audiocodes

Product Notice #0526

Release of Voca CIC Version 10.5 for General Availability

AudioCodes is excited to announce the release of Voca Conversational Interaction Center (CIC) Software Version 10.5 for General Availability (GA)!

This release includes a new report and an enhancement to Workers' UX for Voca CIC.

For more information on this release, please see the Voca *Release Notes* on AudioCodes website.

Major Features

- **Journey Manager Report**, enabling Contact Center managers and supervisors to analyze each call in the highest resolution possible.
- **Live Back Office Phonebook**, allowing quick search and connect with colleagues while seamlessly checking real-time Teams presence status.

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

Announcement Date

January 25, 2024