



Release of Voca Conversational Interaction Center (CIC) Version 11.4 for GA

Product Notice #0557

AudioCodes is excited to announce the release of Voca Conversational Interaction Center (CIC) Version 11.4 for General Availability!

This release includes new exciting features and enhancements for Workers, Supervisors and Contact Center Managers using Voca CIC.

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

Major Feature Updates

- Omnichannel SMS support
- New language options for the Voca CIC Worker Application UI
- Workers visibility to team-wide availability statuses
- Bring your own Azure Text-to-speech for Voca CIC IVAs
- Access control for the Voca CIC real-time dashboards
- Multi-language support for IVA speech inputs
- CRM Click-to-Call
- Webchat widget accessibility enhancements

Voca CIC for Microsoft Teams



Voca CIC, a Microsoft Teams omnichannel contact center with built-in conversational AI, offers contact centers the same 99.999% uptime and reliability as Microsoft Teams thanks to its Microsoft Azure infrastructure. The fast and scalable design enables rapid deployment and growth across departments, along with the flexibility of a usage-based subscription model.

Voca CIC effortlessly extends CX capabilities to every Teams user within the company, whether they are part of the main service desk or other departments beyond the traditional contact center.

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

January 21, 2025



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