

Product Notice #0537



Release of Voca Conversational Interaction Center (CIC) Version 11.1 for General Availability

AudioCodes is excited to announce the release of Voca Conversational Interaction Center (CIC) Software Version 11.1 for General Availability (GA)!

This release includes new exciting features and enhancements to Voca admins, Callers and Workers' UX for Voca CIC.

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

Major Features

- Enhanced customer engagement with In-Queue Callback settings
- Get the right expert on a call with enhanced consult transfer
- Provide workers with valuable interaction context
- Chained contact reasons in webchat form, improving segmentation accuracy
- Searchable post-call events
- Worker last caller ID selection for outbound calls
- Webchat file transfer eligibility, maintaining secure communication
- Enhanced customer trust with transcript download options
- Easy log-out
- Set all channels to "Ready" with one-click
- Enhanced chart hover-over for voice real-time dashboards

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!

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

July 25, 2024



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

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