

AudioCodes Training Academy

Voca Conversational Interaction Center (CIC)

- Professional Certification -

AudioCodes training for Voca CIC is designed to provide IT leaders and contact center engineers experience in configuring and maintaining the AudioCodes Voca CIC solution for Microsoft Teams.

Training Syllabus

Day 1: Introduction and Conversational Auto-attendant

■ Introduction to Voca

- Voca market fit and journey
- Voca use cases
- Voca key highlights:
 - Microsoft Azure native Teams integration
 - Conversational AI
 - Named / Concurrent based commercial model
 - Deployment and scalability
 - Complete calling and contact center for Microsoft Teams
- Voca feature highlights:
 - Flow designer
 - Call queues
 - Worker and Supervisor desktop experience
 - Real-time dashboard
 - Reports
 - Role-based access
 - Omnichannel

■ Voca Cloud Architecture

- Architecture overview
- Cloud design principles
- Call flow overview

■ Tenant View

- Understanding the Voca web-based management interface
- Role-based access

■ AI Receptionist - Conversational Auto-attendant

- Getting familiar with Auto-attendant use cases
- Configuring Voca for Auto-attendant
- Synchronization methods
- Voice recognition overview

■ Hands-on Lab 1

- Build a conversational Auto-attendant

Day 2: Flow Designer and Contact Center Setup

■ Morning Coffee and Recap

■ IVA and Automation Flows

- Introduction to Voca Flow Designer
- Understanding no-code flow designer capabilities and building blocks

■ Hands-on Lab 2

- Flow Designer IVA

■ Voice Channel

- Formal vs. Informal Agents
- **Worker Queue**
 - Worker Application overview (handling interactions and accessing customer information)
 - Worker Queue configuration - Routing and Queues:
Configuring skills, Workers, Worker status events, Worker groups, Flex and Worker (Skill-based) queues
- **Flex Queue**
 - Flex Application overview
 - Flex Queue configuration
 - System settings - Teams presence settings
- Hybrid Worker
- Real-time dashboard - call queue reports and interaction center reports
- Supervisor Application overview:
 - Monitoring and managing Workers, real-time statistics and reporting
 - Supervisor web management access

■ Hands-on Lab 3

- Contact center, including voice channels and queues

Day 3: Omnichannel Setup and Reports

- **Morning Coffee and Recap**
- **Email Channel**
 - Interaction manager for email
 - Configuring contact center for email interaction channel
- **Hands-on Lab 4**
 - Contact center for the Email channel
- **Chat Channel**
 - Interaction manager for Webchat and SMS
 - Configuring contact center for Chat interaction channel
 - Building a website widget
- **Hands-on Lab 5**
 - Contact center for the Chat channel
- **Reports**
 - Call queue reports
 - Interaction center reports
 - Drill-down reports

Day 4: Final Labs and Certification Exam

- **Overall Recap**
- **Labs**
- **Certification Exam**
 - 60 multiple-choice questions