



# Release of Voca Conversational Interaction Center (CIC) Version 11.2 for GA

Product Notice #0542

AudioCodes is excited to announce the release of Voca Conversational Interaction Center (CIC) Software Version 11.2 for General Availability (GA)!


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

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

## Major Features

- Conversation History: Real-time Insights on Past Interactions
- Get a Live Look at Queue Performance
- Custom Ring Duration: Responsive Customer Experience Across All Queues

## 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 Product

Voca Conversational Interaction Center

## Announcement Date

September 5, 2024.



If you have any questions, contact us at  
[www.audiocodes.com/corporate/offices-worldwide](http://www.audiocodes.com/corporate/offices-worldwide)