

Product Notice #0476



Release of Voca Cloud Version 10.0.3 for General Availability

We are pleased to announce the General Availability (GA) of Voca Software Version 10.0.3 for AudioCodes Cloud Service!

This release features significantly enhanced Contact Center capabilities for Voca, as well as a new no-code, drag-and-drop visual Flow Designer and caller experience.

For a full description of this release, click [here](#) to download the *Voca Release Notes* from AudioCodes website.

Major Features

- Microsoft Teams Presence-based routing for Voca contacts, informal agents, and call queues.
- Teams Presence integration of Voca Worker Application with Teams client.
- Japanese and Hindi language support for the Voca Conversational Interface.
- Microsoft Azure AD support for Voca contacts synchronization.
- Pre-built speech inputs (EN US).
- Actionable shift-based working hours sets.
- Prompt file type convertor.
- HIPAA compliance.

Voca Online Onboarding Experience



Try Voca online and build a Conversational IVR in just 5 minutes! Visit the Voca onboarding experience on [Teams](#) or [Web](#).

Affected Products

Voca Conversational Interaction Center



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

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