

Product Notice #0452



Software Update for AudioCodes Voca -- Major Version 9.1 --

We are pleased to announce the release of Voca Software Version 9.1 for General Availability (GA)!

This release includes many exciting new features as well as resolved constraints from previous releases. For a full description of the release, click [here](#) to download the *Voca Release Notes* from the AudioCodes website.

Key Feature - Centralized Call Queuing

Voca now supports Call Queuing capabilities, offering hybrid voice environments the ability to centralize Call Queue management from one single IVR solution, across any multi-platform or multi-vendor PBX scenario. This is especially useful for enterprises during their transitional UC migration period - allowing organizations to have users from multiple environments in the same Voca Call Queue, no matter where these users are within the voice ecosystem.

Administrators can configure multiple response groups with queuing and overflow capabilities and assign different member types to this group such as PSTN numbers, Teams Direct Routing users and any other PBX internal extension.

This new Call Queuing capability also comes with a new set of IVR reports, providing information on routing decisions made via queues.

With Call Queuing, organizations can maintain caller engagement on wait, minimize caller wait time, provide fair call distribution across agents and reduce the call abandonment rate by overflowing the call to backup destinations.

Affected Products

Voca Conversational IVR

Build a Conversational IVR in just 5 minutes

We've made building a Conversational IVR as simple as it gets. In less than 5 minutes, you can use Voca to create your own IVRs and get a free phone number from AudioCodes to immediately try them out. Take Voca for a test drive [on Teams](#) or [via Web](#) to get started!



If you have any questions, contact us at
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