

# Voca Conversational Interaction Center

Cloud-Based & On-Premises  
Applications

Version 10



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## Related Documentation

Document Name
Voca Administrator's Guide
Voca Installation Manual

## Document Revision Record

LTRT	Description
29022	Initial document release for Version 10



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	April 2022

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# 1 Introduction

This document describes the release of Version 9.1 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 IVR for Teams** - today by clicking [here](#) and build a Conversational IVR in less than 5 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

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

This section describes Version 10.

### What's new in Version 10

This version includes the following new features:

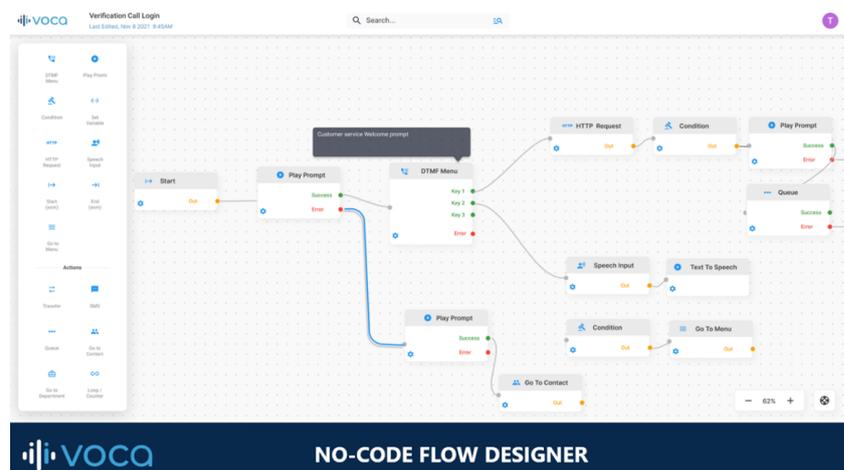
#### General

##### ■ No-code Flow Designer

Voca now features a built-in, intuitive no-code IVR Flow Designer allowing users to build customized service flows which combine:

- Speech inputs
- DTMF inputs
- Automated Text-to-Speech readouts
- SMS Gateway
- Conditions and variables
- HTTP requests for:
  - ◆ Triggering APIs
  - ◆ Fetching & sending CRM information
  - ◆ Querying web services and databases
  - ◆ Executing scripts
- Agent Assist allowing the escalation of calls to company Contacts, Departments and Queues

Featuring a No-code visual drag and drop UI, runtime simulator and testing/pre-production tools, anyone can create modern Conversational IVRs with Voca.

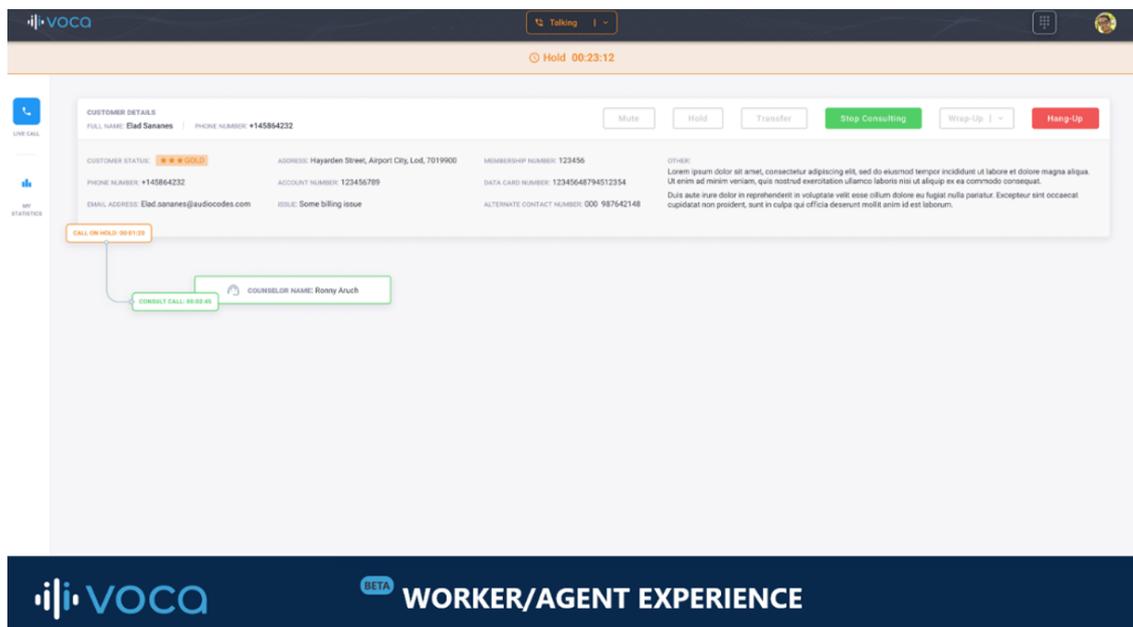


■ Skill-based Routing

Voca now includes a new Queue type, where Workers (Agents) are associated with their relevant skills, allowing callers to be routing to the best matching Worker upon IVR flow and availability.

■ Worker Application for Agents & Supervisors

Allowing any Worker to become an Agent in Voca, the new end-user application enables users to easily sign-in/sign-out of queues, receive and make incoming calls, control wrap-up, use multiple call controls and view CRM information on-screen, relevant to the specific call handled. Behind the end-user application, a new set of configuration for Workers, Supervisors and groups is included, alongside customizing reason-codes for status events and wrap-ups.



### Edit Workers Group

Group Name\*

Description\*

Not Ready Status Group

Supervisors

Supervisor\*

Supervised Workers

Worker\*

Worker\*

### New Worker Status Event

Wrap-up Group Name\*

Wrap-up Events

Event Name  Time (Sec)

Event Name  Time (Sec)

### Edit Worker Status Event

Not Ready Group Name\*

Not Ready Events

Event Name

Event Name

### Edit Worker

First Name\*

Last Name\*

Email\*

Worker Extension\*

Location

Worker Type

Assigned Skills

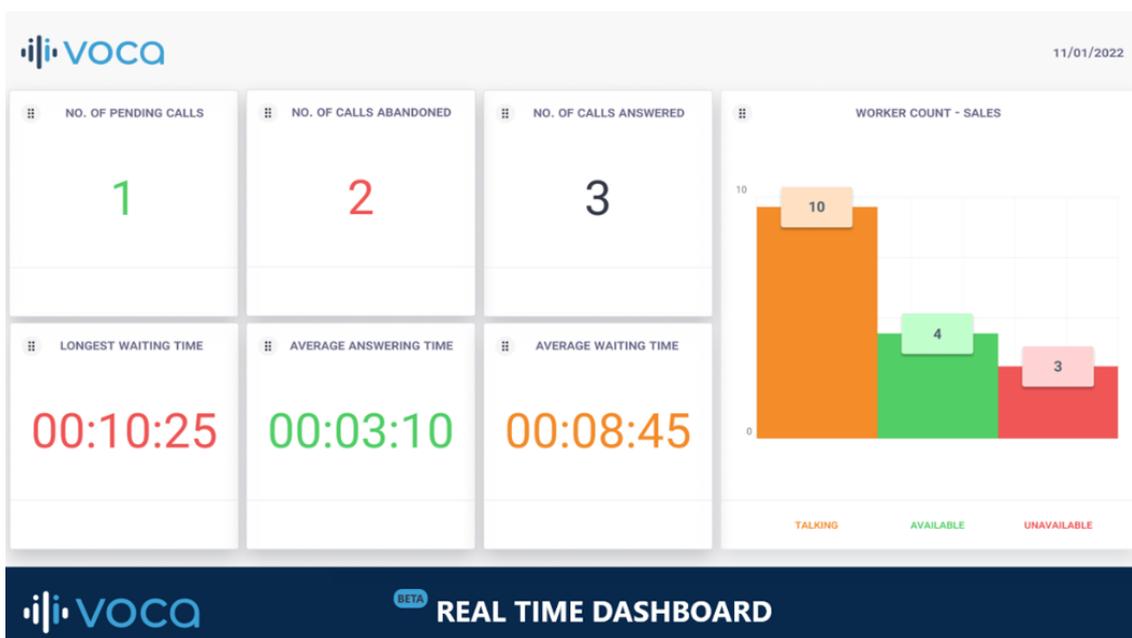
Skill\*  Level\*

Skill\*  Level\*

Skill\*  Level\*

**Real-time Dashboard**

Providing a real-time, fully-customizable view of in-queue call handling and service levels in a large-display visual format that fits straight to CC wallboards and screens, including customized thresholds.



## New Dashboard

Name\*

Description

Queue Name\*

NO. OF PENDING CALLS	<input type="text" value="2"/>	<input type="text" value="5"/>
NO. OF CALLS ABANDONED	<input type="text" value="2"/>	<input type="text" value="6"/>
NO. OF CALLS ANSWERED	<input type="text" value="1"/>	<input type="text" value="4"/>
LONGEST WAITING TIME	<input type="text" value="3"/>	<input type="text" value="1"/>
AVERAGE ANSWERING TIME	<input type="text" value="6"/>	<input type="text" value="1"/>
AVERAGE WAITING TIME	<input type="text" value="3"/>	<input type="text" value="1"/>

### ■ Interaction Center Historical Reports

A new set of historical reports is now available, including reports on Skill-based routing, abandonment, service levels, and Worker (Agent)/Groups activity.

### ■ On-prem Speech-to-Text

Voca's Speech-to-Text support from Microsoft Azure may now be deployed fully on-premises using Containers.

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