

AudioCodes Voice AI Solutions

Voca Conversational Interaction Center

Cloud-based Release

Version 11.4

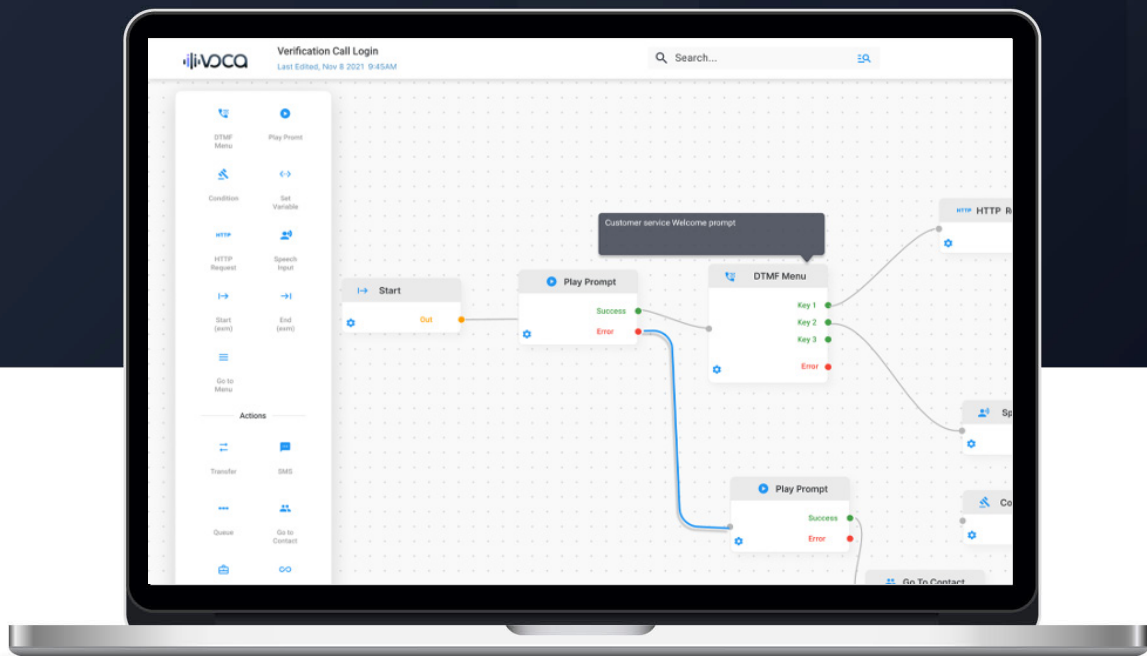


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Notice

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

Document Revision Record

| LTRT | Description |
|-------|--------------------------|
| 29033 | Updated for Version 11.4 |

Software Revision Record

| Software Revision | Release Date |
|-------------------|--------------|
| 11.4 | January 2025 |



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 11.4 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 offers contact centers the same 99.999% uptime and reliability as Microsoft Teams Phone thanks to the Microsoft Azure infrastructure.

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 begins as a 30-day free trial with a quick onboarding through the Microsoft Teams App Store or through the customer's internet browser. During the 30-day free trial, customers can create an AI-powered conversational IVR, use voice, email, and webchat interactions, build on the no-code call flow designer, and access the full reporting suite. The 30-day free trial comes with direct access to the Voca CIC technical success team to help connect Voca CIC to the customer's phone numbers.

Click [here](#) to start your free 30-day trial of Voca CIC!

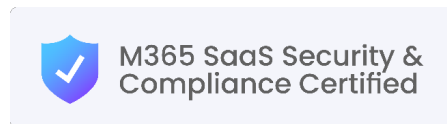
1.4 Solution Certificates

Voca CIC proudly holds the following Microsoft certifications:

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



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



1.5 Supported Languages for Built-in Conversational AI

- 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](#).

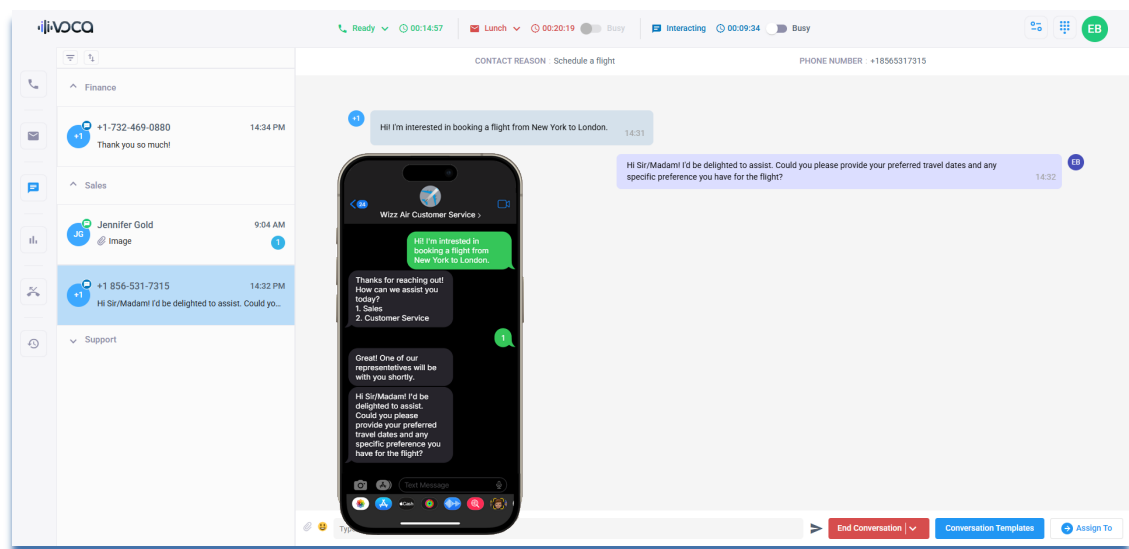
Customers who wish to request additional language support are advised to contact an AudioCodes representative. The request will be forwarded and supported by the AudioCodes Voca CIC team.

2 What's New in Version 11.4

This version includes the following new features.

2.1 Omnichannel Digital Interactions Now Support SMS

Let customers engage with your service desk through one of the most widely used communication channels today – SMS. Voca CIC Tenant Administrators **can now add SMS as another digital interaction channel to their customer service offerings**. This new interaction channel sits comfortably next to voice, webchat, and email. The Omnichannel SMS experience lets Tenant Administrators set up SMS messaging with carriers like Twilio and Bandwidth. They can design two types of SMS interactions:



- **Direct Inbox:** Sends incoming messages straight to a queue.
- **Quick Reply:** Creates a text-based menu where customers reply with a number to pick an option and get help faster.

Why is this important?

- **More Communication Choices**
Adding SMS ensures customers can reach out in ways that suit them best.
- **Customizable Experiences**
Quick Reply menus let customers follow clear steps, making it easier to get what they need.
- **Simpler Queue Management**
Direct Inbox makes sure messages get sent to the right queue quickly, improving response times for customers.

NOTE:

- For SMS interactions between customers and live agents, Voca CIC supports Twilio and Bandwidth SMS providers.
- All SMS interactions are now counted under the “Chat” interaction, which now includes Webchat and SMS.

The screenshot shows the 'Add SMS Interaction Settings' configuration page in Voca CIC. The interface is split into two tabs: 'General' and 'Routing'. The 'Routing' tab is active, showing options for 'Predefined' and 'Quick Reply' (selected). Under 'Quick Reply', there is an 'Acknowledgment Message' field with the text 'Thank you! An agent will receive your ...'. Below this is an 'Opening Question' section with the text 'Pick one of the following option' and a '+ Add new reason' button. There are three rows of configuration options, each with a 'Key' dropdown, a 'Reason' text field, a 'Queue Name' dropdown, and a 'Skills' dropdown. The first row has Key '1', Reason 'Service Desk', Queue Name 'Service Desk', and Skills 'Support'. The second row has Key '2', Reason 'General Inquires', Queue Name 'Service Desk', and Skills 'Support'. The third row has Key '3', Reason 'Previous menu', Queue Name 'Travel Desk', and Skills 'Support'. A 'Save Changes' button is at the bottom left. The left sidebar shows the navigation menu with 'Configuration' selected. The top header shows 'TENANT MODE + yarintsm.audiocodes.com' and user information.

Impact on User and Administrator Experience

A new set of Voca CIC contact center configuration options is now available to support SMS interactions as part of the omnichannel license. These configurations include:

- **SMS Interaction Manager:** enables SMS routing logic (Direct inbox/quick replies).
- **Queue Configuration:** enables SMS channel.
- **Worker Configuration:** activates the SMS channel for Workers.
- **System Settings:** setup the integration between Voca CIC and customer SMS Gateway.
- **Real-Time Dashboard:** displays SMS real-time statistics.

2.2 New Language Options in the Voca CIC Worker Application UI

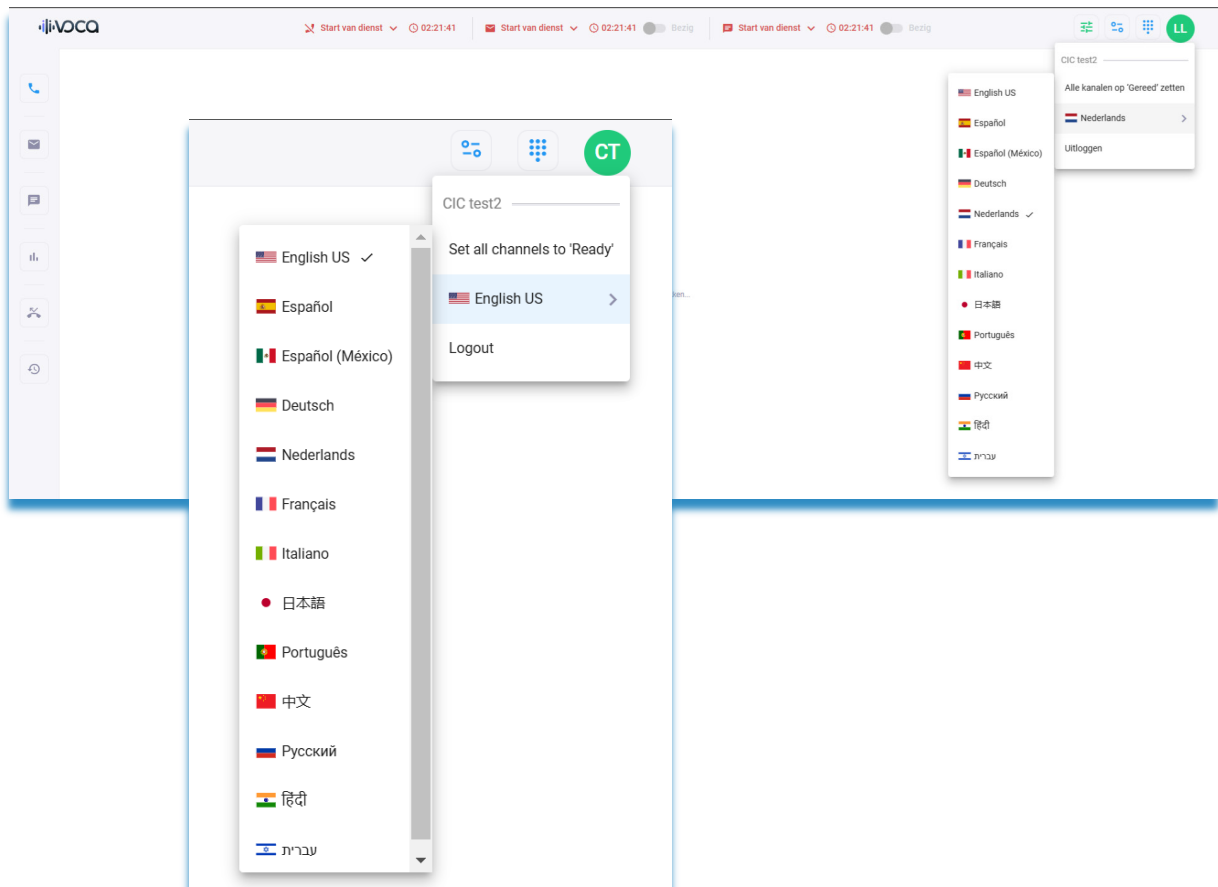
The Voca CIC Worker application **now supports over 14 language options, allowing Workers to set up the user interface in their native language.** This update makes Workers more comfortable with the Worker Application, helping Workers navigate the interface more quickly and reducing the risk of language-related errors when engaging with customers.

Impact on User and Administrator Experience

Each Voca CIC agent can now choose their preferred language for the Voca CIC Worker Application.

The 14 languages include:

- English US
- Spanish
- German
- Dutch
- French
- Italian
- Japanese
- Português (Brazil)
- Chinese Mandarin
- Russian
- Hindi
- Hebrew



2.3 Give Workers Visibility to Team-wide Availability Statuses

The new Worker status visibility in the Queue Statistics tab of the Voca CIC Worker Application **gives Workers real-time visibility into the statuses of their teammates across different queues**. With this addition, Workers can transfer interactions to available teammates without the delay of digging into who's available.

No additional configuration is required in Voca CIC. This functionality is enabled automatically and will be available as soon as Workers log in to the system.

Why is this important?

- **Smoother Workload Management**

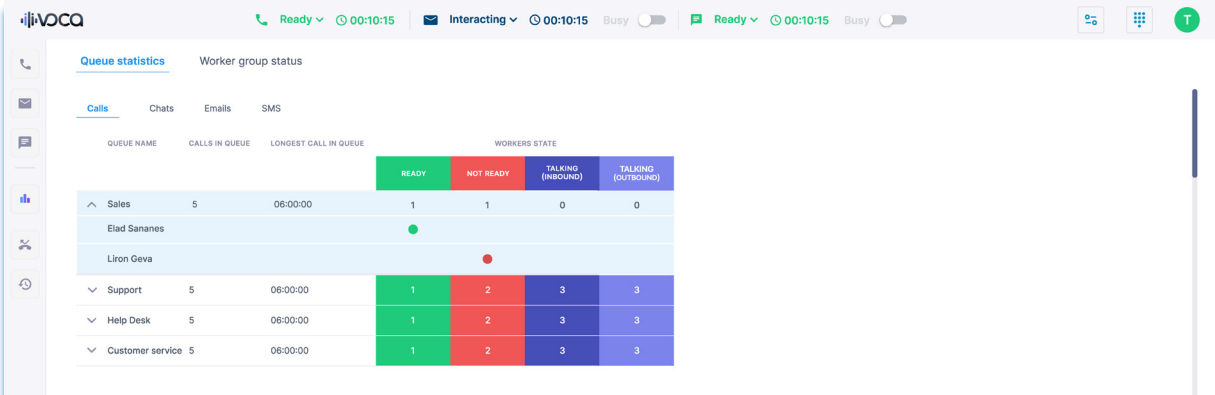
Workers now see the availability of teammates in other queues, allowing them to transfer calls or ask for assistance when needed. This visibility keeps workflows balanced and reduces overloading specific queues or significant stress on Workers.

- **Reduced Wait Times for Customers**

Real-time status views enable Workers to transfer calls promptly to available colleagues, which shortens customer wait times and accelerates time to resolution. A micro-operational improvement that can improve customer satisfaction.

- **Improved Queue Monitoring**

Supervisors and Workers can now easily spot overwhelmed queues or Workers who've been idle in an inactive queue. This update helps optimize the workforce in real time, ensuring optimal queue management and quicker response rates.



The screenshot displays the 'Queue statistics' tab in the Voca CIC Worker Application. It shows a table of worker group status across different queues. The table has columns for Queue Name, Calls in Queue, Longest Call in Queue, and Worker State (Ready, Not Ready, Talking Inbound, Talking Outbound). The data is as follows:

| QUEUE NAME | CALLS IN QUEUE | LONGEST CALL IN QUEUE | READY | NOT READY | TALKING (INBOUND) | TALKING (OUTBOUND) |
|------------------|----------------|-----------------------|-------|-----------|-------------------|--------------------|
| Sales | 5 | 06:00:00 | 1 | 1 | 0 | 0 |
| Elad Sananes | | | ● | | | |
| Liron Geva | | | | ● | | |
| Support | 5 | 06:00:00 | 1 | 2 | 3 | 3 |
| Help Desk | 5 | 06:00:00 | 1 | 2 | 3 | 3 |
| Customer service | 5 | 06:00:00 | 1 | 2 | 3 | 3 |

Impact on User and Administrator Experience

Workers in the contact center service desk can now view the statuses of other Workers working in the same call queues they share. This feature enhances team collaboration and activity visibility.

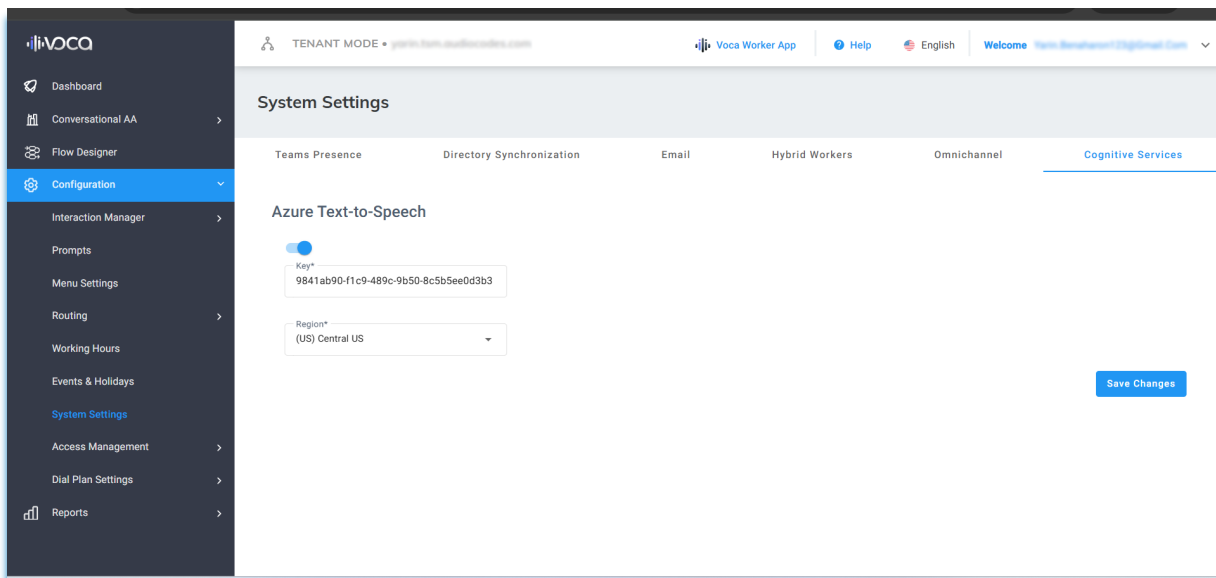
2.4 Upgrade Call Flows with Azure Text-to-Speech

Tenant Administrators **can connect their own Azure Text-to-Speech (TTS) subscription to Voca CIC and use it for call flow interactions** with the 'Text-to-Speech' building block in the Call Flow Designer.

Why is this important?

■ Better Voice Quality

Azure TTS makes voice prompts sound more natural, by using highly natural out-of-the-box voices or by creating a custom neural voice.



Impact on User and Administrator Experience

Voca CIC now includes a new configuration section on the system settings page, allowing customers to integrate their own text-to-speech (TTS) engine. This provides greater customization options for voice interactions.

2.5 Access Control for the Real-Time Dashboard

The Real-time Dashboard Access Control feature lets Tenant Administrators **set which Workers and Supervisors in the organization can look at specific dashboards**. Workers must sign in using their SSO credentials. Tenant Administrators also have the choice to make some dashboards viewable to everyone.

Why is this important?

- **Better Security**

Restricting who can look at sensitive dashboards helps protect private information from being shared with unauthorized people.

- **Clear Accountability**

Tenant Administrators know exactly who can look at each dashboard, which supports better tracking and accountability.

- **Improved Compliance**

Limiting access helps organizations follow rules and regulations that require controlled sharing of information.

Impact on User and Administrator Experience

A new configuration section is now available under each real-time dashboard where Tenant Administrators can choose between public availability or assigning specific Voca CIC Workers using SSO to access the real-time dashboard.

This feature allows only Voca CIC SSO Workers to be added to the real-time dashboard.

2.6 Use multiple languages in the same Voca CIC IVA

The latest enhancement in Voca CIC Flow Designer introduces **multi-language support for speech-driven IVAs within the same call flow**. This feature allows Tenant Administrators to configure call flows that accommodate multiple languages. For example, regions where multiple languages are spoken, like Belgium and Switzerland, for reception desks with automated 'Welcome' flows, and for global companies with a diverse customer base.

This capability extends to:

- **Speech Input:** Recognition of caller speech in different languages.
- **Text-to-Speech (TTS):** Language-appropriate voice output for system responses.
- **System Prompts:** Automatic adaptation of prebuilt prompts to the caller's language preference.
- **User Pre-Recorded Prompts:** Support for language-specific audio files pre-uploaded by Tenant Administrators.

By enabling multi-language functionality, this feature ensures a more inclusive and globalized customer experience, reducing the need for separate call flows per language.

Why is this important?

- **Streamlined Call Flow Design**

The 'Set Language' block eliminates redundancies, simplifying the creation of comprehensive, multi-language call flows.

- **Scalability for Global Markets**

Businesses can easily expand their IVA capabilities to accommodate new languages without a complete redesign.

Impact on User and Administrator Experience

The 'Set Language' building block in the Flow Designer allows Tenant Administrators to dynamically configure the language context for specific branches within a call flow. By placing this block before any language-dependent segment, Tenant Administrators can specify the desired language from a predefined list.

Once the language is set, the call flow automatically updates all relevant functionalities—such as Automatic Speech Recognition (ASR), Text-to-Speech (TTS), system-generated prompts, and user-uploaded audio files—to operate in the selected language.

2.7 Agent Click-to-Call: Make Outbound Calls Quickly to Any Phone Number in a Worker's Browser

The new Voca CIC **Click-to-Call browser extension allows Workers to click and make an outbound call on any phone number shown in their browser without manually switching apps.** Workers can bypass the manual process of copying a phone number and pasting it in the Voca CIC dialer.

This dialing method is available to Workers when they are logged into the Voca CIC Worker Application and using the internet browser with the Voca CIC Click-to-Call extension.

Impact on User and Administrator Experience

The Voca CIC Click-to-Call browser extension is enabled automatically for Workers when they log into the Worker Application. When a Worker uses the Voca CIC Click-to-Call dialing method, the call originates, stays, and ends in Voca CIC, along with reporting for Supervisors to monitor.

2.8 Webchat Widget Accessibility: Enabling Inclusive and Compliant User Interaction

The webchat widget accessibility improvement ensures **customers with disabilities can fully navigate and interact with the webchat widget using assistive technologies** like screen readers and keyboard navigation.

This enhancement aligns WCAG (Web Content Accessibility Guidelines) standards, expanding access to a broader audience and improving usability for everyone.

Impact on User and Administrator Experience

This feature addresses the challenge of excluding customers with disabilities from effectively using the chat feature. By making webchat accessible, all users, regardless of physical ability, can engage with the widget, enhancing user experience and meeting essential accessibility requirements.

Voca CIC is Now Federal Information Processing Standard (FIPS) Certified

The Federal Information Processing Standard (FIPS) is a security standard that defines minimum security requirements for cryptographic modules in information technology products and systems. Voca CIC underwent a third-party certification process and **is now certified to be deployed within government clouds and other highly regulated industries.** Being FIPS certified and validated signals Voca CIC has met stringent encryption standards and offers top-tier security for customers and partners.

International Headquarters

Naimi Park
6 Ofra Haza Street
Or Yehuda, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.

80 Kingsbridge Rd
Piscataway, NJ 08854, USA
Tel: +1-732-469-0880
Fax: +1-732-469-2298

Contact us: <https://www.audiocodes.com/corporate/offices-worldwide>

Website: <https://www.audiocodes.com>

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