

Product Notice #0531



Release of Voca Conversational Interaction Center (CIC) Version 11.0 for General Availability

AudioCodes is excited to announce the release of Voca Conversational Interaction Center (CIC) Software Version 11.0, for General Availability (GA)!


This release includes a new report and an enhancement to Workers' UX for Voca CIC.

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

Major Features

Omnichannel, providing a seamless and integrated customer experience across all communication channels -- voice, email and webchat. Contact Center Workers can now multitask between different interactions and receive asynchronous interactions without having to 'hold the line'.

Voca Online Onboarding Experience

 Try Voca online and build a contact center flow in just a few minutes, with a phone number provided by AudioCodes free of charge for 30 days! Visit the Voca onboarding experience on [Teams](#) or [Web](#).

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

May 21, 2024



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

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