

# Voca Agile Conversational IVR

Cloud-Based & On-Premises  
Applications

Version 8.4.0



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## Related Documentation

Document Name
Voca Administrator's Guide
Voca Installation Manual

## Document Revision Record

LTRT	Description
29017	Initial document release for Version 8.4.0.



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
8.4.0	August 2021

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# 1 Introduction

This document describes the release of Version 8.0 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 for businesses looking to quickly and easily upgrade their calling experience, allowing callers to talk their way through the Interactive Voice Response (IVR) menu.

By combining Voice.AI and Voice Networking technologies, the Agile Conversational IVR solution by AudioCodes, features advanced, enterprise-grade Voice Recognition capabilities that instantly automate calling journeys for both customers and internal users by using simple, intuitive voice requests.

Voca is designed to understand and master custom organizational vocabularies, such as contact names, departments, job titles, product names, branches and services. All are typically exclusive to organizations and industries.

Together with a real-time, self-serve Web Management Interface, customizing and managing Voca is as easy as it gets. With no prior technical knowledge required, IT or otherwise, anyone in the organization can operate Voca.

The ready-made solution is General Data Protection Regulation (GDPR) compliant and available on the 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, all under the Teams hood. The agile solution also offers multi-tenancy support, and full IVR reports and voice analytics.

Get the brand-new Voca app - Voca Conversational IVR for Teams - today at <https://teams.microsoft.com/l/app/99085833-810a-4b1f-a0c4-7c21f57bf2d8?source=store-copy-link> and build your own Conversational IVR in less than 5 minutes!

## Supported Native Languages

- English US
- German (Germany)
- Spanish (Mexican/Multi-Dialect)
- Spanish (Spain Dialect)
- Spanish (US Dialect)
- Hebrew

## Supported Languages via Microsoft Azure Speech Services

- English UK
- Portuguese (Brazil)
- French (France)
- Dutch (Netherlands)
- Chinese Mandarin simplified
- Italian (Italy)
- Russian (Russia)
- English (Australia)

Voca now supports 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 8.4.0

This section describes Version 8.4.0.

### What's new in Version 8.4.0

This version includes the following new features:

#### General

##### 1. Mixed Speech and DTMF Menu

NEW! Callers are now able to interact with Voca using either voice or DTMF inputs within the same menu or stage of the IVR call flow. Administrators can now define the DTMF menu behavior by setting up the following options:

###### a. Collect and Route Types

- i. **Transfer to Extension:** Transfer the call to the configured extension of the Contact/Department by caller request.

#### DTMF

Collect and route type

The minimum length of extension number  AND

The maximum length of extension number

DTMF keys Type

- ii. **Transfer by DTMF Routing Key:** Transfer the call to the configured unique extension key of the Contact/Department by caller request.

#### DTMF

Collect and route type

The minimum length of routing key  AND

The maximum length of routing key

DTMF keys Type

###### b. DTMF Key Types

- i. **Second Language:** When the tenant has been configured with two languages, the administrator can set a dedicated routing key for allowing the caller to reach a second language IVR speech menu.

### DTMF

Collect and route type	<input type="text" value="None"/>
DTMF keys Type	<input type="text" value="Second language"/>
DTMF*	<input type="text" value="1"/>
Behaviour*	<input type="text" value="Go to menu"/>
Menu Name	<input type="text" value="2nd Language IVR - France"/>

- ii. **Action Key Routing:** The administrator can set DTMF flow behavior (1-9,#,\*) in parallel to the Speech menu, to navigate between the different sub-menus and other listed actions.

**DTMF**

Collect and route type	<input type="text" value="None"/>
DTMF keys Type	<input type="text" value="Actions keys routing"/>

**Key Actions**

1	Action 1	<input type="text" value="Do nothing"/>
2	Action 1	<input type="text" value="Do nothing"/>
3	Action 1	<input type="text" value="Go to menu"/>
4	Action 1	<input type="text" value="Go to Contact"/>
5	Action 1	<input type="text" value="Go to Department"/>
6	Action 1	<input type="text" value="Do nothing"/>
7	Action 1	<input type="text" value="Do nothing"/>
8	Action 1	<input type="text" value="Do nothing"/>
9	Action 1	<input type="text" value="Do nothing"/>
*	Action 1	<input type="text" value="Do nothing"/>

### 2. Missed Calls Email Notification for Departments

This feature notifies department owners via email, within a specific department, whenever the caller tries to reach them without success. When a caller tries to reach a department destination that is not available, Voca prompts the caller to leave a voice message.

Immediately after the caller ends the call, the destination department receives an email with the call details (caller name and date and time of call). If a voice message was left by the caller, the recording is attached to the email received by the destination contact.

This feature also provides the ability to add up to three extensions (destination numbers) per department for round robin calls as a distribution algorithm.

To enable this feature:



- a. In the 'Email' field, enter the email address of the destination department.

## Edit Department

**General**

UID*	<input type="text" value="1111"/>
Department Name*	<input type="text" value="Help Desk"/>
Parent Department	<input type="text"/>
Email	<input type="text"/>
Extension 1	<input type="text" value="4000"/>
Extension 2	<input type="text"/>
Extension 3	<input type="text"/>
DTMF_routing_key	<input type="text"/>

- b. Enable the missed call notification for Departments (Menu level setting). From the 'Routing Settings' drop-down list, select **Advance Routing**.
- c. From the 'Hunting Type' drop-down list, select **main extension first**.

### Call Routing and Hunting - Department

Routing Settings	<input type="text" value="Advanced routing"/>
Prompt Before Transfer*	<input type="text"/>
No Answer Timeout (0-120 secs)	<input type="text" value="10"/>
hunting type*	<input type="text" value="main extension first"/> <ul style="list-style-type: none"> <li>main extension first</li> <li>round robin</li> </ul>
Hunt on No Answer	
Hunt on Busy (486)	
Hunt on Other States (4xx, 5xx, 6xx)	<input type="checkbox"/>
<b>Actions When Remote Party is not Reachable</b>	
Action 1	<input type="text" value="Do nothing"/>

- d. From the 'Action 1' drop-down list, select **Missed calls notification**.

### Call Routing and Hunting - Department

Routing Settings Advanced routing ▾

Prompt Before Transfer\* ▾

No Answer Timeout (0-120 secs)\* 10

hunting type\* main extension first ▾

Hunt on No Answer

Hunt on Busy (486)

Hunt on Other States (4xx, 5xx, 6xx)

**Actions When Remote Party is not Reachable**

Action 1 Missed calls notification ▾ Data With Voice Recording ▾

Action 2 Disconnect ▾

### 3. Multiple Time Zones

NEW! Administrators can now create an IVR call flow per time zone for each site, within the same Voca tenant. Users can also generate Voca IVR reports by choosing their desired time zone based on three options:

- Tenant time zone
- Flow time zone
- Local time zone (Web)

### IVR Reports

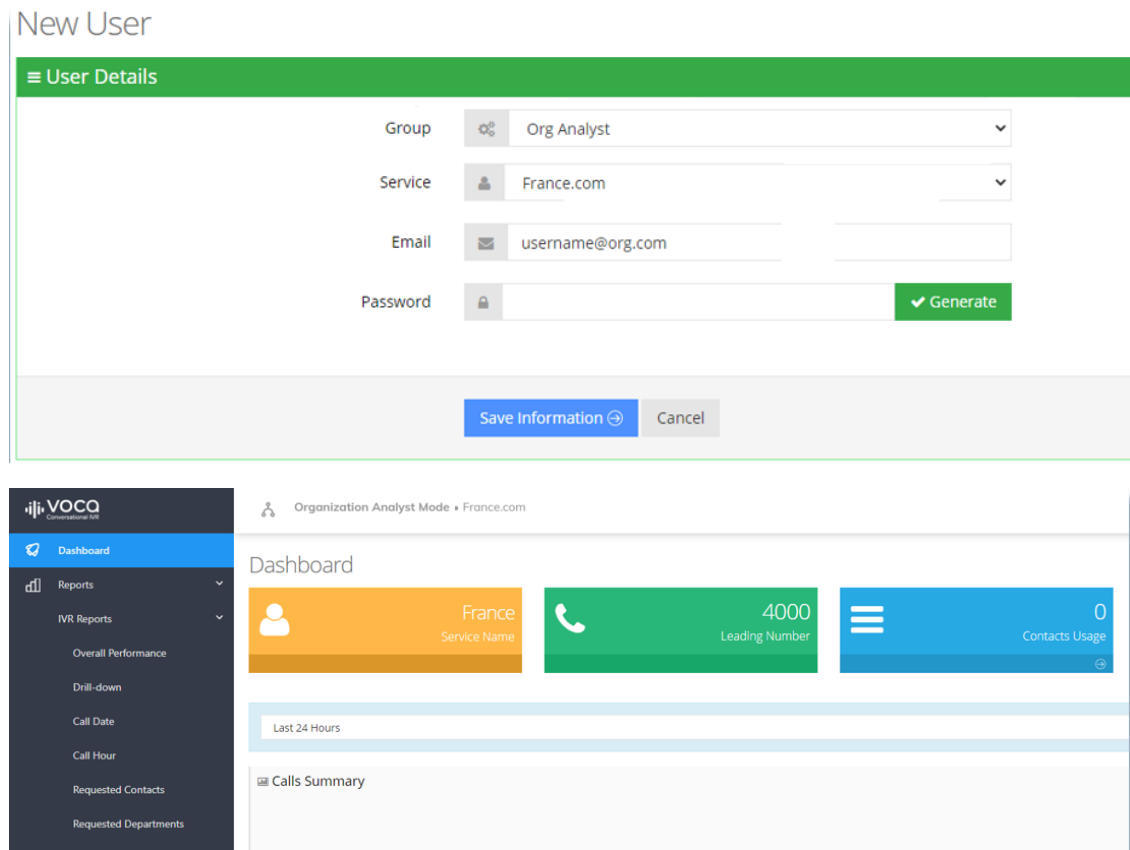
☰ Drill-down

▾ Filter Options

Date From			
Date To			
Call Source			Exact ▾
Call Routed			Exact ▾
Call Duration		to	
Call Disposition	Any ▾		
DNIS	Any ▾		
Timezone Display Mode	Tenant Time zone ▾		
	Tenant Time zone		
	Flow Time zone		
	Local Time zone (Web)		

#### 4. Reports and Analytic User

Single tenant and multi-tenant customers can create a dedicated user for reports and analytic views. This role enables the user to view and generate reports within a specific tenant.



#### Known Constraints in Version 8.4.0

- Voca reporting users should be created from the Provider Level page, under the 'User' section.
- The zero digit (0) cannot be assigned to routing the second language.
- Old version report records will be normalized to the Tenant time zone.

#### Resolved Constraints in Version 8.4.0

The following constraints have now been resolved.

Incident	Constraints	Comments
VOCARB-1794	IVR Reports (overall performance and details) have English dispositions within the filter.	Fixed an issue for the German UI language presentation, where the disposition wasn't translated into English.

Incident	Constraints	Comments
VOCAVB-2099	Start and End Time for holidays/event is equal for a single day.	Fixed an issue where 'Holiday/event' shows a misleading display of Start and End Time for a single day.
VOCAVB-2100	Duration of calls shown as '-1'.	Addressed an issue in the 'Drill-down' report where some calls were presented with a duration value of '-1'.
VOCAVB-2103	LDAP filter cannot be applied due to length.	Fixed an issue where the user entered the LDAP filter with more than 255 characters.
VOCAVB-2144	Length of IVR number fixed during service creation.	Improved the maximum number of entered digits per IVR number.
VOCAVB-2145	Service name cannot be a number - error message misleading.	Resolved the issue where the user created an enter service name in the wrong format.  A new error message was added.
VOCAVB-2146	When creating a new flow, the DNIS number not allowed to start with '+'.	Addressed an issue that prevented the user from adding a DNIS number that began with the '+' sign.
VOCAVB-2161	Licenses for Voca suddenly shown as '0'.	Fixed an issue when the Voca UI displayed an incorrect number of licenses in the Voca product.

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