

# Voca Agile Conversational IVR

Cloud-Based & On-Premises  
Applications

Version 9.0



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## Related Documentation

Document Name
Voca Administrator's Guide
Voca Installation Manual

## Document Revision Record

LTRT	Description
29018	Initial document release for Version 9.0.



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
9.0	November 2021

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# 1 Introduction

This document describes the release of Version 9.0 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 by clicking [here](#) and then build your own Conversational IVR in less than 5 minutes!

## 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 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 9.0

This section describes Version 9.0.

### What's new in Version 9.0

This version includes the following new features:

#### General

##### ■ Built-in Support for Natural Language/Free Speech Support using Microsoft LUIS

Voca now supports Natural Language Understanding. Callers can now request their destination (e.g., Department, Contact, Service or Branch) using everyday natural language inputs, using free and open speech.

With this new major capability, callers can use free speech inputs which contain the relevant keywords (e.g., a contact person's name, a department name, a service or a branch).

For example: "Good morning, I'd like to speak with Mike from Billing".

Free Speech support will be readily available as standard for any customers using Voca deployed from Teams or Azure and comes at no extra cost or additional subscription.

##### ■ Voca Integration with OVOC

Voca is now fully integrated with the AudioCodes One Voice Operation Center (OVOC), allowing service administrators to automatically monitor the IVR service as part of OVOC and receive notifications and alarms on service availability.

This new integration allows Service Providers and Managed Service customers to enjoy seamless service monitoring and alarms upon any change in the IVR service availability.

##### ■ Voca Onboarding Wizard

The new Voca onboarding wizard, providing a 60-day free trial for any user who wishes to try Voca, is now available from the Web, using Single Sign-on (SSO).

With the Voca onboarding application, users can build an IVR in just a few minutes and get a phone number from AudioCodes free of charge, allowing a swift test of the Conversational IVR experience.

Any IVR built using the Voca onboarding wizard can be instantly connected to all types of IP and traditional PBXs, in parallel to any Unified Communications (UC) platforms across the organization.

### ■ **Role-based Access Enhancements**

Voca now supports multi-tenant control access for the following new management levels:

- Organization administrator (full access)
- Organization analyst (generate and view reports)

With these new access controls, global administrators within the organizations can now control multiple tenants with the same login information, and Service Providers are able to easily access and manage multiple end-customers from one single login.



## Known Constraint in Version 9.0

- Natural Language Understanding (NLU) is currently not available for Hebrew and Russian languages.

## Resolved Constraints in Version 9.0

The following constraints have now been resolved.

Incident	Constraints	Comments
VOCAVB-2397	The system responds with a 404 Error message without a single call on the system.	Addressed an issue where the Voca application restarts because of an anti-virus application.
VOCAVB-2423	DTMF attended transfer number with space not working.	Resolved the problem when calls weren't being transferred to the destination, where the destination number contains spaces.
VOCAVB-2480	Peak Concurrency Reporting Inconsistency.	Resolved an issue where the Peak Concurrency Reports didn't present the correct data.

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