

# Voca Conversational Interaction Center

Cloud-based Release

Version 10.1



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## Related Documentation

Document Name
<a href="#">Voca Administrator's Guide</a>
<a href="#">Voca Installation Manual</a>
<a href="#">Voca Interaction Center Flow Designer User's Manual</a>

## Document Revision Record

LTRT	Description
29024	Initial document release for Version 10.1



The latest software versions can be downloaded from AudioCodes' Services Portal (registered Customers only) at <https://services.audiocodes.com>.

## Software Revision Record

Software Revision	Release Date
10.1	January 2023

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# 1 Introduction

This document describes the release of Version 10.1 for Voca Cloud-based and On-premises applications. This includes new features, known constraints, and resolved constraints.



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 website at <https://www.audiocodes.com/library/technical-documents>.

## Solution Overview

AudioCodes Voca is designed to provide an innovative, next-generation service experience for users interacting with company Workers, Agents and internal business lines using modern Behavioral Routing and Conversational AI technologies.

By combining Voice.AI, IVR and Voice Networking, the Interaction Center solution by AudioCodes features an advanced multi-language Conversational AI interface that instantly automates IVR flows by using simple, intuitive voice requests over natural language, providing robust support for a variety of Conversational IVR, Auto-Attendant flows and Self-Service use-cases.

Coupled with Voca's Conversational capabilities, the application also includes an intuitive No-code Flow Designer, dedicated Worker (Agent) and Supervisor experience, CRM integration, Skill-based routing, Real-time Dashboards and a set of Historical Reports, providing customers with a complete all-round Interaction Center solution.

With flexible deployment and connectivity models, Voca can integrate with any PBX, Contact Center or UC platform, allowing customers to manage CC, IVR, Auto-Attendant and Call Queues in one centralized multi-tenant application that serves multiple voice platforms in parallel. The solution is GDPR compliant and available from AudioCodes Cloud or On-Premises, offering rapid deployment from zero-to-service in just a few days.

## Voca for Microsoft Teams

Voca is now available as a dedicated, native application for Microsoft Teams, available directly from the Microsoft Marketplace and AppSource. The application allows IT to manage its entire voice ecosystem, including IVRs and Call Queues, all under the Teams hood.

Get the brand-new Voca app - **Voca Conversational Interaction Center for Teams** - today by clicking [here](#) and build a Conversational IVR and Contact Center flow in just a few minutes!

## Online Onboarding Experience

Voca is also available for a [quick trial](#) from the Web.

## Supported Languages

- English US
- English UK
- English (Australia)
- German (Germany)
- Spanish (Mexican/Multi-Dialect)
- Spanish (Spain Dialect)
- Spanish (US Dialect)
- French (France)
- Dutch (Netherlands)
- Portuguese (Brazil)
- Italian (Italy)
- Russian (Russia)
- Chinese (Mandarin/Simplified)
- Hebrew
- Hindi
- Japanese

Voca may support additional languages through Microsoft Azure Cognitive Services. For the full list of all supported languages by Microsoft Azure, click [here](#).

Customers that wish to request additional language support are advised to contact an AudioCodes representative. The request will be forwarded and supported by the AudioCodes Voca team.

## 2 Version 10.1

This section describes Version 10.1.

### What's new in Version 10.1

This version includes the following new features:

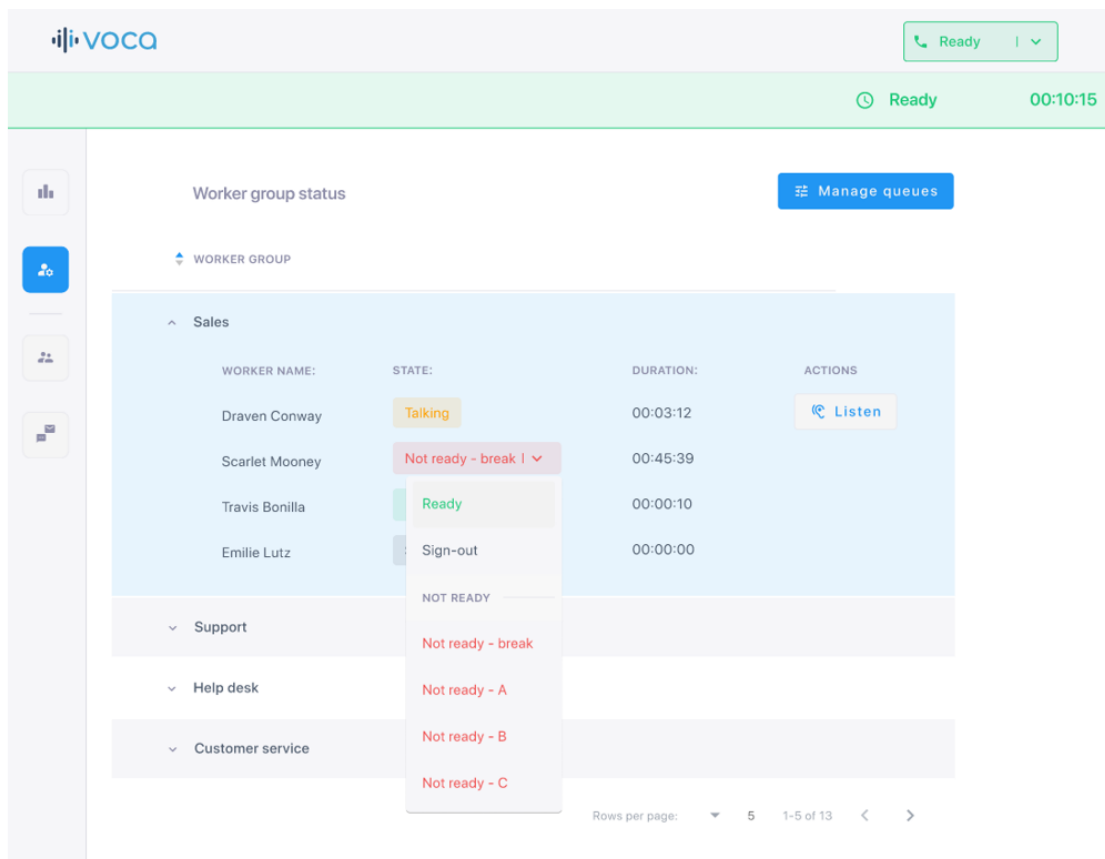
#### General

##### ■ Supervisor real-time control for agent status and queuing

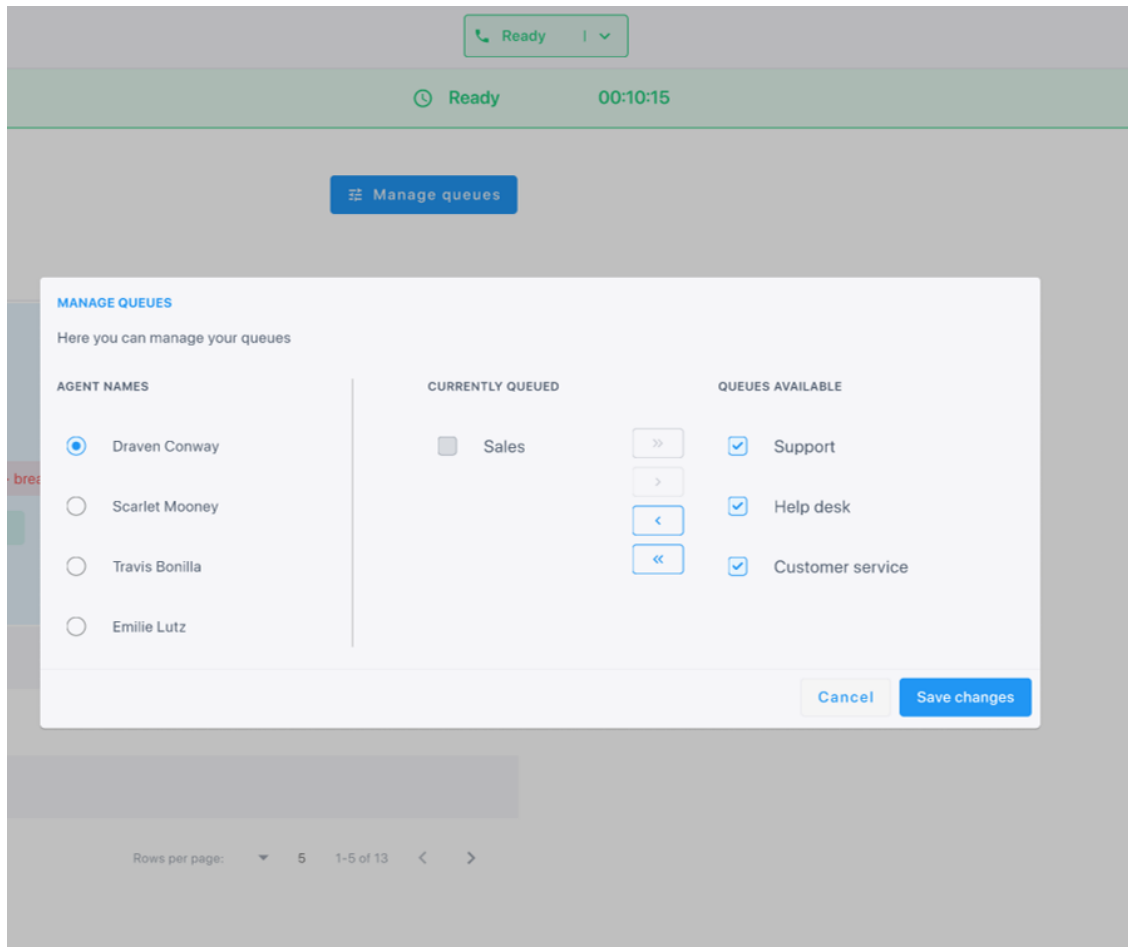
Voca Interaction Center supervisors are now able to control their Agent/Worker team availability directly from the supervisor’s desktop. With this feature, supervisors can monitor and control the status of agents and the distribution of incoming calls in real-time, ensuring efficient and effective handling of customer interactions.

##### Call Status Events

- Change Agent status and availability (Ready/Not-Ready reason codes)
- Force the agent to log out of the agent application



## Modify Agent's Skill Assignment



### ■ New Interaction Center Reports

Additional historical reports are now available for Worker activity, that provide detailed insights into the performance of the contact center, including call volumes and agent availability, for managers and supervisors:

- **Agent state reports:** This report displays the duration of the various agent state changes during a specified time period. This information enables supervisors to track agent times spent in various non-call related states.
- **Agent calls detailed report:** This report displays all calls for one or more agents for a given time period. The report is designed to provide the supervisor with agent-specific call behavior.

### ■ Real-Time Dashboard for Informal Agents

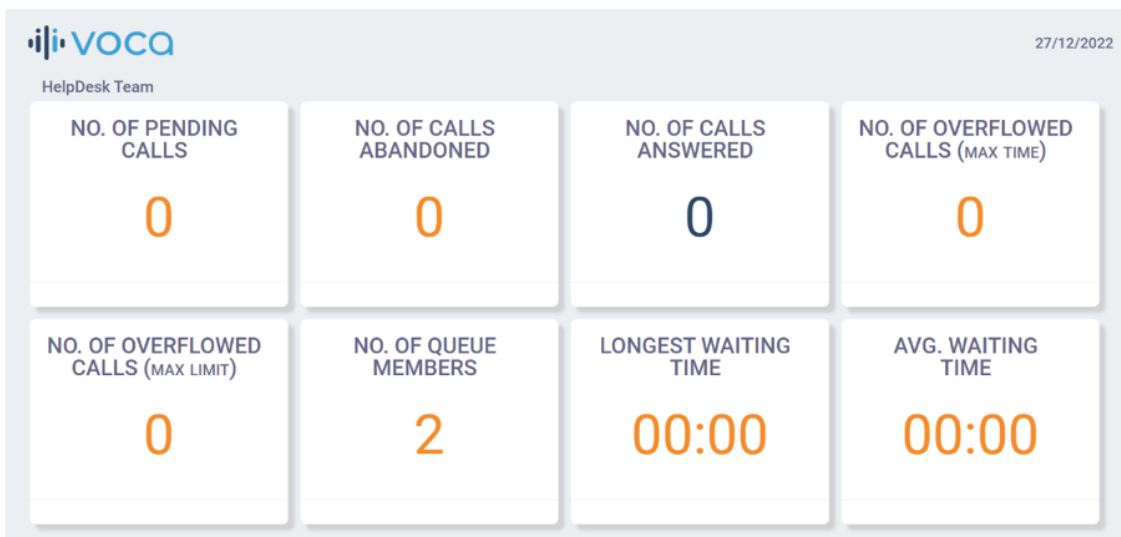
Informal Agents (Teams users) can now use the Voca Real-Time Dashboard to view call routing information for various internal departments (e.g., Sales, Support and Service).



Call queue Administrators and members can use the call queue real-time analytics Dashboard to make effective data-driven decisions.

The call queue real-time analytics dashboard provides critical details including:

- ◆ No. of Pending calls
- ◆ No. of calls abandoned
- ◆ No. of calls answered
- ◆ No. of Queue members
- ◆ Longest waiting time
- ◆ Avg. waiting time
- ◆ No. of calls overflowed (maximum call limit)
- ◆ No. of calls overflowed (maximum waiting time)



### ■ Broadcast Routing

Voca Call Queue members, such as Informal Agents (Teams users) and 3rd-party extensions, can now receive calls simultaneously, allowing Contact Centers to minimize time to answer. The Voca call queue Broadcast Routing method can call up to 20 members, including Teams users and 3rd party extensions/PSTN numbers.

### ■ Import/Export Flow Designer Flows

This new addition in the Flow Designer allows managers to easily import and export call flows and making it easier to share and reuse best practices across the contact center.

### ■ Flow Designer New Routing Actions

The new Flow Designer now includes a range of new routing actions, such as:

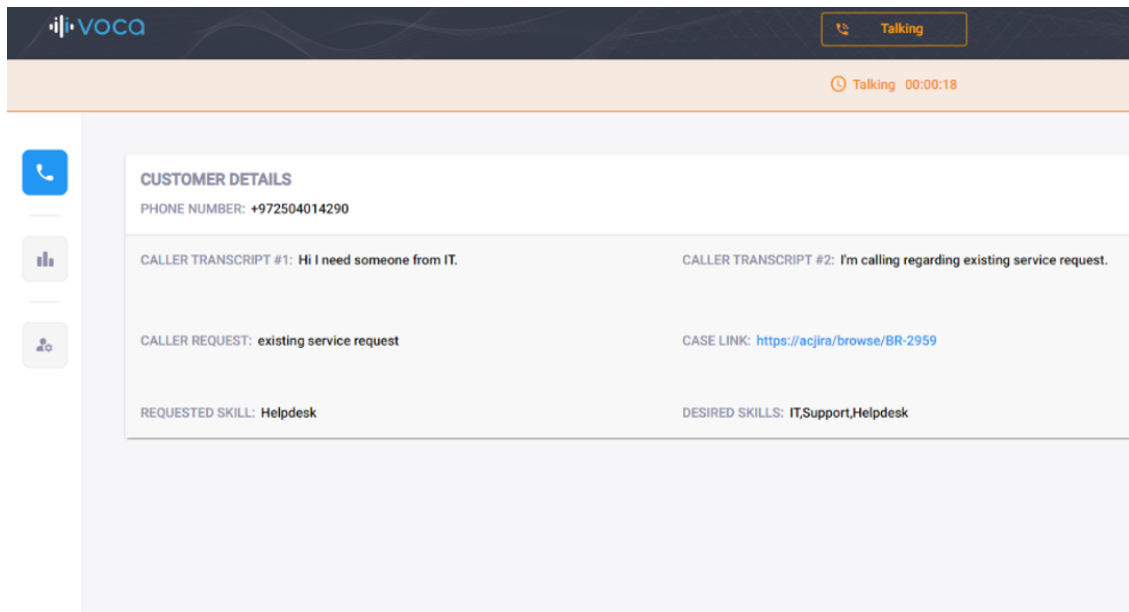
- Go-to Department
- Go-to Contact

- Leave a Message
- Send SMS

These new actions also provide the Administrator with the ability to use call flows with dynamic data based on the caller interaction. This makes intelligent call routing decisions to build sophisticated and flexible call flows.

### ■ Agent Assist Conversational IVR Transcript

The Agent Assist feature now includes a transcript of the conversation between the customer and the conversational IVR, providing agents with valuable context and information to help them resolve customer queries and issues more effectively.



The screenshot displays the Voca Agent Assist interface. At the top, the Voca logo is on the left, and a 'Talking' status indicator is on the right. Below the header, a 'Talking 00:00:18' timer is visible. The main content area is divided into sections:

- CUSTOMER DETAILS**  
PHONE NUMBER: +972504014290
- CALLER TRANSCRIPT #1:** Hi I need someone from IT.
- CALLER TRANSCRIPT #2:** I'm calling regarding existing service request.
- CALLER REQUEST:** existing service request
- CASE LINK:** <https://acjira/browse/BR-2959>
- REQUESTED SKILL:** Helpdesk
- DESIRED SKILLS:** IT,Support,Helpdesk

### ■ VIP Priority Routing

This feature allows Administrators and supervisors to prioritize calls from VIP customers lists. This ensures they receive prompt and personalized attention, by prioritizing their call position in the queue. This can help improve customer satisfaction and loyalty.

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