



AGILE CONVERSATIONAL IVR

Win back the delight of calling





“Good morning,
what department or service
are you looking for today?”



“I need to speak with
customer support please.”



LET YOUR CUSTOMERS TALK

Voca enables businesses to seamlessly automate customer and internal calling using the most intuitive form of communication – voice. Accurate, state-of-the-art Voice Recognition technology makes the calling experience modern, simple and flawless, with zero-to-service deployment in just a few days.

- Automate caller voice requests using state-of-the-art Voice Recognition
- Flexible call flows and easy optimization of voice requests handling
- Intuitive self-service Web Management Interface with extensive call analytics
- Off-the-shelf solution combining Voice.AI & telephony capabilities, allowing instant deployment and operation



"Who would you like to reach?"



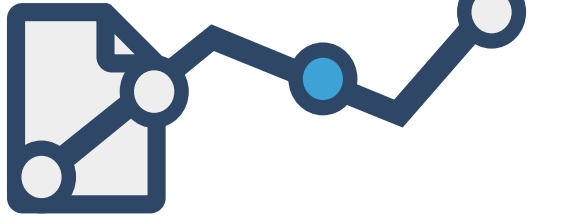
"Dave from Product Management"



USE THE LANGUAGE YOU LOVE

AudioCodes AI-based Voice Recognition engine allows your callers to use everyday speech, while eliminating the need for complex call menus and DTMF IVR navigation. With an advanced, built-in custom vocabulary support, any business can make sure all voice requests are covered and handled correctly.

- Linguistic expertise for specific industry or company-related jargon used by your everyday callers (contact names, product names, departments, services and branches)
- Support for unlimited voice entries, making sure no voice request is missed
- Real-time linguistic optimization coverage using the Voca Web Management Interface



EASILY MANAGE YOUR CONVERSATIONAL IVR

It doesn't take a tech expert to manage Voca. Be the master of your own calling journeys with the self-serve Voca Web Management Interface. Continuously optimize your Voice Recognition coverage with free text to make sure your caller voice requests are handled correctly, while maintaining a delightful calling experience through a simple web platform.

- Easily design and manage service call flow
- Built-in calling and voice analytics, allowing playback of caller voice requests
- Record your own voice announcements, use pre-recorded prompts, or use Voca's built-in Text-to-Speech engine
- Requires no prior technology knowledge and is easily managed by phone receptionists, operators, operations, customer service or any other non-IT organizational department



"What are your opening hours?"



"Our opening hours are:
Monday-Friday 08:00-22:00
Saturday-Sunday 10:00-20:00"



A SMART CALLING EXPERIENCE

Beyond simply transferring calls, businesses looking to upgrade their calling experience can enjoy Voca's bot-like smart features to deliver a modern, joyful service to callers.

- Voice-Driven Text Message – Customers can request information by voice and automatically receive a detailed answer to their mobile phone as a simple text message.
- Automatic Voice Reply – With Voca's built-in Text-to-Speech technology, or by using recorded announcements, customers can get answers to various information requests by voice replies, played back immediately during the call.
- Advanced Call Flows and Triggers – From automated call hunting to reaching contacts across multiple devices until the call is answered, through multi-stage call menus based on speech & DTMF all the way to integration with shifts schedule for on-duty desk representatives, Voca makes sure no call will ever go unanswered.



DELIVER SIMPLE CONNECTIVITY AT SCALE

Voca seamlessly connects to your phone system, IVR, Contact Center platform and any WebRTC client.



Analog or IP PBX



Contact Center



Teams or
other UC



SIP Trunk



WebRTC

- Built-in connectivity to the organization's existing telephony system (analog, IP, WebRTC client or UC like Microsoft Teams)
- A one-stop shop with telephony and Voice Recognition technology from a single vendor under a single solution, with no need for additional third-party support
- Available on Cloud or fully On-Premise over VM or AudioCodes dedicated HW



MAIWALD

INTELLECTUAL
PROPERTY



"Thanks to AudioCodes' support, we had the system up, running and fully functional in just three days."

IT Expert at Maiwald Intellectual Property

"Voca is very intuitively designed and a pleasure to use. It makes our work so much easier. We wouldn't want to do without it!"

Receptionist at Maidwald Intellectual Property



SECURITY & DATA PROTECTION

AudioCodes Voca meets the latest and most stringent data protection standards, including GDPR, with nation-specific local storage available to ensure that calling data stays safely secured.

Voca is based on the AudioCodes family of enterprise-grade Session Border Controllers (SBCs), deployed in some of the world's largest companies, thereby ensuring Voca's inbound and outbound call traffic remains fully secured and encrypted.





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