

AC Voca

Cloud-Based & On-Premises Applications

Version 7.6

Table of Contents

1	Introduction	7
1.1	Product Overview	7
1.2	Product Offering	8
1.2.1	VocaNOM	8
1.2.2	VocaONE	8
1.2.3	VocaSDK	8
2	Version 7.6.....	9
2.1	What's New in Version 7.6.....	9
2.1.1	General	9
2.1.1.1	Mobile Application	9
2.1.2	VocaNOM	9
2.1.3	VocaONE	9
2.2	Known Constraints in Version 7.6.....	10
2.2.1	General	10
2.2.2	VocaONE	10
2.3	Resolved Constraints in Version 7.6.....	11
2.3.1	General	11
2.3.2	VocaONE	11
3	Previous Releases.....	13
3.1	Version 7.4	13
3.1.1	What's New in Version 7.4.....	13
3.1.1.1	General.....	13
3.1.1.2	VocaNOM	13
3.1.1.3	VocaONE	13
3.1.2	Known Constraints in Version 7.4	13
3.1.3	Resolved Constraints in Version 7.4	13
3.1.3.1	General.....	13
3.1.3.2	VocaNOM	14
3.1.3.3	VocaONE	14
3.2	Version 7.2	15
3.2.1	What's New in Version 7.2.....	15
3.2.1.1	General.....	15
3.2.1.2	Mobile Application	15
3.2.1.3	VocaONE	15
3.2.2	Known Constraints in Version 7.2	16
3.2.3	Resolved Constraints in Version 7.2	16
3.2.3.1	General.....	16
3.2.3.2	VocaNOM	16
3.2.3.3	VocaONE	16

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Document Revision Record

LTRT	Description
29000	Initial document release for Version 7.2.
29001	Updates for Version 7.4
29002	Updates for Version 7.6

Related Documentation

Document Name
AC Voca Administrator's Guide

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please email us at info@acvoca.com.

1 Introduction

This document describes the release of Version 7.4 for AC Voca Cloud-Based & On-Premises Applications. This includes new features, known constraints, and resolved constraints.



Note: 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 Web site as a registered customer at <http://www.audiocodes.com/downloads>.

1.1 Product Overview

AC Voca provides a state-of-the-art voice recognition service for enterprises, enhancing day-to-day customer interface and employee productivity by making organizational contacts easily accessible from multiple user environments by voice.

Combining powerful speech recognition engine with a simple-to-use conversational interface, AC Voca introduces a reliable, 24x7 call routing solution that reduces costs, increases the employee's productivity and enhances caller experience and satisfaction.

AC Voca easily integrates with any standard PBX based on analog, digital and IP network protocols and can be deployed as a secured cloud service or on-premises.

1.2 Product Offering

AC Voca includes the following products:

- VocaNOM
- VocaONE
- VocaSDK

1.2.1 VocaNOM

Using VocaNOM, employees can say the name of any other employee and easily place a call, without having to search for phone numbers or dial digits.

With a backend Web platform allowing to automatically synchronize contacts from the corporate address book (or alternatively using a CSV table), organizational contacts are made available on a secured cloud environment, ready for speech recognition dialing either from an office extension, by dialing a designated number from any external phone or using a smartphone application.

1.2.2 VocaONE

VocaONE is designed to help external callers from the general public, such as customers, partners and suppliers, to easily reach a desired branch, department or any desired organizational function simply by saying the destination or type of service they wish to receive. It allows publishing one easy to remember contact number (instead of multiple phone numbers per each organizational destination), and route the call using speech recognition.

Additional features include:

- Finding the nearest branch by using the Location-based Service (LBS) engine
- Keeping the caller's previous preferences by identifying the CLI
- Ongoing tweaking
- Support of popular organizational terms for accurate speech recognition performance

1.2.3 VocaSDK

VocaSDK is a smartphone developer kit, built for iOS and Android mobile platforms, allowing third-party mobile application developers to easily enrich their apps with the AC Voca speech recognition engine. With VocaSDK, developers are able to seamlessly add speech input capabilities to any user interface. Unlike popular and major speech recognition engines, VocaSDK requires zero Internet connectivity in order to process and identify spoken user commands, making it highly available, accessible and robust for any user at any given environment, whether online or offline.

2 Version 7.6

2.1 What's New in Version 7.6

This version includes the following new features:

2.1.1 General

- Improved Cloud Security and High Availability (HA).
- An option to set different menus to employees and non-employees was added. This option will allow setting different behavior and flows between employees and non-employees.
- For the German market, the calling number (CLI) is not saved to the database.

2.1.1.1 Mobile Application

- Organizational Caller ID is now available for iOS users, detecting incoming calls made from any organizational phone number (office extensions & mobile numbers)
- It is now possible to trace contact details by voice, to send emails, text or WhatsApp messages to any employee or personal contact.
- A timer for all communication actions is now available for quicker activation of third-party apps.
- Improved 'Recents' UI was implemented including expanding the number of items to 8.
- An 'Available voice commands' tooltip was added for better usability.

2.1.2 VocaNOM

- A new configuration option was added to allow defining contacts as company employees and gaining benefit from this definition without adding them to the contact list.
- Enhanced statistics were added to support the Mobile application's new actions (WhatsApp, SMS and Email).

2.1.3 VocaONE

- In the Branches, Unmapped Cities Web page, a new 'Auto map branch' column was added to display the assigned branch to a specific city.

2.2 Known Constraints in Version 7.6

This version includes the following known constraints:

2.2.1 General

- Short calls (up to 6 seconds) are not included in the report that is displayed on the Web interface dashboard.
- Not all available Call Dispositions appear in the Filter options of the IVR reports.
- The 'Play selected prompt for company' parameter overrides the 'play time of day' parameter. When dialing to the system, the time of day will not be played.

2.2.2 VocaONE

- When adding, deleting or editing a record in the Branches List, you need to cancel the 'Auto map' value and set it back to 'By distance' for recalculating the automatic mapping by distance.

2.3 Resolved Constraints in Version 7.6

This version includes the following resolved constraints:

2.3.1 General

- Part of the system prompts is now configurable through the Web interface in the Menu Settings.
- In the Overall Performance report, the pie graph was cut.

2.3.2 VocaONE

- When editing branch details, the order of the Pivot cities is now sorted by Name.
- When more than one branch had the same Pivot city, Auto map didn't work properly.
- When there is more than one branch for a City X, and City Y is auto-mapped to City X, not all the branches are displayed when searching City Y.

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3 Previous Releases

3.1 Version 7.4

3.1.1 What's New in Version 7.4

This version includes the following new features:

3.1.1.1 General

- Time zone support was added to allow different time zone settings on provider and customer levels.
- German language improvements were made, including new acoustic models.
- Web performance was improved and consequently data and queries are displayed faster.

3.1.1.2 VocaNOM

- The supported Contact List upload methods in self-registration, are now performed by manually setting a list of contacts or uploading through a CSV file (template file can be downloaded).
- Non-working hours behavior was enhanced and now allows setting the required behavior for callers, who are not allowed to access the system. The new options are:
 - Disconnect the call
 - Transfer to a predefined phone number

3.1.1.3 VocaONE

- The way branches are configured and cities are mapped to branches was significantly improved and now provides a more robust and friendly mechanism for creating and maintaining branches:
 - You can now automatically map unmapped cities to branches by distance or to a selected branch. For this purpose, a Pivot city should be set for each branch. (A pivot city is the actual city where the branch is located).
 - The **Find Near City** button was moved next to the **Pivot City** on the page, and now includes additional options for easier mapping of cities to branches.

3.1.2 Known Constraints in Version 7.4

No known issues were reported in this version.

3.1.3 Resolved Constraints in Version 7.4

This version includes the following resolved constraints:

3.1.3.1 General

- Call Details Reports on drill down of IVR reports, are now opened much faster than in previous versions.
- In some cases, the “Peak Concurrency” value in the Call Date Report was not accurate. This has now been fixed.

3.1.3.2 VocaNOM

- When distributing the mobile App through the Web interface there is no longer a need to use “App Users Syncs” after activating contacts. This step was removed.
- When inviting a large list of contacts to use the mobile App through the Web interface, the browser became unresponsive. A progress bar was implemented to resolve this issue.
- A contact can be activated for the mobile App even if it has no mobile number.

3.1.3.3 VocaONE

- For Departments, in some cases, calls were transferred even when the “Confidence” value was low. This has now been fixed.

3.2 Version 7.2

3.2.1 What's New in Version 7.2

This version includes the following new features:

3.2.1.1 General

- Cloud and On-premises versions are now unified providing same user interface and functionality.
- Security enhancements were included for the AC Voca SaaS solution.
- Text to Speech (TTS) for English and German was improved, including changing the voice (speaker).
- When a provider is logged in as a customer, a new option is now available for going back to provider level.
- A new configurable parameter was added allowing the setting of the number of retries a caller hears, before being transferred to an operator.
- Web management keep-alive timeout was changed from 5 to 15 minutes.

3.2.1.2 Mobile Application

- Speech recognition engine improvements were made for better accuracy.
- Security improvements were added to the HTTPS organizational infrastructure.
- Tutorial screens were added, including a Video Guide, for the first time after login and on the App side menu.

3.2.1.3 VocaONE

- Importing/Exporting branch details can now be done through a CSV file.
- In Branches List and Departments List Web pages, an option was added to collapse and expand the entire list.
- The Search option in Branches List and Departments List Web pages, now supports searching cities and aliases.
- The Unmapped Cities Web page was added under the **Branches** tab allowing the user to identify cities which were not mapped to branches.
- The Overlapping Branches Web page was added under the **Branches** tab allowing the user to identify cities which were mapped to more than one branch.
- A new **Branches by Date** report was added allowing the user to analyze transferred calls ordered by Date or Branch name.
- A new **Requested Destination by Date** report was added allowing the user to analyze the requested destination ordered by Date or Branch name.

3.2.2 Known Constraints in Version 7.2

No known constraints were reported in this version:

3.2.3 Resolved Constraints in Version 7.2

This version includes the following resolved constraints:

3.2.3.1 General

- Response times when creating reports have been improved.
- The Web Management interface was improved to provide a better user interface.
- A greeting loaded from the Web Management interface could not be changed. It can now be changed.

3.2.3.2 VocaNOM

- The Mobile App SMS invitation process was improved and is much more reliable.

3.2.3.3 VocaONE

- When creating and editing a branch, all past limitations related to Branch Name are now fixed.
- Play Recognized City before transfer parameter in **Branch** menu is now fully supported.
- In some cases, aliases could not be updated when editing Departments. This has now been resolved.

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