

Voca Conversational Interaction Center

Cloud-based Release

Version 11.0



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This document is subject to change without notice.

Date Published: May-21-2024

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at

<https://www.audiocodes.com/services-support/maintenance-and-support>.

Stay in the Loop with AudioCodes



Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Document Name
Voca CIC Administrator's Guide
Voca CIC Installation Manual
Voca CIC Interaction Center Flow Designer User's Manual

Document Revision Record

LTRT	Description
29029	Initial document release for Version 11.0

Software Revision Record

Software Revision	Release Date
11.0	May 2024



The latest software versions can be downloaded from AudioCodes' Services Portal (registered Customers only) at <https://services.audiocodes.com>.

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

1 Introduction

This document describes the new features introduced in the release of Version 11.0 for AudioCodes Voca Conversational Interaction Center (CIC) cloud-based application.



Updates to this document may be made due to significant information discovered after the release or too late in the release cycle to be otherwise included in this release documentation. You can check for an updated document version on the AudioCodes website at <https://www.audiocodes.com/library/technical-documents>.

1.1 Solution Overview

Today's modern workplace demands a new approach to customer experience (CX), one that not only empowers Workers (agents) to enjoy their jobs and provide exceptional service to customers, but also enables internal business lines to provide top-notch service throughout the organization.

AudioCodes Voca Conversational Interaction Center (CIC), a cloud-based omnichannel contact center with built-in Conversational AI is designed entirely for Microsoft Teams and unifies your customer and employee experience.

With Voca CIC as a native Microsoft Teams application, you can consolidate your unified communications and contact center into one screen, allowing every Microsoft Teams user to become a potential Worker. Now Workers have real-time access to back-office experts to help improve responsiveness, remove department silos, and improve connection among employees.

Voca CIC is built on Microsoft Azure and uses Microsoft Teams for calling, offering contact centers the reliability and trust of an Azure-native application.

Voca CIC offers omnichannel support, allowing customers to choose their preferred interaction method among voice, email, and webchat. Workers and supervisors have the flexibility to manage their availability across the various channels in one screen and multitask on customer interactions based on changing demand or Worker skills.

Voca CIC's core capabilities include a drag-and-drop flow designer, dedicated Worker and supervisor user interface, CRM integration, skill-based routing, behavioral routing, real-time dashboard and historical analytics, providing users with just the right set of features.

With flexible deployment and connectivity models, Voca CIC can integrate with any PBX, contact center, or unified communications platform, allowing customers to manage the contact center, IVR, auto-attendant and call queues in one centralized multi-tenant application, serving multiple voice platforms in parallel.

Voca CIC is GDPR and HIPAA compliant and available from AudioCodes as a Cloud or On-premises solution, offering rapid deployment from zero-to-service in just a few days.

1.2 Voca CIC for Microsoft Teams

Voca CIC is a dedicated, native application for Microsoft Teams, available directly from the Microsoft Azure Marketplace and AppSource. The application allows IT to manage its entire voice ecosystem, including IVRs and Call Queues, all under the Teams environment.

Click [here](#) to get started with Voca CIC today! Build a conversational IVR, call flow with built-in Conversational AI, and test drive the omnichannel contact center capabilities in just a few minutes!

1.3 Online Onboarding Experience

Voca CIC is available for a free [30-day trial](#) through your web browser.

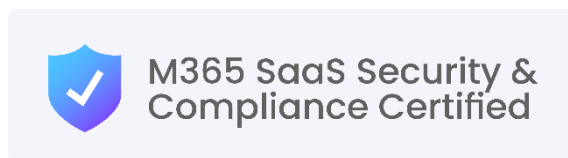
1.4 Solution Certificates

Voca CIC boasts the following Microsoft certifications:

- [Microsoft Teams Certified Contact Center Solution](#)



- [Microsoft 365 SaaS Security and Compliance Program](#)



1.5 Supported Languages

- English US
- English UK
- English (Australia)
- German (Germany)
- Spanish (Mexican/Multi-Dialect)
- Spanish (Spain Dialect)
- Spanish (US Dialect)
- French (France)
- Dutch (Netherlands)
- Portuguese (Brazil)
- Italian (Italy)
- Russian (Russia)
- Chinese (Mandarin/Simplified)
- Hebrew
- Hindi
- Japanese

Voca CIC may support additional languages through Microsoft Azure Cognitive Services. For a full list of supported languages by Microsoft Azure, click [here](#).

Customers who wish to request additional language support are advised to contact an AudioCodes representative. The request will be forwarded and supported by the AudioCodes Voca CIC team.

2 Version 11.0

This section describes the new features released in Version 11.0.

2.1 What's New in Version 11.0

We are thrilled to introduce a major addition to Voca CIC -- **Omnichannel Interaction!**

Voca CIC now supports omnichannel interactions, providing your customers with a consistent and integrated experience across voice and digital engagement channels using email and webchat.

Contact center Workers using the Voca CIC Worker Application can now multitask between customer experience interactions in a single screen. This allows Workers and supervisors flexibility to manage their availability and serve customers across multiple digital channels based on changing demand or Worker skills.

■ Email:

- All Workers' email interactions are located under the **Email** tab on the left-side navigation bar of the Voca CIC Worker Application.
- Email interactions are grouped by queues (Finance, Sales, Support, etc.) to help Workers organize communication with customers.
- When responding to an email interaction, Workers can easily reply/forward emails, reassign an email to another queue, or escalate to a supervisor.
- Contact center managers have full control over managing and updating email interaction routing to make sure every customer's email reaches the most skilled and relevant Worker.
- Workers handle all email interactions directly from the Voca CIC Worker Application, as displayed in the figure below. This helps maintain a single view for Workers as they engage with customers.

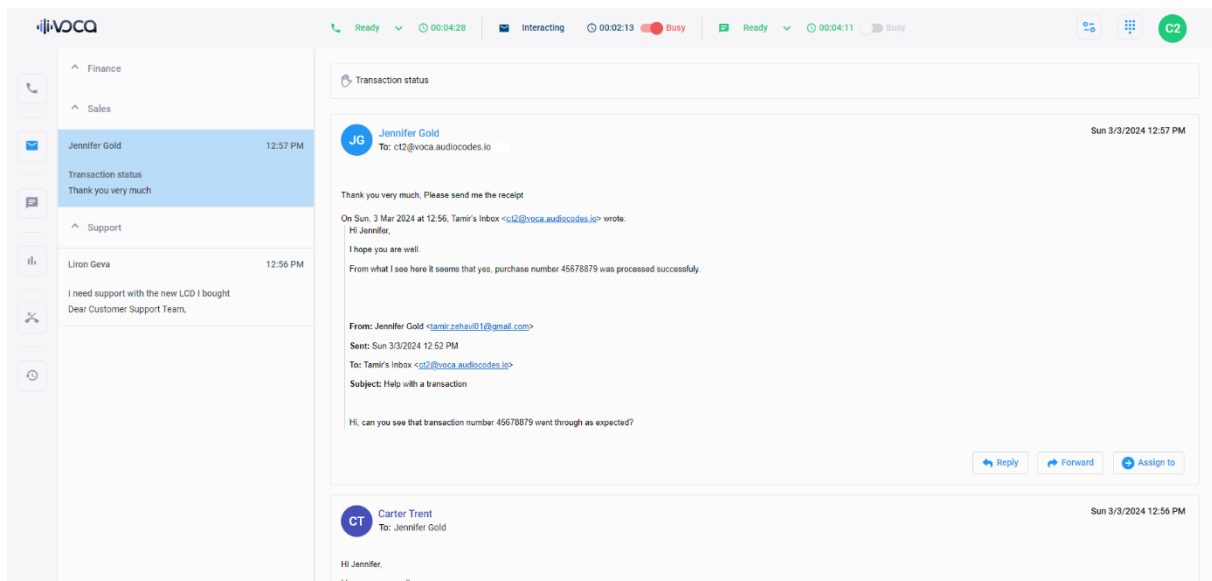


Figure 1: Email Interactions under Email Tab of Voca CIC Worker Application

■ Webchat

- Contact center managers can customize a live chat widget for the organization's website to allow customer interaction while browsing. Form fields, drop-down menus, colors, and branding are fully customizable.
- All Workers' webchat interactions are located under the **Chats** tab on the left-side navigation bar of the Voca CIC Worker Application.
- Webchat interactions are grouped by queues (Support, Sales, Finance, etc.) to help Workers streamline communication with customers.
- When responding to a webchat interaction, Workers can easily reply, choose from a list of customizable conversation templates, transfer files, or reassign the conversation to another queue.
- Customers who use the webchat widget on their website enjoy a positive experience of engaging with a live Worker, ability to respond with emojis, and attach files; all this while being accessible on desktop and mobile.

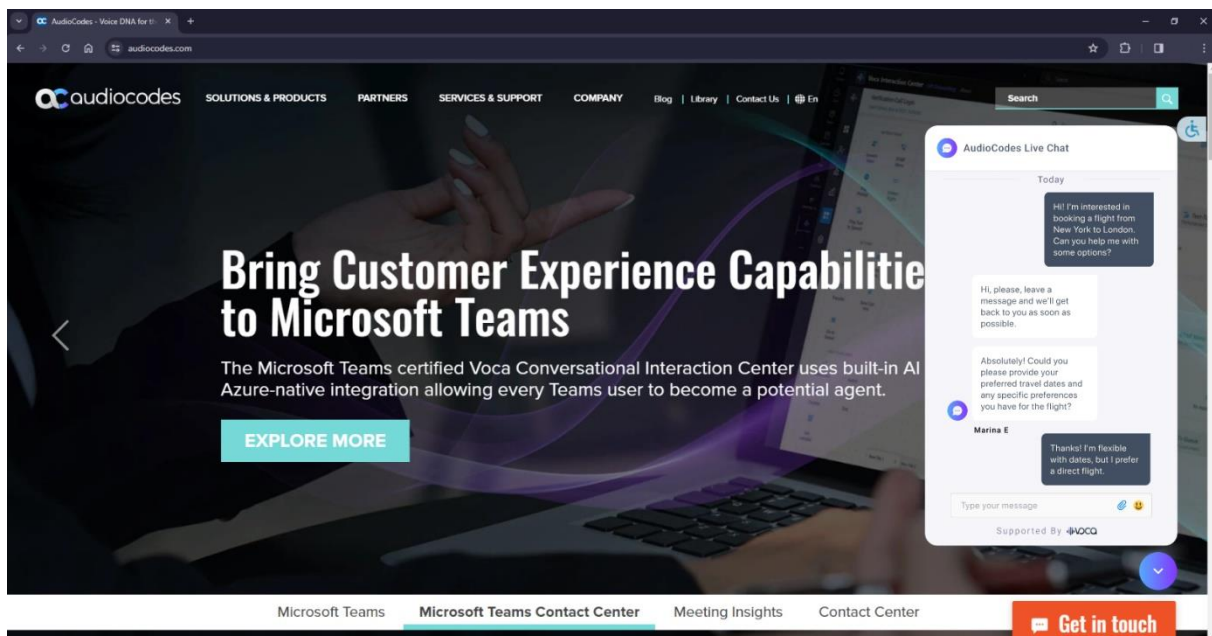


Figure 2: Example of Chat Widget on Corporate Website

- Workers handle webchat interactions directly from the Voca CIC Worker Application. This helps maintain a single view for Workers as they engage with customers.

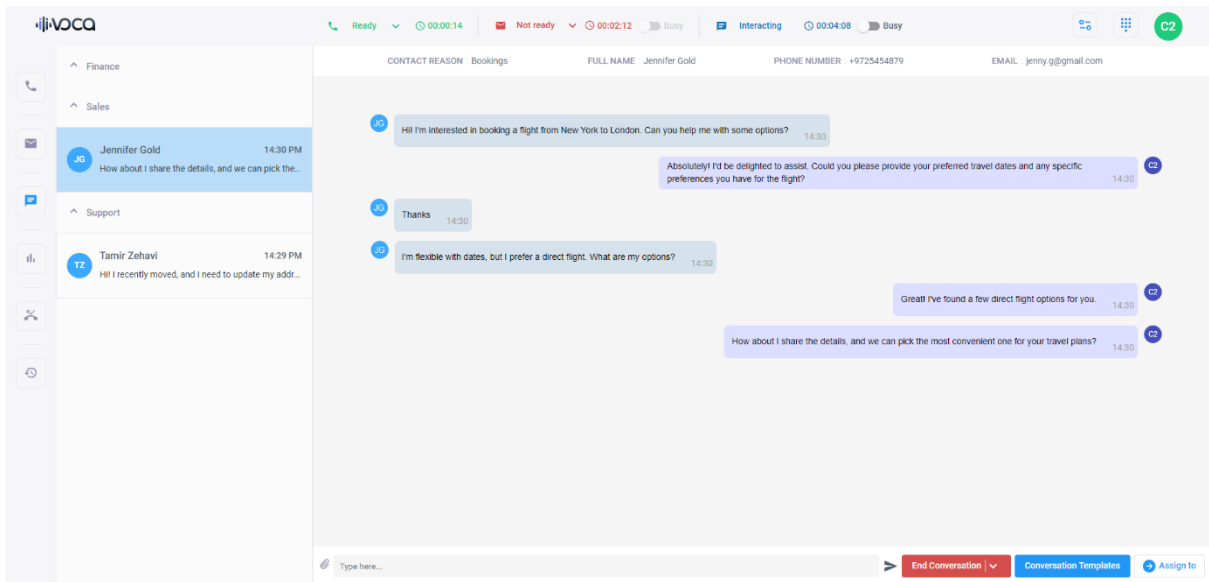


Figure 3: Webchat Interactions under Webchat Tab in Voca CIC Worker Application

Voca CIC's new omnichannel experience includes the following features:

- **One-screen experience:**

Workers can manage and interact with every customer from a single screen. From referencing CRM information during a call, to multitasking between email and webchat, Workers can easily serve customers without switching screens.

- **Channel-specific availability:**

Workers can change their status between "Ready" and "Not Ready" for each channel, instead of globally across all channels. The handling of channels and interaction capacity can be customized per Worker, allowing multiple digital interactions simultaneously. The Worker's status automatically changes to "Busy" when engaged with a customer. The status of each interaction channel is displayed at the top of the Voca CIC Worker Application window:

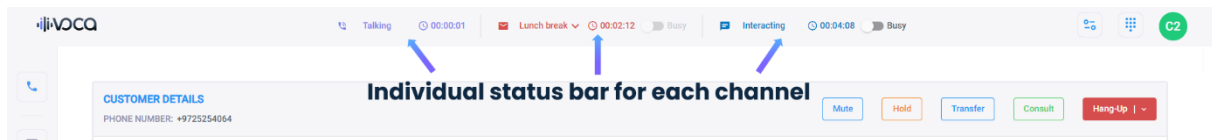


Figure 4: Worker's Status per Interaction Channel

- **Digital interaction notifications:**

When a customer sends a new message by email or webchat, Workers are promptly notified in the Voca CIC Worker Application and on their desktop. Workers can easily answer or decline the interaction in the notification pop-up dialog. The notification also provides Workers with the customer's details before answering or declining.

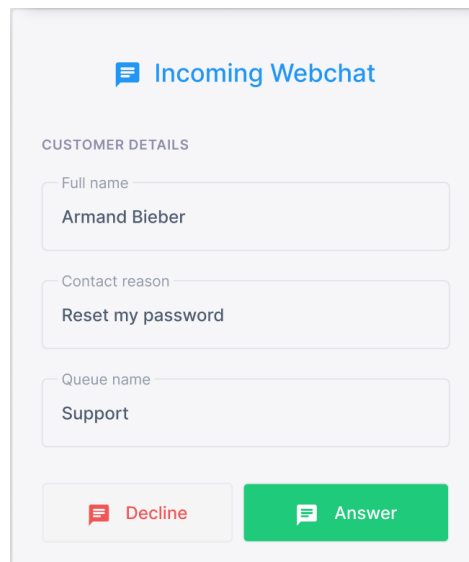


Figure 5: Notification of Incoming Email / Webchat

- **Intelligent digital interaction routing:**

Ongoing emails and webchats are routed to the last Worker who handled the specific customer interaction, helping to reduce handling time. If the last Worker is unavailable, the interaction is forwarded to the next available skilled Worker.

- **Context at hand:**

All email and webchat interactions are grouped by queues, allowing Workers to easily understand the topic of each interaction.

- **Focus on relevant channels with "Busy" mode:**

Workers can use the **Busy** toggle button to continue handling ongoing interactions while preventing the receipt of new ones. This feature also ensures that the real-time dashboard accurately identifies Workers that are busy and unavailable for receiving new interactions for the channel.

- **Worker escalation request:**

Workers can notify supervisors about specific emails requiring escalated attention.

- **More supervisor control:**

Supervisors now have better control over monitoring Workers, opting Workers in or out of queues and gaining real-time insights into Worker activities across all channels from a single screen. The contact center supervisor can use the Team Management page to view channel status and queue-groups of each Worker. The contact center supervisor can click the **Live Monitoring** button to engage in a Worker's active voice interaction.

The screenshot shows the Voca Team Management interface. At the top, there's a status bar with indicators for 'Ready', 'Lunch break', 'Busy', and 'Interacting'. The main area is titled 'TEAM MANAGEMENT' and shows a table of workers grouped by 'Sales Group' and 'Support Group'. The table has columns for Worker Name, State, and Duration, with sub-columns for Voice, Email, and Chat. Rachel Green is shown in the 'Sales Group' with a 'Shift start' state in Voice and 'Interacting' in Email. Marco Polo is shown with 'Outbound' in Voice and 'Ready' in Email. A 'Live Monitoring' button is visible next to each worker's duration.

WORKER NAME	VOICE		EMAIL		CHAT	
	STATE	DURATION	STATE	DURATION	STATE	DURATION
Rachel Green	Shift start	00:02:30	Interacting	00:02:12	Ready	00:00:25
Marco Polo	Outbound	00:00:50	Ready	00:00:11	Interacting	00:06:50

Figure 6: Monitoring Workers on Team Management Page by Supervisor

- **Conversation history:**

Workers and supervisors can retrieve valuable insights from past interactions (transcripts, call context, and shared files), enabling them to better understand and respond to customer needs. In addition, supervisors can monitor Workers more effectively by reviewing their email and webchat transcripts.

■ **Real-time dashboard:**

The real-time dashboard displays all essential statistics of each communication channel in a single window. The real-time dashboard gives a detailed view of statistics across all channels and queues. Supervisors can hover over the pie chart to view statistics per Worker.



Figure 7: Real-Time Dashboard for Statistics

■ **Enhanced Voca CIC reporting:**

The Voca CIC Worker Application provides a comprehensive view of email and webchat interactions. The new Voca CIC reporting section offers Worker and queue activity reports for email and webchat historical analytics. Tenant administrators and supervisors can gain easy access to detailed insights into every interaction created and received by a Worker, providing a deeper understanding of customer engagement across each channel.

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Document #: LTRT-29029

