recommend you choose **Conversational IVR** to get the full Voca Conversational Interaction Center experience, and discover how a simple, automatic voice interface can truly upgrade your main line calling experience for customers.

What type of IVR would you like to create?



Touch Tone (DTMF)



Conversational IVR

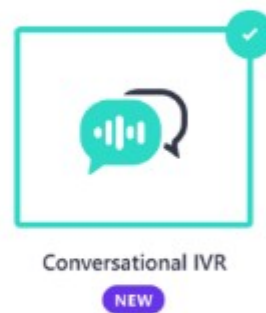
NEW

## 7 Building and Configuring your Conversational IVR

➤ To build your IVR:

1. Choose the **Conversational IVR** option:

What type of IVR would you like to create?



Next

2. Choose your Conversational IVR's language:

### What language will your Conversational IVR be in?

English US

Deutsch

Español (Mexico)

Español (Spain)

Español (USA)

English UK

English AU

Português

Français

Nederlands

Italiano

Русский

普通话

עברית

+ Didn't find your language?

Back

Next

The language you choose determines how Voca Conversational Interaction Center interacts with your callers and recognizes their voice requests. To ensure the best possible performance, choose the language that you and most of your callers use.

In the Voca Conversational Interaction Center Advanced Mode, you can always tweak and optimize the coverage of different accents or pronunciations your callers might be using.

If your language isn't listed, click **Didn't find your language?**, and let us know which language from the Microsoft Azure Speech Services supported languages you would like to see next on Voca Conversational Interaction Center. Until then, you can choose one of the supported languages, or choose to build a touch-tone (DTMF) IVR instead.

What language will your Conversational IVR be in?

English US Deutsch Español (Mexico) Español (Spain) Español (USA) English UK

Italiano Русский

Didn't find your language?

We are continuously working on expanding our language support.  
Let us know which language you would like to see next!

Select Language

Cancel Request

+ Didn't find your language?

Back Next

3. Click **Next**.
4. From the Choose Country drop-down list, select the country you would like your IVR to be available. Your local access number for this IVR is generated based on your selection here, so make sure you choose the country your callers will be calling to and from.

### What country would you like your IVR to be available from?

What country would you like your IVR to be available from?

Your local IVR access number will be generated based on your selection

Choose Country

Back Next

5. Click **Next**.
6. In the text pane, add your IVR destinations. Destinations are usually departments, branches, or teams your callers typically ask for, such as human resources or sales and customer service. As displayed, we've added some popular destinations that may also be relevant to your business. To add a new destination, simply type the name in the box, and press Enter. If you want to delete a destination, simply click the "x" next to it. You can continue editing these destinations in the next step of the IVR builder, including changing their names, adding new ones, and deleting those that are no longer relevant.

### Add IVR destinations

Enter names of departments or branches

We've added some suggestions, you can remove the ones you don't need

Customer support X

Sales X

Finance X

+ AUTOMATED INFORMATION

Enter destinations that trigger a prompt or SMS, for example "Opening hours"

Please use a different department name for each destination

Back

Next

7. Click **Next**.
8. Configure the **Automated Information** destinations. Voca Conversational Interaction Center allows you to set a few destinations that doesn't simply transfer the call to an extension, but instead triggers a playback message or automatically sends an SMS to the caller. This Automated Information feature is best used for general requests such as opening hours, address and navigation queries, checking package tracking status, or anything else you can think of that may help take the pressure off your receptionists. To add a new automated information destination, simply type the name in the text box, and then press Enter. If you want to delete a destination, simply click the "x" next to it. You can continue editing these destinations in the next step of the IVR builder, including changing their names and triggered action, adding new ones and deleting those that are no longer relevant.



## Add IVR destinations

### Enter names of departments or branches

We've added some suggestions, you can remove the ones you don't need

Customer support ✕ Sales ✕ Finance ✕

— **AUTOMATED INFORMATION** Enter destinations that trigger a prompt or SMS, for example "Opening hours"

Destinations

Please use a different department name for each destination

Back

Next

9. Click **Next**.

## 8 Configuring Destinations for Call Transfer

1. Select the destination you wish to configure, and edit by clicking on it. Once selected, its details are displayed on the right-side panel.

**Configure IVR destinations**

---

▼ Branches or Departments

**Customer support**

Finance

Sales


▼ Destinations that trigger prompts

▼ Fallback (mandatory)

Operator

### Customer support

Destination's phone number

 United States +1

**Aliases** (other things people may say to reach this destination)

Support ✕ Customer service ✕ Support tickets ✕

We've added some suggestions, you can remove the ones you don't need

Back

Next

2. In the configuration panel, you can change the destination name, enter the relevant extension number, and add aliases for the destination. As displayed, we've added some popular aliases that may be relevant to this destination.

### Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts

▼ Fallback (mandatory)

Operator

#### Customer support

Destination's phone number

United States +1

Aliases (other things people may say to reach this destination)

Support ✕ Customer service ✕ Support tickets ✕

We've added some suggestions, you can remove the ones you don't need

Back

Next

3. To add a new alias, type the name in the field, and then press Enter. If you want to delete an alias, click the "x" sign.



Aliases exist to make sure Voca Conversational Interaction Center understands and covers what people may say to reach this specific destination. For example, for reaching the "Support" department, some callers may ask for "Customer support" or "Support tickets". By defining these as aliases for the "Support" destination, you can make sure that callers using the different terms are transferred to the correct department.

4. If you want to remove a destination from your IVR, click the corresponding trash icon:

## Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales


▼ Destinations that trigger prompts

▼ Fallback (mandatory)

Operator

Customer support

Destination's phone number

 United States +1

Aliases (other things people may say to reach this destination)

Support ✕

Customer service ✕

Support tickets ✕

We've added some suggestions, you can remove the ones you don't need

Back

Next

## 9 Configuring Destination for Automated Information Requests

1. Choose the automated information destination you wish to configure, and then click it to edit it. Once chosen, its details are displayed on the right-side panel.

**Configure IVR destinations**

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts

Navigation


▼ Fallback (mandatory)

Operator

### Navigation

☒ Play Prompt ☐ Send SMS

Drag and drop file here or [Browse](#)  
(MP3/WAV up to 2Mb)



**Aliases** (other things people may say to reach this destination)

Aliases

We've added some suggestions, you can remove the ones you don't need

Back

Next

In the configuration panel, you can change the destination name, choose and edit the action it triggers, and add aliases to this destination. To add a new alias, type the name in the field, and then press Enter. If you want to delete an alias, click the "x" sign next to it.



Aliases exist to make sure Voca Conversational Interaction Center covers and understands what people may say to reach this specific destination. For example, for “Address”, some callers may ask for “Directions” and/or “Navigation”. By defining these as aliases for the ‘Address’ destination, you can make sure that callers using the different terms are correctly associated with the same general information request.

2. If you configured the destination to play a prompt when triggered, this is where you can add the relevant recording. You can upload an existing one from your computer by dragging and dropping or by browsing and selecting it.

### Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts


Navigation


▼ Fallback (mandatory)

Operator

#### Navigation

☒ Play Prompt ☐ Send SMS

 Drag and drop file here or [Browse](#)  
(MP3/WAV up to 2Mb)



**Aliases** (other things people may say to reach this destination)

Aliases

We've added some suggestions, you can remove the ones you don't need

Back

Next



The Voca Conversational Interaction Center IVR supports WAV and MP3 files only, and up to 2 MB in size.

Alternatively, you can record a new one directly through Voca Conversational Interaction Center IVR.

### Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts

Navigation


▼ Fallback (mandatory)

Operator

### Navigation

☒ Play Prompt ☐ Send SMS

Drag and drop file here or [Browse](#)  
(MP3/WAV up to 2Mb)



**Aliases** (other things people may say to reach this destination)

Aliases

We've added some suggestions, you can remove the ones you don't need

Back

Next

To record a prompt through the app:

- Click the red recording icon:

## Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts

Navigation


▼ Fallback (mandatory)

Operator

### Navigation

☒ Play Prompt ☐ Send SMS

Drag and drop file here or [Browse](#)  
(MP3/WAV up to 2Mb)



**Aliases** (other things people may say to reach this destination)

Aliases

We've added some suggestions, you can remove the ones you don't need

Back

Next

- b. Click the **Start recording** icon when you're ready to start recording your prompt.

## Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts


Navigation

▼ Fallback (mandatory)

Operator

### Navigation

☒ Play Prompt ☐ Send SMS

 Start recording

×

**Aliases** (other things people may say to reach this destination)

Aliases

We've added some suggestions, you can remove the ones you don't need

Back

Next



- c. When you've finished recording the prompt, click **Stop recording**:

### Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts



Navigation

▼ Fallback (mandatory)

Operator

#### Navigation

☒ Play Prompt ☐ Send SMS

 Stop recording 00:00:04 

**Aliases** (other things people may say to reach this destination)

Aliases

We've added some suggestions, you can remove the ones you don't need

Back

Next

- d. You can listen to the recording you just created, by clicking play, or delete it and start over, by clicking the corresponding trash icon:

### Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts



✓ Navigation

▼ Fallback (mandatory)

Operator

#### Navigation

☒ Play Prompt ☐ Send SMS

 Untitled 00:00:01 

**Aliases** (other things people may say to reach this destination)

Aliases

We've added some suggestions, you can remove the ones you don't need

Back

Next

3. If you configured the destination to trigger an SMS, this is where you can type in the text you want the caller to receive:

### Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts

Navigation

▼ Fallback (mandatory)

Operator

#### Navigation

☐ Play Prompt ☒ Send SMS

0/306

Enter message

Aliases (other things people may say to reach this destination)

Aliases

We've added some suggestions, you can remove the ones you don't need

Back

Next



You can always change the trigger action for automated information destinations. However, if you choose to change the trigger action after uploading or recording a prompt, or typing the SMS content, please keep in mind that the existing prompt or SMS will be deleted.

4. If you want to delete the entire destination from your IVR, click the corresponding trash icon:

## Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts

Navigation

▼ Fallback (mandatory)

Operator

### Navigation

☐ Play Prompt ☒ Send SMS

0/306

Enter message

**Aliases** (other things people may say to reach this destination)

Aliases

We've added some suggestions, you can remove the ones you don't need

Back

Next

## 10 Configuring the Operator (Fallback) Destination

The Operator destination is mandatory and is defined as a fallback option. Calls are automatically transferred to the operator in cases where no answer or request was provided by the caller. Callers can also press 0 to reach the operator.

In the configuration panel for this destination, you can only add the extension number.

### Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts


Navigation

▼ Fallback (mandatory)

Operator

#### Operator

Destination's phone number

 United States +1

Calls will be automatically transferred to the operator in cases where no answer or request was provided by the caller.

Back

Next

When done configuring all your destinations, click **Next**.

## 11 Building and Configuring your Touch Tone (DTMF) IVR

1. Choose the **Touch Tone (DTMF)** IVR option:

What type of IVR would you like to create?



Touch Tone (DTMF)



Conversational IVR

NEW

Next

2. Click **Next**.
3. From the drop-down list, select the country you would like your IVR to be available. Your local access number for this IVR is generated based on your selection here, so make sure you choose the country your callers will be calling to and from.

## What country would you like your IVR to be available from?

Your local IVR access number will be generated based on your selection

Choose Country ▼

Back

Next

4. Click **Next**.
5. Add your IVR destinations in the displayed table. Each line represents a different destination and its relevant digit number. Destinations are usually the departments and teams your callers ask for, such as human resources or sales and customer service.

The **Operator** destination is mandatory and is defined as a fallback option. Calls are automatically transferred to the operator in cases where no answer or request was provided by the caller. Callers can also press 0 to reach the operator.

## Add IVR destinations

0	Operator	→ Transfer Call	United States +1	
1	+ Add new destination			
2	+ Add new destination			
3	+ Add new destination			
4	+ Add new destination			
5	+ Add new destination			
6	+ Add new destination			
7	+ Add new destination			
8	+ Add new destination			
9	+ Add new destination			
*	+ Add new destination			
#	+ Add new destination			

At least 1 row must be filled properly

Back

Next

- Choose the number destination you wish to configure, and edit by clicking on it. Once clicked, select the type of destination - **Transfer Call**, **Send SMS**, or **Play Prompt**:

## Add IVR destinations

0	Operator	→ Transfer Call	United States +1	
1		→ Transfer Call	Send SMS	Play Prompt

- Transfer call:** Type the extension number in the text box, and then select the relevant country:

## Add IVR destinations

0	Operator	→ Transfer Call	United States +1	
1	Destination 1	→ Transfer Call	United States +1	

- **Send SMS:** Type the SMS content you would like to send to the caller when reaching this destination:

### Add IVR destinations

0	Operator	→ Transfer Call	United States +1	
1	Destination 1	≡ Send SMS		

- **Play Prompt:** Choose whether you would like to upload an existing prompt, or record a new one directly through the app:

### Add IVR destinations

0	Operator	→ Transfer Call	United States +1	
1	Destination 1	🔊 Play Prompt	Drag and drop file here or <a href="#">Browse</a> (MP3/WAV up to 2Mb)	

When uploading an existing prompt from your computer, you can use drag-and-drop file or browse.



The Voca Conversational Interaction Center IVR supports WAV and MP3 files only, and up to 2 MB in size.

To record a prompt through the app:

- Click the red recording icon:

### Add IVR destinations

0	Operator	→ Transfer Call	United States +1	
1	Destination 1	🔊 Play Prompt	Drag and drop file here or <a href="#">Browse</a> (MP3/WAV up to 2Mb)	

- Click the **Start recording** icon when you're ready to start recording your prompt:

### Add IVR destinations

0	Operator	→ Transfer Call	United States +1	
1	Destination 1	🔊 Play Prompt	Start recording	

- When you've finished recording the prompt, click the **Stop recording** icon:



### Add IVR destinations

0	Operator	→ Transfer Call	United States +1	
1	Destination 1	Play Prompt	Stop recording 00:00:03	

- iv. You can listen to the recording you just created, by clicking the play icon, or delete it and start over, by clicking the trash icon:

### Add IVR destinations

0	Operator	→ Transfer Call	United States +1	
1	Destination 1	Play Prompt	Untitled 00:00:53	



- You can always change the destination type by clicking on its name.
- If you want to change the digit number associated with a certain destination, simply drag and drop it in the desired line.
- You can always change the destination type by clicking the type icon and choosing a new one from the drop-down list.

### Add IVR destinations

0	Operator	→ Transfer Call	United States +1	
1	Destination 1	Play Prompt	Untitled 00:00:53	
2	Destination 2	→ Transfer Call	United States +1	
3	+ Add new destination	<div>  Transfer Call         </div>		
4	+ Add new destination	<div>  Send SMS         </div>		
5	+ Add new destination	<div>  Play Prompt         </div>		
6	+ Add new destination			

7. If you want to delete the entire destination from your IVR, click the corresponding trash icon.

### Add IVR destinations

0	Operator	→ Transfer Call	United States +1	
1	Destination 1	Play Prompt	Untitled 00:00:53	
2	Destination 2	→ Transfer Call	United States +1	

## 12 Uploading and Recording a Welcome Greeting

The final stage before completing your IVR is to create a welcome greeting your callers hear when dialing in.

1. Choose whether you would like to upload an existing prompt from your computer or record a new one directly through the app

### Create a welcome greeting

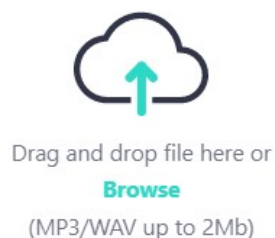


Back

Done

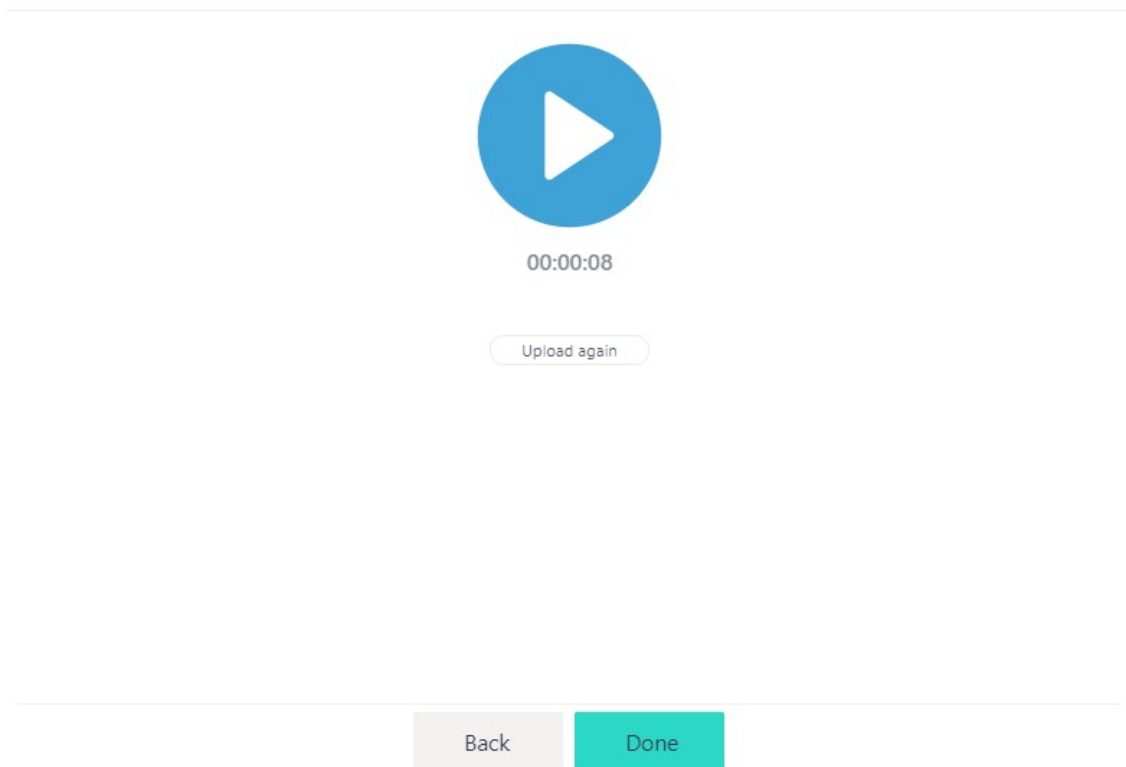
When uploading an existing prompt from your computer, you can drag and drop, or browse and select it.

### Create a welcome greeting



2. Once your file uploads successfully, you can listen to it by clicking the play icon.
3. If you want to remove the uploaded file and choose a different one, click the "x" next to the name of the file.
4. If you are happy with your recording, click **Done**.

## Create a welcome greeting



The Voca Conversational Interaction Center IVR supports WAV and MP3 files only, and up to 2 MB in size.

### ➤ To record a prompt through the app:

1. Click the red recording icon.

## Create a welcome greeting



Press to record

2. When you have finished recording the prompt, click stop recording.

### Create a welcome greeting



00:00:02

3. You can listen to the recording you just created by clicking play or start over by clicking record again.
4. If you are happy with your recording, click **Done**.

### Create a welcome greeting



00:01:01

Record again

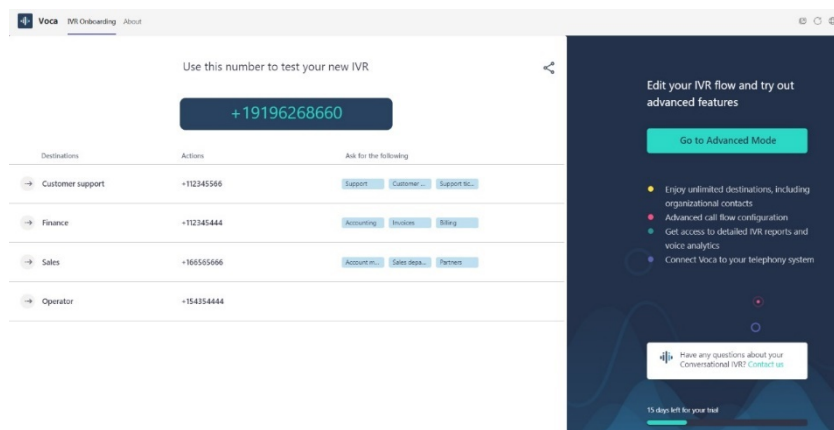
Back

Done

## 13 Your IVR Summary Page

The summary page is designed to help you test your new IVR, by having a run-through of the IVR access number, destinations and their aliases organized in one single place. You can also share this IVR summary with others.

1. After you complete the IVR builder stages, you are redirected to the IVR summary page.



- IVR configuration may take several minutes. Even if you leave the app, we'll let you know once it's ready by email. You can access your IVR summary at any time to test the IVR.
- Click the share icon near the top-right corner to quickly share the new IVR details and summary with colleagues.

2. Your IVR access number is displayed on top.

Use this number to test your new IVR

+19196268660

This is the number you need to call to try out the IVR that you just created!



To quickly make your Voca Conversational Interaction Center IVR available to callers, you can use a simple call forward rule between your main line and the Voca Conversational Interaction Center access number.

3. Access the Voca Conversational Interaction Center Advanced Mode, by clicking **Go to Advanced Mode** in the right-side panel.

## Edit your IVR flow and try out advanced features

Go to Advanced Mode

- Enjoy unlimited destinations, including organizational contacts
- Advanced call flow configuration
- Get access to detailed IVR reports and voice analytics
- Connect Voca to your telephony system

For more information on what you can do in Advanced Mode, see [Voca Conversational Interaction Center Advanced Mode Management Interface](#) on page 37.

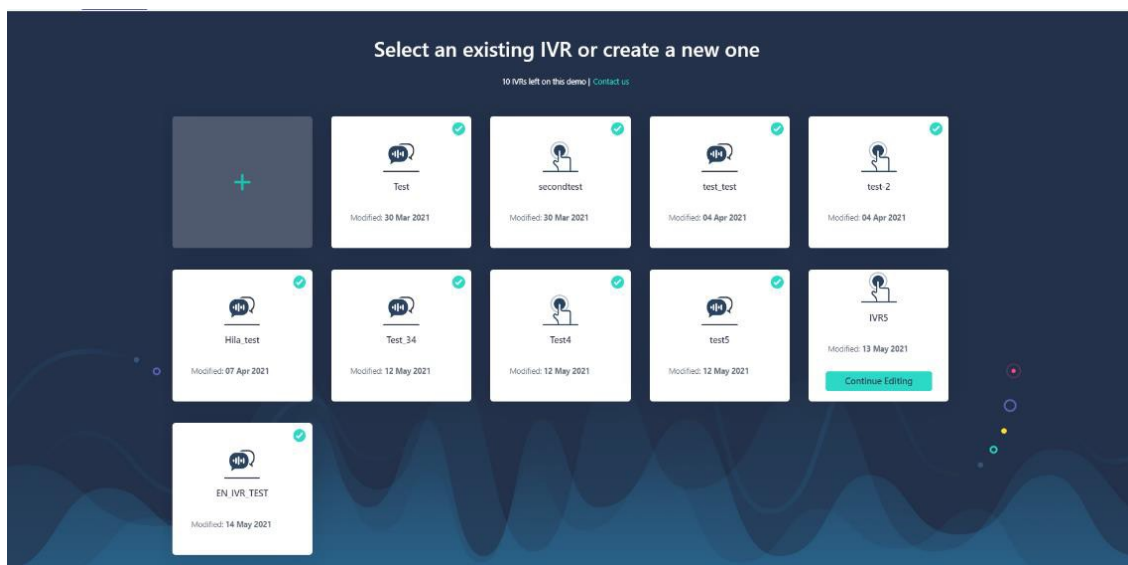


Once you move to edit your IVR in the Advanced Mode portal, not all changes made through it are reflected in the Summary page. Make sure to always go back to Advanced Mode for the latest configuration details.

## 14 Accessing your Existing IVRs and Creating Additional IVRs

The Voca Conversational Interaction Center IVR allows you to create up to 20 IVRs during your trial period. These IVRs can be of different types (Conversational or Touch-tone) and using different languages.

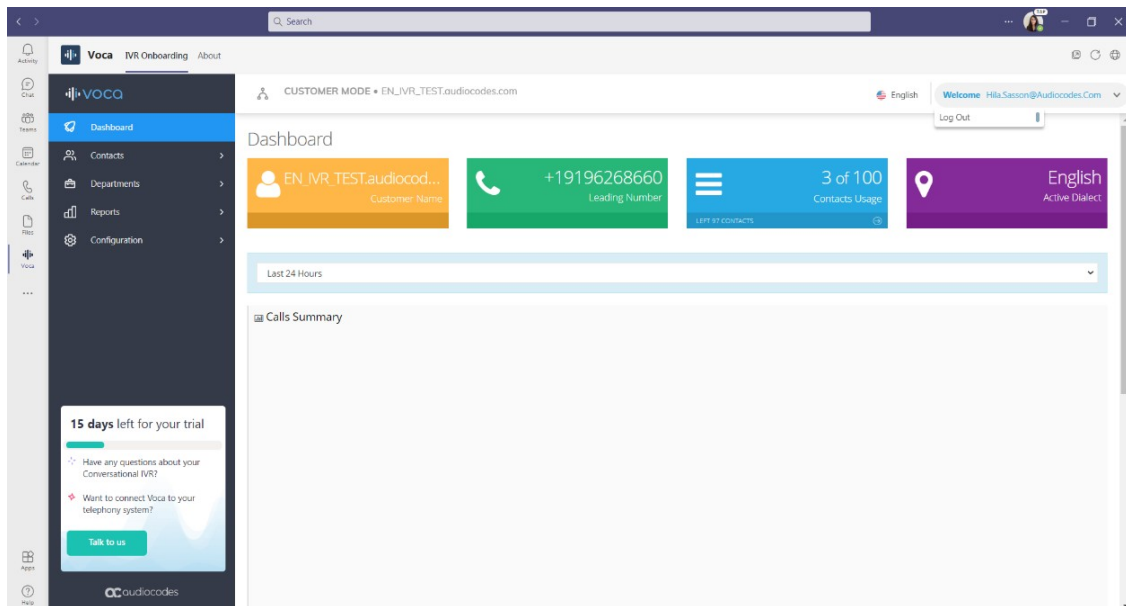
To access your previously created IVRs, login to the app, open the Select an existing IVR window, and then choose the IVR you wish to explore.



If you wish to create additional IVRs, you can do so from the Select an existing IVR window, by clicking the + sign. Clicking the + sign takes you to the Create new IVR window, where you are prompted to give your new IVR a name:



Clicking on a completed IVR takes you to the Voca Conversational Interaction Center Advanced Mode. To return to the wizard, click **Log Out**, and then sign in to the app again:





## 15 Voca Conversational Interaction Center Advanced Mode Management Interface

Voca Conversational Interaction Center's Advanced Mode is a self-serve management portal, where you can fully manage, optimize and operate your IVRs. The Advanced Mode offers advanced call flow configuration, unlimited destinations including organizational contacts, and full access to detailed IVR reports and voice analytics. Through Advanced Mode, you can also choose to fully connect Voca Conversational Interaction Center to your existing telephony system.

For more details about Voca Conversational Interaction Center's Advanced Mode, read the [Voca Administrator's Guide](#).

## 16 About Voca Conversational Interaction Center for Teams

The Voca Conversational Interaction Center for Teams application was designed as an onboarding tool to help users get a quick taste of the full Voca Conversational Interaction Center experience.

The tool was built for any end customers or partners that wish to onboard their end customers to give a first impression of what Voca Conversational Interaction Center can do within the Microsoft Teams voice ecosystem.

The app offers a 60-day free trial period, during which users can enjoy all that Voca Conversational Interaction Center has to offer, including the feature-rich Advanced Mode portal.

During the trial period, our Voca Conversational Interaction Center experts will stay in touch with you to guide you through the wizard, answer any questions you may have, and help you create your journey to full Voca Conversational Interaction Center production.

At the end of the 60-day trial, your created IVRs and Advanced Mode access will be disabled. We will keep your information for another 14 days, after which we will permanently delete it to comply with data security regulations.

Please feel free to contact us at any point before, during and after your trial period. You can [schedule](#) a quick call with a dedicated Voca Conversational Interaction Center expert.

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