

AudioCodes Voice AI Solutions

Voca Conversational Interaction Center

Worker & Supervisor Application

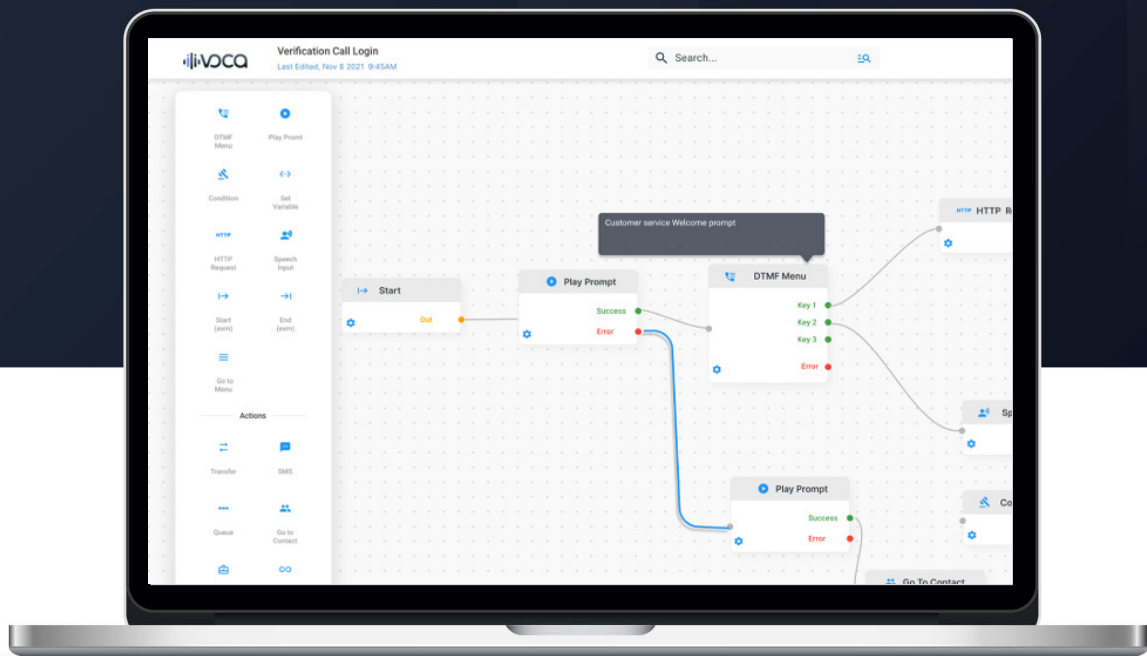


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Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from <https://www.audiocodes.com/library/technical-documents>.

This document is subject to change without notice.

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Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

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 Release Notes
Voca CIC Administrator's Guide
Voca CIC Flow Designer User's Manual
Voca CIC Worker & Supervisor Application User's Manual

Document Revision Record

LTRT	Description
LTRT-30001	Initial document release

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

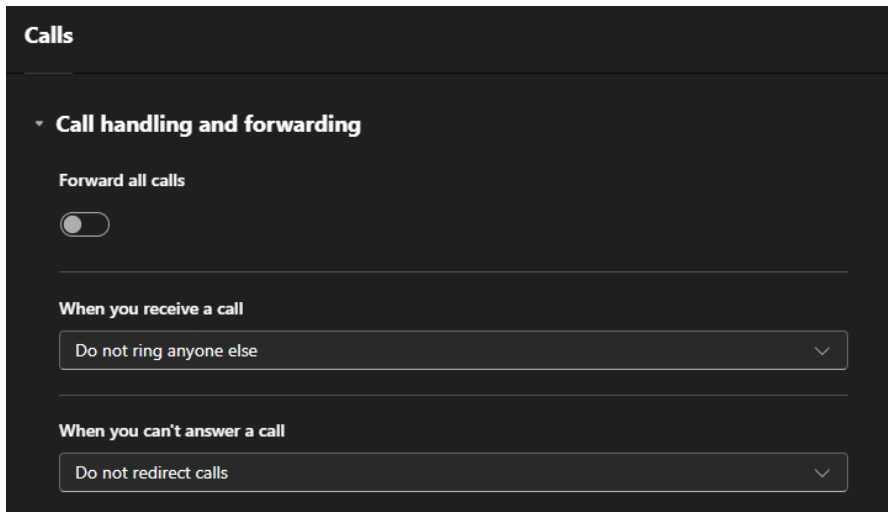
To ensure an optimal experience while using the Voca CIC Worker Application, we recommend following the configuration guidelines outlined in this document.

Adhering to these guidelines will help ensure a smooth and uninterrupted experience with the Voca CIC Worker Application.

2 Agent Best Practices

This section provides recommended agent configuration settings.

- Don't set the agent's Microsoft Teams client to redirect calls to voicemail:



Calls

▼ **Call handling and forwarding**

Forward all calls

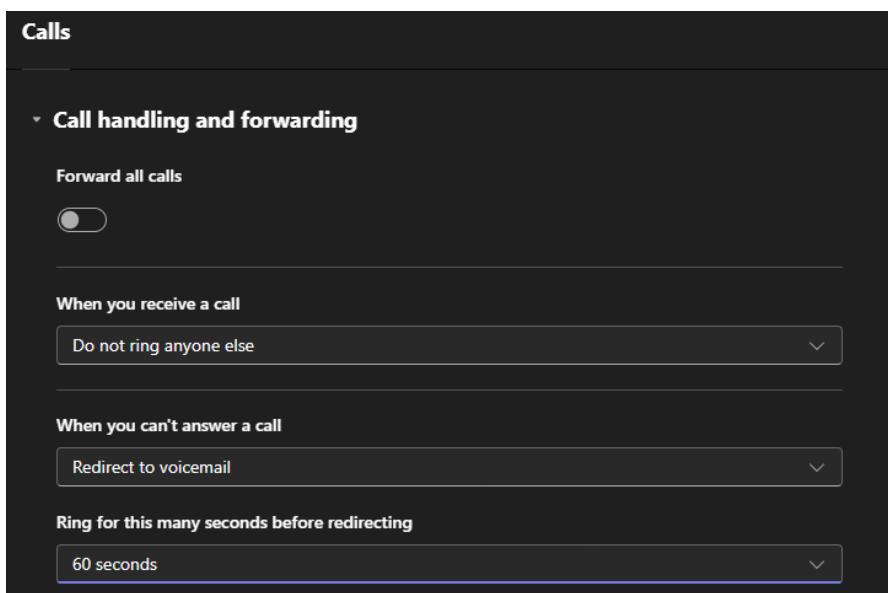
When you receive a call

Do not ring anyone else ▼

When you can't answer a call

Do not redirect calls ▼

- If you configure **Redirect to voicemail**, set the timer to a higher value (e.g., 60 seconds) than the **No Answer** ringing time in the Voca queue:



Calls

▼ **Call handling and forwarding**

Forward all calls

When you receive a call

Do not ring anyone else ▼

When you can't answer a call

Redirect to voicemail ▼

Ring for this many seconds before redirecting

60 seconds ▼

- Only one Voca CIC Worker Application should be active on an agent's workstation at any time.
- Agents should avoid refreshing the browser session while the Worker Application is active.
- Agents should log out at the end of their workday.
- To ensure accurate Teams presence updates when an agent is on a call, the Voca administrator should add the agents as contacts (ensuring that the Contact UID matches the Teams Object ID).

- If an agent is using both the Voca CIC Worker Application and the Teams client, all calls must be answered using the Voca CIC Worker Application.
- Voca supports the latest versions of Google Chrome and Microsoft Edge.
- In case of a Worker Application issue, agents or IT administrators should reproduce the issue and provide browser and network logs when submitting a support ticket.

3 Enabling and Exporting Console and Network Logs in Browser

The following procedure describes how to enable and export logs captured from your browser.

1. Open your browser's (Chrome or Edge) Developer Tools:
 - **For Windows or Linux:** Press F12, or Ctrl + Shift + I
 - **For Mac:** Cmd + Option + I
2. Capture console logs:
 - a. Navigate to the **Console** tab.
 - b. Reproduce the issue.
 - c. In the console, right-click and then from the drop-down menu, choose **Save as** to export the logs.
3. Capture network logs:
 - a. Navigate to the **Network** tab.
 - b. Select the **Preserve log** option.
 - c. Reproduce the issue.
 - d. Click the download icon (Export HAR) to save the logs.
4. Submit logs:
 - a. Attach the exported logs when submitting a support ticket.

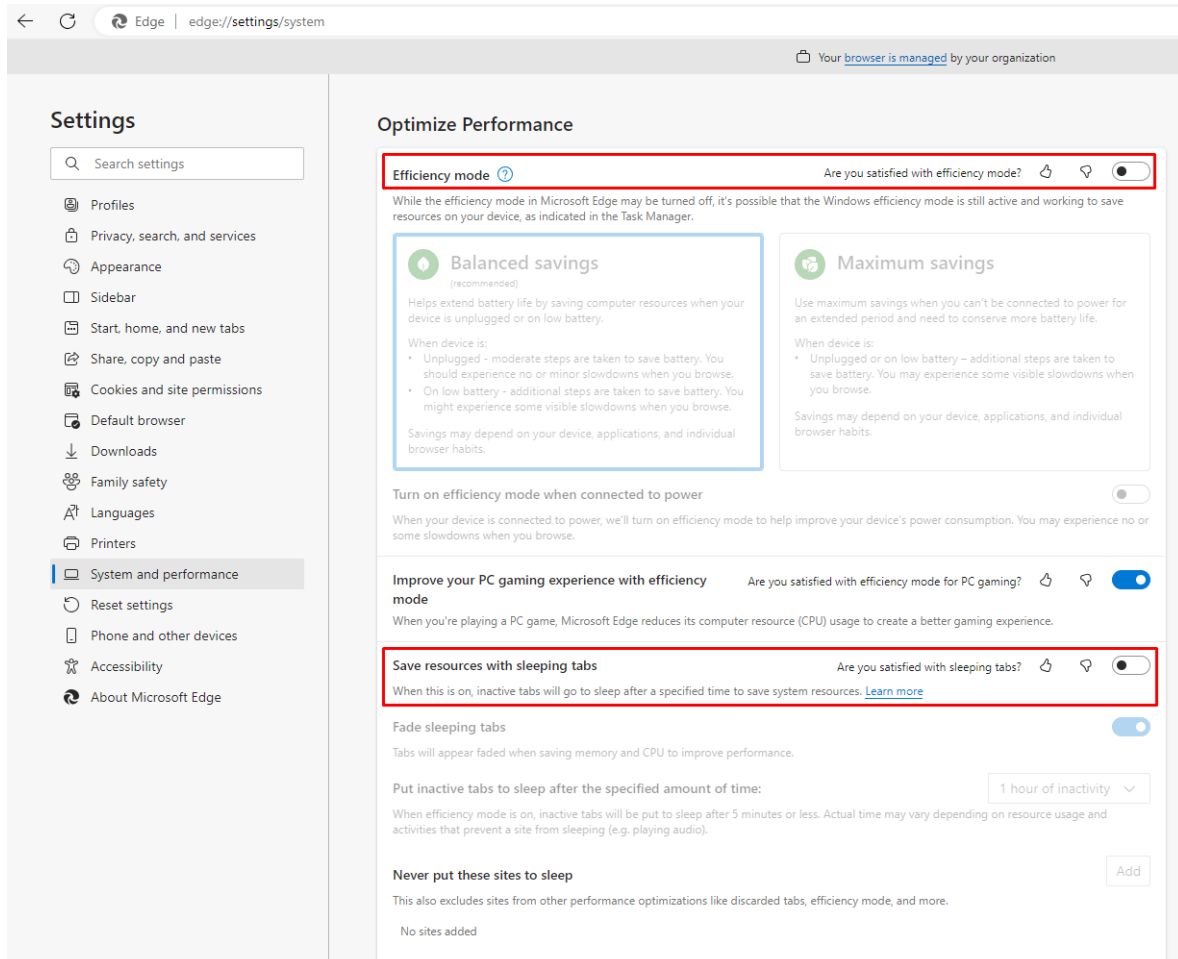


Your organization's Administrator must ensure that browser sleep settings are disabled while the Voca CIC Worker Application is in use (see Section 4, Browser Configuration for more information).

4 Browser Configuration

To prevent disconnection issues between the Voca CIC Worker Application (running in the browser) and the Voca CIC server, we recommend disabling any memory-saving settings in the browser. Below are examples for Microsoft Edge and Google Chrome:

■ Edge:



The screenshot shows the Microsoft Edge settings page for system optimization. The left sidebar lists various settings categories, with 'System and performance' selected. The main content area is titled 'Optimize Performance' and contains several sections:

- Efficiency mode:** A red box highlights the 'Efficiency mode' header and its toggle switch, which is currently turned off. Below it, there are two options: 'Balanced savings (recommended)' and 'Maximum savings'. The 'Balanced savings' option is highlighted with a blue border. Below these options, there is a toggle for 'Turn on efficiency mode when connected to power', which is also turned off.
- Improve your PC gaming experience with efficiency mode:** A red box highlights the 'Improve your PC gaming experience with efficiency mode' header and its toggle switch, which is currently turned on.
- Save resources with sleeping tabs:** A red box highlights the 'Save resources with sleeping tabs' header and its toggle switch, which is currently turned off. Below this, there is a 'Fade sleeping tabs' toggle (turned on) and a dropdown menu for 'Put inactive tabs to sleep after the specified amount of time', set to '1 hour of inactivity'. There is also an 'Add' button for 'Never put these sites to sleep'.

Chrome:

The screenshot shows the Chrome Performance settings page. On the left is a navigation menu with categories like 'You and Google', 'Autofill and passwords', 'Privacy and security', 'Performance' (highlighted), 'Appearance', 'Search engine', 'Default browser', 'On startup', 'Languages', 'Downloads', 'Accessibility', 'System', 'Reset settings', 'Extensions', and 'About Chrome'. The main content area has a search bar and a notification: 'Your browser is managed by your organization'. There are three sections: 'General', 'Memory', and 'Power'. The 'Memory' section contains a 'Memory Saver' toggle which is currently turned off and is highlighted with a red rectangular box. The 'Power' section contains an 'Energy Saver' toggle which is turned on, with two radio button options below it: 'Turn on only when your battery is at 20% or lower' (selected) and 'Turn on when your computer is unplugged'.

Settings

Search settings

Your browser is managed by your organization

General

- Inactive tabs appearance
A dotted circle appears around site icons. [Learn more about inactive tabs](#)
- Tab hover preview card appearance
Choose to show memory usage and images in the tab hover preview card
- Always keep these sites active
Sites you add will always stay active and memory won't be freed up from them
- No sites added

Memory

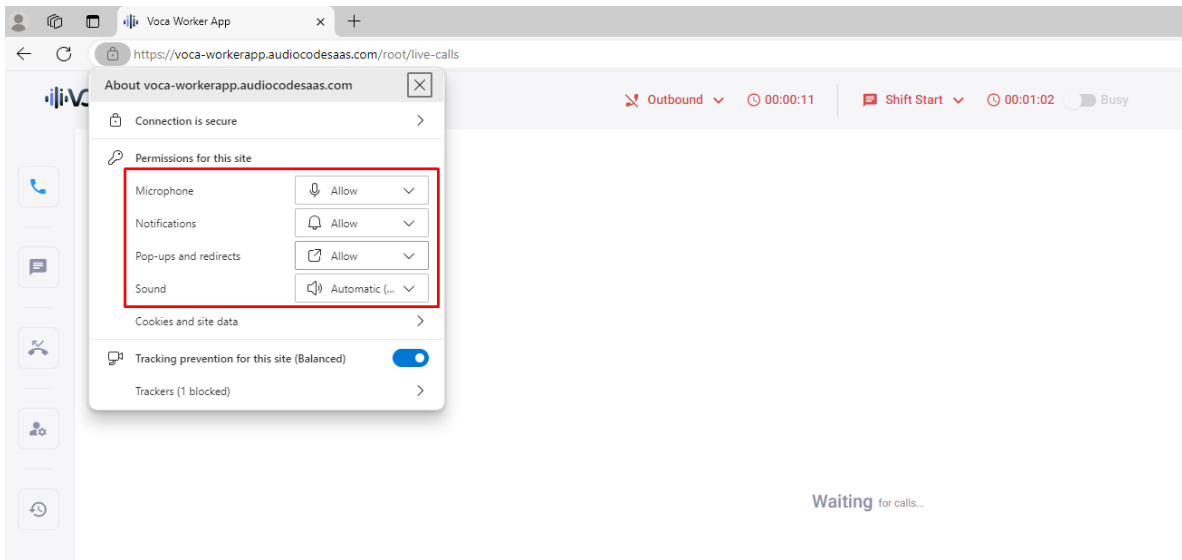
- Memory Saver
Chrome frees up memory from inactive tabs. This gives active tabs and other apps more computer resources and keeps Chrome fast. Your inactive tabs automatically become active again when you go back to them. [Learn more](#)

Power

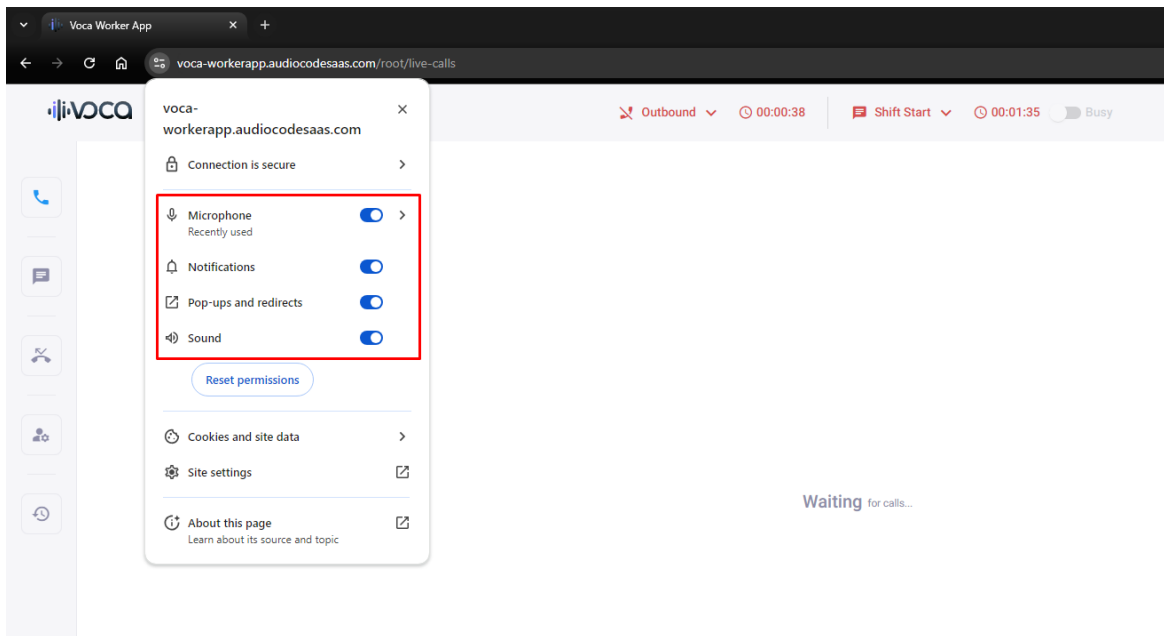
- Energy Saver
Chrome conserves battery power by limiting background activity and visual effects, such as smooth scrolling and video frame rates. [Learn more](#)
- Turn on only when your battery is at 20% or lower
- Turn on when your computer is unplugged

Additionally, ensure the following site permissions are allowed for the Voca CIC Worker Application:

■ **Edge:**



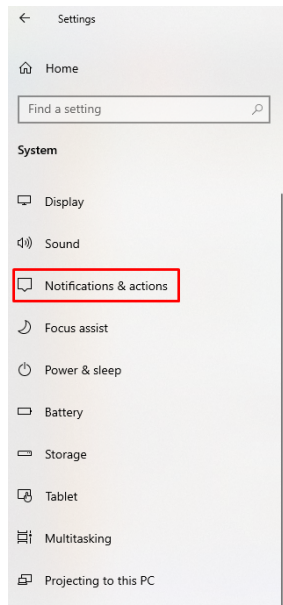
■ **Chrome:**



5 Windows System Settings

Verify that the following Microsoft Windows settings are configured correctly:

■ Notifications & Actions:



Settings

Home

Find a setting

System

- Display
- Sound
- Notifications & actions**
- Focus assist
- Power & sleep
- Battery
- Storage
- Tablet
- Multitasking
- Projecting to this PC

Notifications & actions

Quick actions

You can add, remove, or rearrange your quick actions directly in action center.

[Edit your quick actions](#)

Notifications

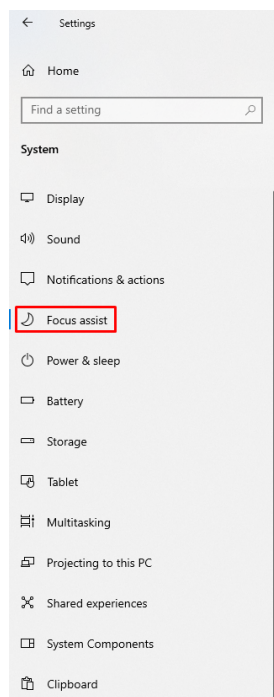
Get notifications from apps and other senders

On

To control times when you do or don't get notifications, try Focus assist. [Focus assist settings](#)

- Show notifications on the lock screen
- Show reminders and incoming VoIP calls on the lock screen
- Allow notifications to play sounds
- Show me the Windows welcome experience after updates and occasionally when I sign in to highlight what's new and suggested
- Suggest ways I can finish setting up my device to get the most out of Windows
- Get tips, tricks, and suggestions as you use Windows

■ Focus Assist:



Settings

Home

Find a setting

System

- Display
- Sound
- Notifications & actions
- Focus assist**
- Power & sleep
- Battery
- Storage
- Tablet
- Multitasking
- Projecting to this PC
- Shared experiences
- System Components
- Clipboard

Focus assist

Choose which notification you'd like to see and hear so you can stay focused. The rest will go straight to action center where you can see them any time.

- Off**
Get all notifications from your apps and contacts.
- Priority only
See only selected notifications from the priority list. The rest will go straight to action center. [Customize your priority list](#)
- Alarms only
Hide all notifications, except for alarms.

Automatic rules

Choose the times and activities when you don't want to be disturbed, and focus assist will turn on automatically.

- During these times
11:00 PM - 07:00 AM: Priority only Off
- When I'm duplicating my display
Alarms only On
- When I'm playing a game
Priority only On
- When I'm using an app in full screen mode
Alarms only On
- Show me a summary of what I missed while focus assist was on

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