

# Voca Conversational Interaction Center for Microsoft Teams



**With Voca,**  
 you instantly modernize  
 your IVR, Call Queuing  
 and other Contact  
 Center capabilities  
 without compromising  
 the effectiveness and  
 simplicity of your Microsoft  
 Teams ecosystem.



Voca is a modern Contact Center solution designed to provide the tightest integration with Microsoft Teams Voice. Allowing you to effectively deliver a top-notch service experience for callers over your existing Teams Voice infrastructure.

Using powerful automation capabilities, Voca allows easy, no-code configuration of self-service IVR flows that combine built-in Conversational AI with CRM and database dips, together with smart routing to queues, agents, departments and company contacts.

From Contact Center agents to informal agents operating in internal business lines, Voca Conversational Interaction Center enables you to address a variety of automated service flows and agent steering scenarios, tightly connected to Teams Voice.

**Businesses using Voca can be up and running in 3 days and typically pay at least 30% less than other Contact Center SaaS providers.**

## Explore Voca's Features

- ✓ Built-in multi-language Conversational AI
- ✓ Actionable call queuing
- ✓ Modern Teams-based agent desktop
- ✓ Native Teams app
- ✓ Conversational Call Steering & Auto-Attendant
- ✓ Teams Presence-based routing
- ✓ Real-time dashboards
- ✓ GDPR and HIPAA compliant
- ✓ No-code IVA flow designer
- ✓ Skill-based routing
- ✓ Historical reports & analytics
- ✓ Cloud & On-prem deployment

# One-app, one-screen contact center experience with features you know & expect



## No-code Automation

Build self-service IVA flows using an intuitive flow designer with built-in Conversational AI



## Modern Agent Desktop

Agent interface with rich call controls, CRM information, availability, wrap-up and statistics



## Built-in Analytics

Real-time dashboards and historical reports for agent activities, queue statistics and IVR performance



## Power Teams Integration

Leveraging your existing Microsoft Teams Voice infrastructure for Contact Center capabilities

## The contact center entirely designed for Microsoft Teams



### Leverage the newest Microsoft Teams Contact Center integration.

With the tightest Teams connectivity and bi-directional presence-based logic, the Power model allows a seamless switch from agents to UC users.



### Tie agents and workers under the same service workflow.

Empower formal Contact Center agents as well as informal agents residing in internal business lines (IT helpdesk, HR and more) with smart routing and IVR automation, all living under one single service platform.



### Intuitively build self-service flows for instant automated service experience.

Combine Conversational AI with advanced IVR logic and API requests for real-time data dips, allowing you to automate any calling scenario with a powerful no-code flow designer for building your IVAs.



### Seamlessly combine Conversational AI that works out-of-the-box in Voca call flows.

Enjoy pre-integrated, multi-language Speech-to-text, Natural Language Understanding and Text-to-speech to empower your callers with an innovative service experience that let's them talk through the menu.

**Take Voca for a test drive and enjoy a 30-day free trial!**

Phone numbers for immediate testing of your Voca IVRs are provided by AudioCodes free of charge.



Onboard Voca via the web  
[voca.audiocodes.io/login](https://voca.audiocodes.io/login)



Voca Conversational Interaction  
Center on [Teams Store](#)



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**International Headquarters**  
1 Hayarden Street  
Airport City, Lod, 7019900, Israel  
Tel: +972-3-976-4000  
Fax: +972-3-976-4040

**AudioCodes Inc. USA**  
80 Kingsbridge  
Rd - Piscataway, NJ 08854  
Tel: +1-732-469-0880  
Fax: +1-732-469-2298

[www.audiocodes.com/contact](https://www.audiocodes.com/contact)  
[www.audiocodes.com](https://www.audiocodes.com)

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