

Voca Conversational Interaction Center

Cloud-based Release

Version 11.2



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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 Interaction Center Flow Designer User's Manual
Voca CIC Worker & Supervisor Application User's Manual

Document Revision Record

LTRT	Description
29031	Updated for Version 11.2

Software Revision Record

Software Revision	Release Date
11.2	August 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 11.2 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 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!

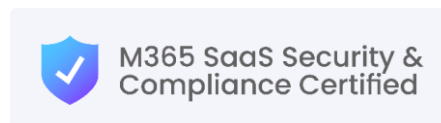
1.4 Solution Certificates

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 11.2

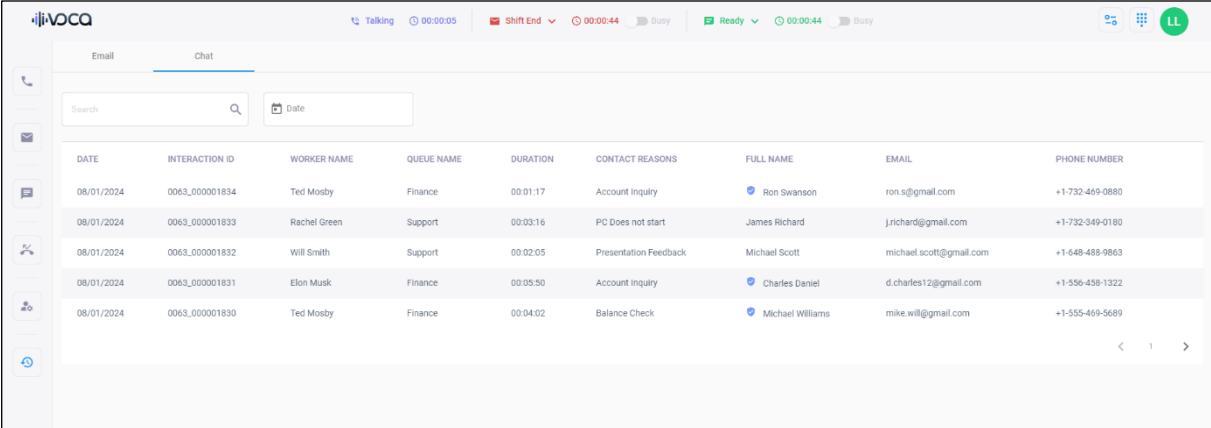
This version includes the following new features.

2.1 Conversation History: Real-time Insights on Past Interactions

Delivering a consistent and personal customer experience starts with understanding your customer's past interactions with a comprehensive view of the customer's entire digital engagement journey. Voca CIC's omnichannel experience not only ensures that ongoing emails and webchats are routed to the last Worker who assisted the customer, thereby fostering continuity in service, but also emphasizes the importance of data retention. By maintaining a detailed record of past interactions, the experience enables Workers to access valuable insights into the customer's history, preferences, and previous issues. This approach ensures that when various CX stakeholders step in, they can quickly get up to speed and deliver a consistent and informed service experience.

It is vital that Workers have direct access to contextual data from previous interactions. This version introduces the new **Conversation History** feature for Voca CIC's Worker Application. This feature allows workers to remain on a single screen for managing customer engagements, allowing them to access previous emails and webchat transcripts the moment an interaction is received. Workers can immediately grasp the context of the request and take effective next steps to resolve the issue.

This new Conversation History experience goes beyond helping workers; it provides lasting value by retaining all communication records, giving supervisors critical insights into both customer needs and worker performance. With access to complete interaction history, supervisors can monitor behavior, identify areas for development, and ensure that service quality meets their customer service standards.



DATE	INTERACTION ID	WORKER NAME	QUEUE NAME	DURATION	CONTACT REASONS	FULL NAME	EMAIL	PHONE NUMBER
08/01/2024	0063_000001834	Ted Mosby	Finance	00:01:17	Account Inquiry	Ron Swanson	ron.s@gmail.com	+1-732-459-0880
08/01/2024	0063_000001833	Rachel Green	Support	00:03:16	PC Does not start	James Richard	j.richard@gmail.com	+1-732-349-0180
08/01/2024	0063_000001832	Will Smith	Support	00:02:05	Presentation Feedback	Michael Scott	michael.scott@gmail.com	+1-648-488-9863
08/01/2024	0063_000001831	Elon Musk	Finance	00:05:50	Account Inquiry	Charles Daniel	d.charles12@gmail.com	+1-556-458-1322
08/01/2024	0063_000001830	Ted Mosby	Finance	00:04:02	Balance Check	Michael Williams	mike.will@gmail.com	+1-555-469-5689

2.2 Get a Live Look at Queue Performance

Supervisors and Workers now benefit from detailed visibility of Workers' status, categorized by channel and queue name. In the Queue Statistics tab of the Worker Application, both Supervisors and Workers can access extended queue information, including real-time details on interactions and their duration per Worker.

This live view of queue statistics provides Supervisors and Workers with a comprehensive overview of team performance and visually helps guide adjustments to queue management based on demand.

QUEUE NAME	CALLS IN QUEUE	LONGEST CALL IN QUEUE	READY	NOT READY	TALKING (INBOUND)	TALKING (OUTBOUND)
Finance	15	00:13:27	1	1	2	1
Rachel Green						
Ted Mosby						
Will Smith						
John Oliver						
Elon Musk						
Sales	6	00:11:00	0	0	1	1

2.3 Custom Ring Duration: Responsive Customer Experience Across All Queues

In a contact center, adhering to specific standards and policies for each call queue is essential for maintaining high service quality. To enhance call routing and handling efficiency, our new **Custom Ring Duration** feature allows Tenant Administrators to set a precise ring duration for each Worker based on their queue assignments. This customization ensures that calls are answered promptly, reduces the likelihood of unnecessary transfers, and helps deliver a responsive and streamlined customer experience across queues.

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