Is Voca a certified contact center by Microsoft?

Yes, Voca is certified by Microsoft! This means Microsoft has reviewed and tested Voca to ensure the solution passes security and quality standards set per Microsoft guidelines. Microsoft leverages a variety of industry best practices to help assure confidence that enterprise organizations' data and privacy are secured, protected, and compliant.

What type of industries use Voca?

- Healthcare
- Utilities
- Universities
- Government
- SaaS/Tech
- Banking
- Insurance
- Manufacturing

Can I use Voca for IVR and contact center capabilities, without Conversational AI?

Yes, definitely. Voca has a DTMF-only channel license, that provides the same experience for users and customers, minus the Conversational AI aspects. Also, the DTMF-only channel license is a more affordable option than the Conversational AI channel.

Can Voca connect to more than Microsoft Teams?

- Yes, as an AudioCodes solution we can connect Voca's Conversational IVR and Auto-Attendant capabilities to any type of the following:
  - Existing phone system, whether an Analog PBX, IP PBX, or Zoom UC
  - On top of an existing Contact Center
  - Web RTC click-to-call
  - Even directly to a SIP Trunk

- The Microsoft Teams-only capabilities refer to the Voca Agent Desktop, Real-time Dashboard, and Skill-based Routing capabilities.

What are the deployment models for Voca?

Voca can be provided as a Cloud service by AudioCodes, or it can be deployed on the customer's premises, whether on a Virtual Machine, Data Center, or in the customer's Cloud (Azure).

How is Voca priced?

- We believe in today's world it's hard to predict how many agents you need today vs. tomorrow. That's why we don't charge for agents who aren't even on shift!

- As an example, a department of 50 agents may only have 35 agents on shift at any time. Of those, only 15 are on the phone at any time. This means you only pay for ACTUAL usage of 15 concurrent calls (with a 50-50 mix of Conversational and DTMF-only channels).

- This provides you with more flexibility to add or remove channels based on your call volume, call flow duration, queue length, and actual usage of the Voca service.

What is an Internal Agent?

- An Internal Agent is a user that provides service outside of the company's main service desk – for example: IT Helpdesk, HR desk, Sales teams, Security teams and other internal departments, where users receive many calls during the day, and can benefit from CX capabilities like intelligent routing, voicemail, IVR, queuing and reporting.

- Voca provides the ability for informal agents to be reached through a queue, included in intelligent routing with skills and Teams presence, or be an IVR

destination — all while still using Teams or other phone system as their regular, go-to UC.

Can I try Voca for free?

- Yes! You can try Voca for free for 30 days by going to the [Microsoft Teams App Store](#) and signing up for a free trial.

- You can even contact AudioCodes to get support from our dedicated Technical Success team who can guide you through basic configuration and connect the Voca service to your own phone system, during the trial period.

- Yes, absolutely. During the 30-day free trial period, you'll find It simple to be in contact with our team of experts. Feel free to reach out to us now with any questions at info@acvoca.com. During the trial period we'd be happy to help you build any IVR, call steering, and contact center scenario you want.

- Also, we can help you connect your Voca service to your SIP Trunk and your phone numbers.

What languages does Voca support?

- English US
- English UK
- English AU
- Hebrew
- German
- Spanish
- French
- Dutch
- Italian
- Russian
- Portuguese
- Chinese Mandarin
- Hindi
- Japanese