

Product Notice #0510



Release of Voca Version 10.3 for General Availability

AudioCodes is excited to announce the release of Voca Conversational Interaction Center (CIC) Software Version 10.3 for General Availability (GA)!

This release includes new agent, supervisor, and reporting capabilities for Voca CIC.

For more information on this release, please see the [Voca Release Notes](#) on AudioCodes website.

Major Features

- Real-time agent coaching (supervisor listen-in, barge-in, and whisper) for the Voca Worker Application
- Improved desktop incoming call notifications for the Voca Worker Application
- Agent customized caller ID for outbound calls
- Broadcast routing for Voca Worker Application
- Reporting enhancements

Voca Online Onboarding Experience



Try Voca online and build a contact center flow in just a few minutes, with a phone number provided by AudioCodes free of charge for 30 days! Visit the Voca onboarding experience on [Teams](#) or [Web](#).

Solution Certification

The Voca CIC solution is a [Microsoft-certified Contact Center for Teams](#). The solution is also certified as part of the [M365 SaaS Security & Compliance program](#).

Affected Products

Voca Conversational Interaction Center



If you have any questions, contact us at
<https://www.audiocodes.com/corporate/offices-worldwide>

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