Voca Conversational Interaction Center

Version 12.0

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Related Documentation

Document Name
Voca CIC Release Notes
Voca CIC Flow Designer User's Manual
Voca CIC Worker & Supervisor Application User's Manual

Document Revision Record

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13184	New document for Ver. 12.0

Software Revision Record

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12.0	August 2025

Table of Contents

1   Overview

This document provides technical guidance for Channels managing Voca CIC under the new commercial model. It outlines how the new bundles, add-ons, and policies are reflected in the system, and what controls and configuration options are available across different levels of administration. As a Super Admin, you will see the full picture of how Voca CIC is structured from service provider and channel management down to tenant-level administration. The goal is to ensure clear visibility, smooth onboarding, and consistent governance across all environments where Voca CIC is deployed.

Administrative Hierarchy

■ **Tenant Level**

- Represents the end-customer's administrative domain.

- The tenant admin configures day-to-day contact center settings, assigns agents to bundles (CIC1, CIC2, CIC3), and manages call flows, IVR/IVA capacity, and add-ons.

- Tenant admins cannot exceed the license limits defined by their channel, but they have full control over routing logic, app usage (Flex vs. Worker), and reporting for their own organization.

  For details, see Tenants on page 3.

Licensing Tiers & Add-ons

Voca CIC introduces three distinct license tiers designed to align with different agent profiles and usage patterns.

■ **Virtual Agent**– Used for IVR support only

■ **CIC1 (Named Agent)** - Built for informal or lightweight agents who only require enhanced CX features on top of Microsoft Teams. These agents access the Voca Flex App and benefit from unlimited queuing and basic contact center functionality. CIC1 is licensed per named user, ensuring affordability but with limited extensibility (no floating license support, no Worker App).

■ **CIC2 (Concurrent Agent)** - Designed for formal CX agents who are frequent and heavy users of the contact center. Provides access to the Voca Worker App with advanced routing, presence integration, reporting, and compliance call recording powered by Interaction Insights. Licensing is concurrent, allowing flexibility across agent pools, but restricted to the maximum number of simultaneous active seats purchased.

■ **CIC3 (Concurrent Agent Premium)** - Targeted at enterprise-grade agents requiring the full breadth of capabilities. Includes everything in CIC2 plus enhanced scalability, compliance recording, and advanced add-on integration. CIC3 agents benefit most from planned bursting and floating license options, but remain bounded by fair use guidelines.

In addition, Voca CIC offers Add-ons that extend the core tiers:

- ■ **CIC Sessions -** Expands IVR/IVA concurrent session capacity beyond the bundle's included allocation (capped per-seat).

- ■ I**VA Services** - Provides pre-integrated conversational AI powered by AudioCodes, for customers who do not bring their own Azure Cognitive Services.
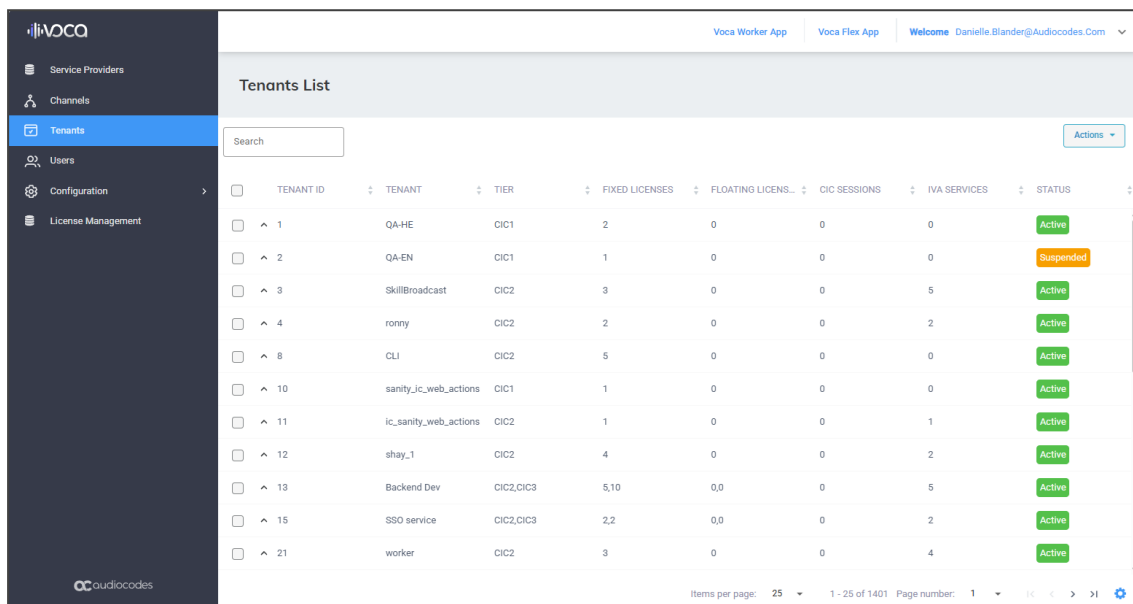
Each tier and add-on is carefully designed to balance flexibility, scalability, and cost efficiency, while enforcing fair use policies that safeguard performance and service integrity.

> ⚠️ **Note**: Floating Licenses are available at a premium, enabling channel partners and large enterprises to dynamically allocate licenses across multiple tenants.

2   Tenants

The Tenants view presents a consolidated overview of all low-level entities in the system. From this section, Administrators can quickly review license allocations and monitor active services. This view serves as the foundation for managing large-scale deployments, ensuring that resources are correctly distributed and that licensing, add-ons, and service health remain aligned with operational needs.

Track allocation and other key details for each Tenant, including:

Column Heading	Description
Tenant ID	The ID of the Tenant.
Tenant Name	The name of the Tenant entity.
Tier	The type of licenses that are assigned to this tenant (Virtual Agent, CIC1, CIC2, CIC3).
Fixed Licenses	Number of fixed (dedicated) licenses assigned to this Tenant.
Floating Licenses	Number of floating (shared) licenses assigned to this Tenant.
CIC Sessions	Number of CIC Sessions Add-on licenses assigned to this Tenant. (Used to expand IVR/IVA concurrent session capacity)
IVA Services	Number of IVA Services Add-ons assigned to this Tenant.

Column Heading	Description
	(Used for pre-integrated conversational AI capabilities)
Status	The current status of the Tenant (Active or Suspended)

Expanding a Record

By expanding the record, the Administrator can see a list of Channel Administrators for this Channel.

Add a New Tenant

➤ **To add a new tenant**

1.   From the Navigation pane, select **Tenants**.

2.   Click **Add New**.

3. Give the tenant a name.

4. Under 'Settings', fill in the following:

    ●   'Tenant Domain Name'

    ●   'Country'

    ●   'Time Zone'

    ●   'Data Retention Duration'

5. From the 'Tenant Administrator Email' drop-down list, select a user, or click **Add User** to add a new user.

6. If you clicked **Add User**, fill in the required details, and click **Save**:

    ● 'Email'

    ● 'Contact Name'

    ● 'Contact Phone'

    ● 'Country '

    ● 'Company Name '

    ● 'SSO' - Enable SSO to allow the user to sign in to the Web Admin using their Azure AD credentials.

    ● 'Password' - Set a password for non-SSO users. Set password manually or automatically by clicking **Generate**.

7. Under 'Languages for Conversation AI', select the following:

    ● 'Primary Auto Attendant Language'

    ● 'Secondary Auto Attendant Language'

    ● 'Flow Designer Supported Languages'

8. Under 'Conversational Auto Attendant Settings, select the following:

    ● 'Max. Auto Attendant Entities'

    ● 'Auto Attendant Contact Name Recognition Format'

9. Under 'Tenant Details':

    ● 'Hide CLI (GDPR Compliance)'

    ● 'Enables Data Export'

    ● Enter 'IVR Leading Number'

10. Configure **Tiers**. Set the Tenant's Tier by toggling the desired option.

11. Toggle on the tier you want to configure.

> ⚠️ You can configure tenants with the following tier options:
> - Virtual Agent
> - CIC1
> - CIC2
> - CIC3
> - CIC2 & CIC3 combined

12. After you select a tier, you can set up fixed licenses, floating licenses, or both. Floating licenses are only available if your service provider offers them for that tier.

> ⚠️ CIC1 uses fixed licenses only.

    a. For **Fixed Licenses**: set a dedicated number of licenses (fixed) to the Tenant. In the 'CIC<3>' field, enter a number of licenses.

    b. For **Floating Licenses**:

        i. From 'Floating Groups' drop-down list, select a Floating Group. The licenses within this Floating Group serve all the Tenants assigned to this Floating Group. The number of licenses allocated to each Floating Group appears next to its name in the drop-down list.

        ii. (Optional) Limit the Tenant's usage of its Floating Group. From the 'CIC<3> Floating License' field, select a value that is lower than the number of licenses in the Floating Group, the Tenant will not be able to utilize more licenses than configured in the Floating License fiels, even if they are available.

        For example, if the Floating Group has 100 licenses and you selected 50 floating licenses , the tenant can use a maximum of 50 licenses simultaneously, regardless of other license availability.

13. Configure Add-ons. Define Tenant's Add-ons by toggling the relevant Add-ons.

> ⚠️ Not all Tiers and Add-ons can be enabled together. When you toggle a Tier, only compatible Tiers and Add-ons will remain selectable; all others will be disabled.
>
> The allowed combinations are:
> - Virtual Agent cannot be combined with any Add-on.
> - CIC1 can be combined with CIC Sessions and/or IVA Services.
> - C1C2 and/or C1C3 can be combined with any of the following Add-ons: CIC Sessions, AI Session Services, and Agent Insight Sessions.

14. Click **Save**.

Tenant Actions

You can perform the following actions to a Tenant.

1. From the Navigation pane, select **Tenants**.

2. Select one or more tenants to perform an action on.

3. From the 'Actions' drop-down list, select the action you want to perform.

Action	Description
Activate	Change a tenant's status from **Suspended** to **Active**.
Suspend	Change a tenant's status from **Active** to **Suspended.**

Action	Description
Delete	Delete a suspended tenant.
Recompile	Rebuild a tenant's configuration or data.
Log in as Tenant	Access the system from the perspective of a specific tenant.
Edit	Modify tenant details.

3   Users

Users are managed in the **Users** section.

As a Channel, you can view other Channel users, as well as other Tenant users.

View users assignments and other key information for each User, including:

Column Heading	Description
Email	The user's email address.
Level	The user's role or access level (Super Admin, Service Provider, Channel, or Tenant).
Service Provider	The name of the service provider associated with the user.
Channel	The name of the channel associated with the user.
Tenant	The name of the tenant(s) associated with the user.
Last Login	The date and time of the user's last login.
Status	The current status of the user (Active or Suspended).

Add a new user

Add a new user to the Channel or to any Tenant below.

➢ **To add a new user:**

1. From the Navigation pane, select **Users**.

2. Click **Add New**.

3. Fill in the required details:

- 'Email'

- 'Contact Name'

- 'Contact Phone'

- 'Company Name '

- 'Country '

- 'SSO' - Enable SSO to allow the user to sign in to the Web Admin using their Azure AD credentials.

- 'Password' - Set a password for non-SSO users. Set password manually or automatically by clicking **Generate**.

- 'User Access Level' - Set user privilege: **Channel**, or **Tenant**.

4. Click **Save**. The new user appears in the 'Users List' list, and is active by default.

User Actions

As a Channels you canperform the following actions to a user:

1. From the Navigation pane, select 'Users'.

2. Select one or more users to perform an action on.

3. From the 'Actions' drop-down list, select the action you want to perform.

Action	Description
Activate	Change a user's status from **Suspended** to **Active**.
Suspend	Change a channel's status from **Active** to **Suspended.**
Edit	Modify user details.
Delete	Delete a suspended user.
Activation Email	Resend the activation email to a user.
Reset User password	Generate a new password for a user.

4   License Management

Section displays list of contracts Service Provider signed with Voca.

Column Heading	Description
Contract ID	The ID of the Contract.
Start Date	The contract start date.
Tier/Add-on	**Available options**: Virtual Agent / CIC1 / CIC2 / CIC3 / CIC Session (Add-on) / IVA Services (Add-on)
Quantity	The number of licenses in this contract.
Service Provider	The Service Provider associated with this contract.
Channels	List of Channels assigned with all/part of the licenses from this contract.
Expiration Date	The contract expiration date.
Status	■ **Active** – Contract is valid. ■ **Expired Soon** - Expiration date is within 180 days. ■ **Auto-Renew** - Auto-renew is activated. ■ **Renewed** – Contact has expired and been renewed with a new contract. ■ **Deleted** – Contract was deleted.

License Management

	CONTRAC... ⇅	START DA... ⇅	TIER/ ADD... ⇅	QUANTITY ⇅	CHANNELS	EXPIRATIO... ⇅	STATUS
☐	574e799f-b4...	Jul 28th 2025	CIC2	10000	Actis , APAC Demo , AudioCodes Non-Managed Customer +18...	Jul 28th 2026	✅
☐	a210aef5-b8...	Jul 28th 2025	CIC1	10000	VOCA4TeamsProvider , Voca Training	Jul 28th 2026	✅
☐	c09be074-c4...	Jul 28th 2025	Virtual Agent	10000	VOCA4TeamsProvider	Jul 28th 2026	✅
☐	c202dc15-02...	Jul 27th 2025	IVA Services ...	10000	Actis , APAC Demo , AudioCodes Non-Managed Customer +21...	Jul 27th 2026	✅
☐	d305a341-78...	Jul 28th 2025	CIC Sessions...	10000	VOCA4TeamsProvider , Voca Training	Jul 28th 2026	✅
☐	d52488db-09...	Jul 27th 2025	CIC3	10000	Actis , APAC Demo , AudioCodes Non-Managed Customer +21...	Jul 27th 2026	✅

5   Floating Groups

As a Channel, you can configure floating licenses that can be shared across multiple Tenants.

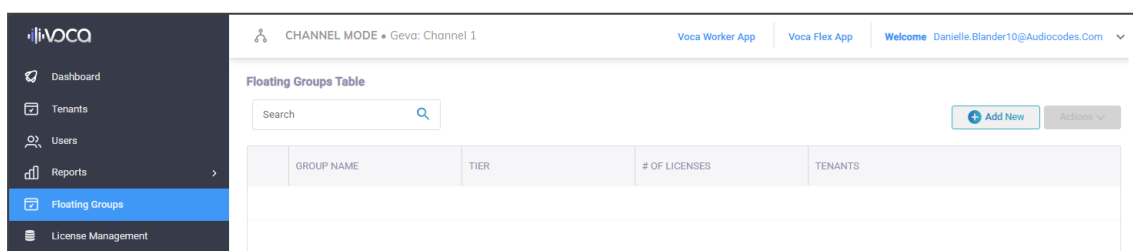Floating Groups are managed in the Floating Groups section.
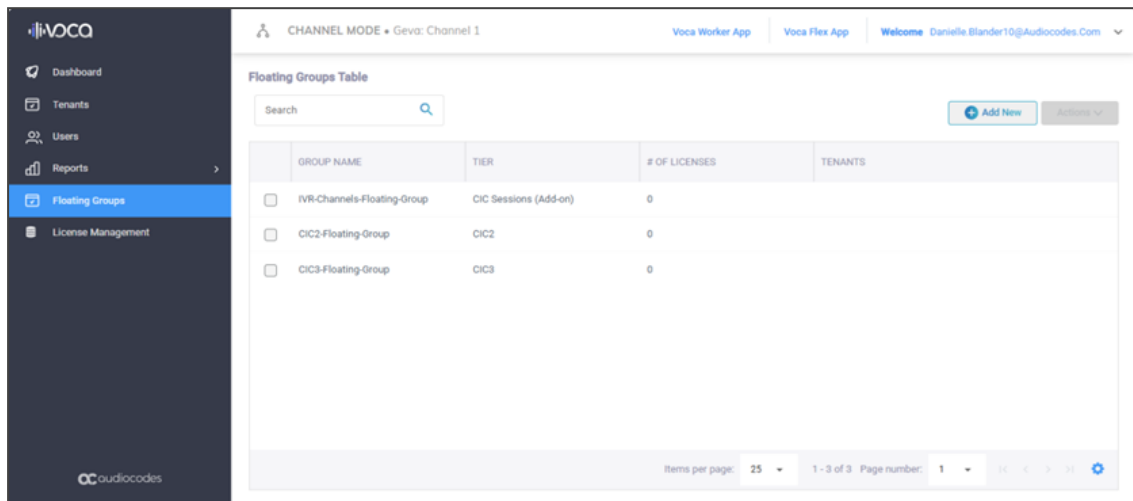
View key details for each Floating group, including:

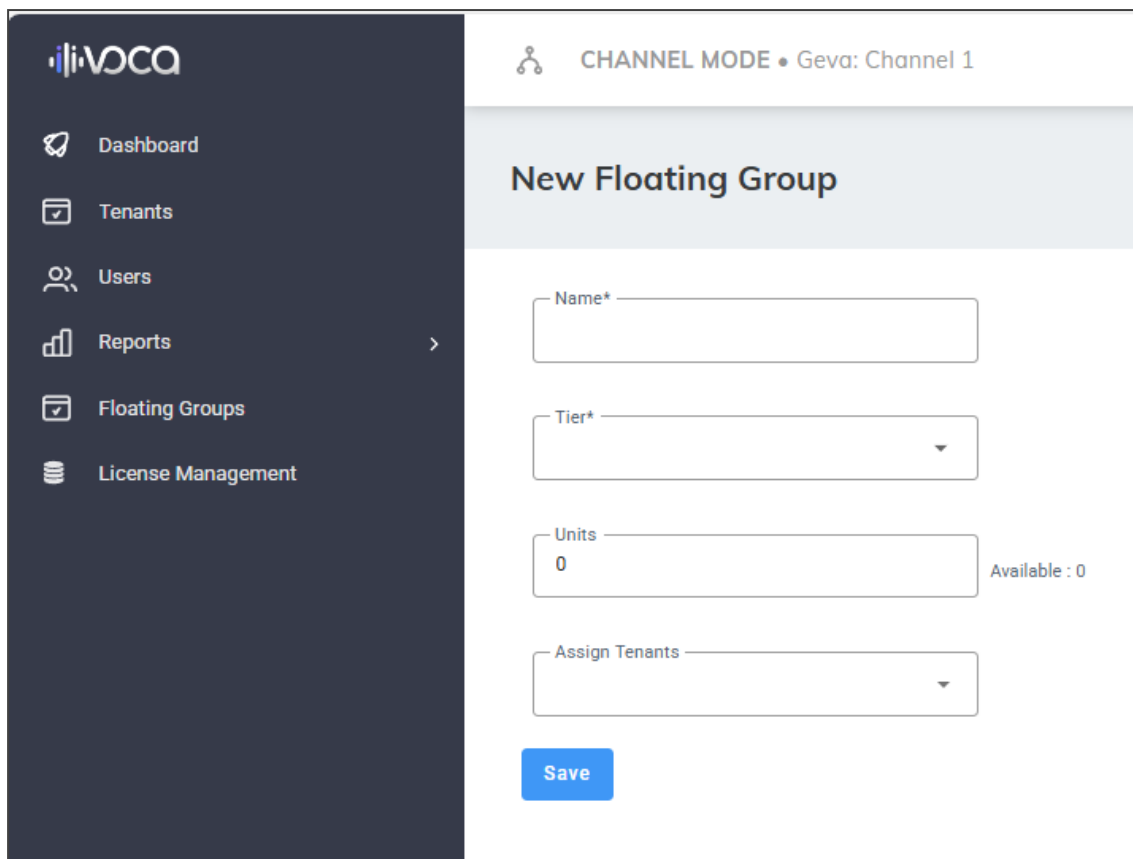| Column Heading	Description
Group Name	The Name of the Floating Group.
Tier	The type of licenses of the Floating Group (CIC2, CIC3, CIC Sessions, IVA Services).
# of Licenses	The number of licenses allocated to the Floating Group.
Tenants	The list of the Tenants that are assigned to the Floating Group.

Add a New Floating Group

➤   **To add a new Floating Group**

1.   From the Navigation pane, select **Floating Group**.

2.   Click **Add New**.

3. Fill in the following:

Field	Description
Name	The name of the Floating Group.
Tier	The type of licenses of the Floating Group (CIC2, CIC3, CIC Sessions, IVA Services).
Units	The number of licenses allocated to the Floating Group.
Assign Tenants	The list of the Tenants that are assigned to the Floating Group.

4. Click **Save**.

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