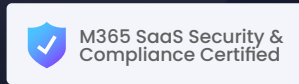


# One-Screen, AI-first Contact Center Built for Microsoft Teams

Voca CIC enables your agents with real-time access to back-office experts during service calls. Accelerate resolution times, remove department silos, and ramp up employee experience.



Today's modern workplace demands a new approach to customer experience, one that not only empowers agents to enjoy their jobs and provide exceptional service to customers but enables internal business lines to provide top-notch service throughout the organization too.

AudioCodes Voca CIC, a lightweight CCaaS with built-in Conversational AI, is designed entirely for Microsoft Teams to unify your customer and employee experience.

With Voca CIC as a Microsoft Teams App, you consolidate your unified communications and contact center into one-screen, allowing every Microsoft Teams user to become a potential agent.

Voca CIC is a Azure-native integration with Teams and offers a unique mix of contact center and voice expertise, making it an ideal solution for organizations looking to modernize their CX capabilities with minimal upfront costs.

## Explore Voca's Features

- ✓ Azure-native integration with Microsoft Teams
- ✓ Built-in Conversational AI
- ✓ Visual Flow Designer
- ✓ Conversational Auto-Attendant and IVR
- ✓ Skill and Presence-based Routing
- ✓ Call Queuing
- ✓ Supervisor Listen/Whisper/Barge-in
- ✓ Real-time Reporting
- ✓ Call Recording
- ✓ CRM Integration
- ✓ GDPR and HIPAA Compliant
- ✓ Cloud & On-premise

# A one-screen, AI-first contact center experience



## No-code Automation

Build self-service IVR 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



## Azure-native Integration

Leveraging your existing Microsoft Teams Voice infrastructure for Contact Center capabilities

## Use Voca CIC to bring modern contact center capabilities to Microsoft Teams



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

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



### Bring every Microsoft Teams user into the service workflow.

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



### Build intuitive self-service flows to automate any service scenario in the world.

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 IVRs.



### Combine Conversational AI that works out-of-the-box in Voca CIC 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 CIC for a test drive and enjoy a 30-day free trial!

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

### Onboard Voca CIC via the web

[Sign Up](#)

Search Voca Conversational Interaction Center on [Microsoft AppSource](#) or [Microsoft Teams Store](#)

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

### Want to learn more about Voca CIC?

Visit the [Voca page](#)

1 Hayarden Street, Airport City, Lod, 7019900, Israel  
Tel: +972-3-976-4000

80 Kingsbridge Rd - Piscataway, NJ 08854  
Tel: +1-732-469-0880

[www.audiocodes.com](http://www.audiocodes.com)

©2023 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VoiPerfect, VoiPerfectHD, Your Gateway To VoIP, 3GX, VocaNom and AudioCodes One Voice are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

audiocodes