

AudioCodes Voca Quick Guide

Welcome

AudioCodes Voca is an Agile Conversational IVR, designed to make calling delightful again!

Voca seamlessly connects to Microsoft Teams, enabling organizations to maintain all legacy IVR features while upgrading their main line with an advanced voice-driven experience – directly through Teams.

Backed by a powerful self-serve Advanced Mode interface, offering multi-tenancy support and a rich reporting and analytics feature, Voca enables users to manage their entire voice ecosystem, including IVRs, all under the Teams hood.

With the innovative Voca app for Teams, users can build their own Conversational IVR in less than 5 minutes and instantly upgrade their calling experience, letting their callers talk from start to finish.

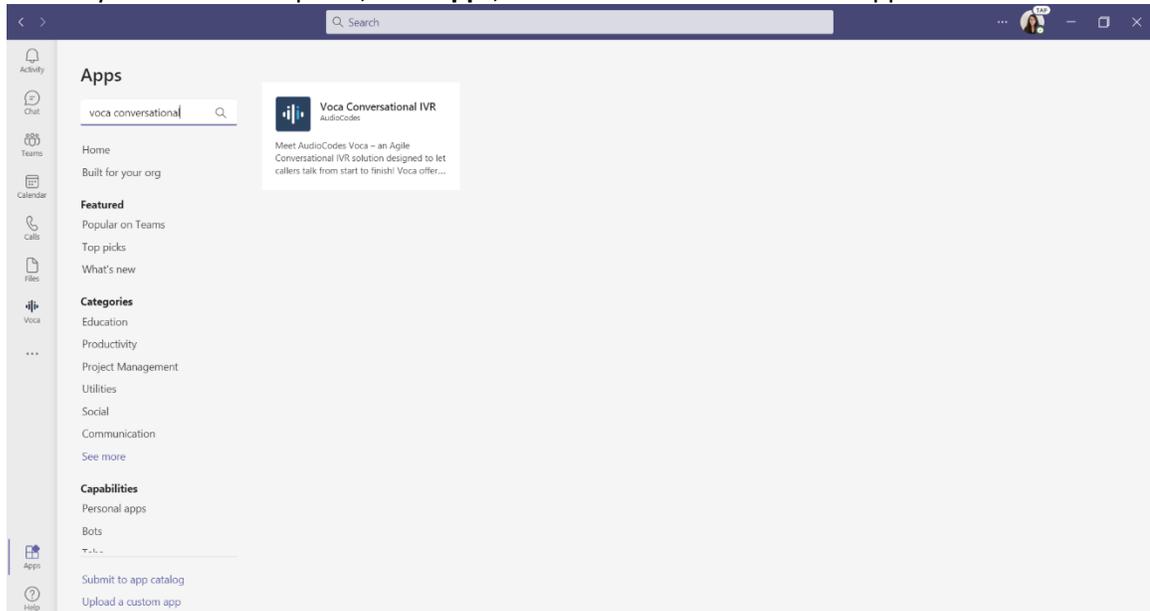
For more information on how you can enjoy Voca beyond your trial period, [schedule](#) a quick call with a dedicated Voca expert or send us an [email](#).

Adding the Voca app to Teams

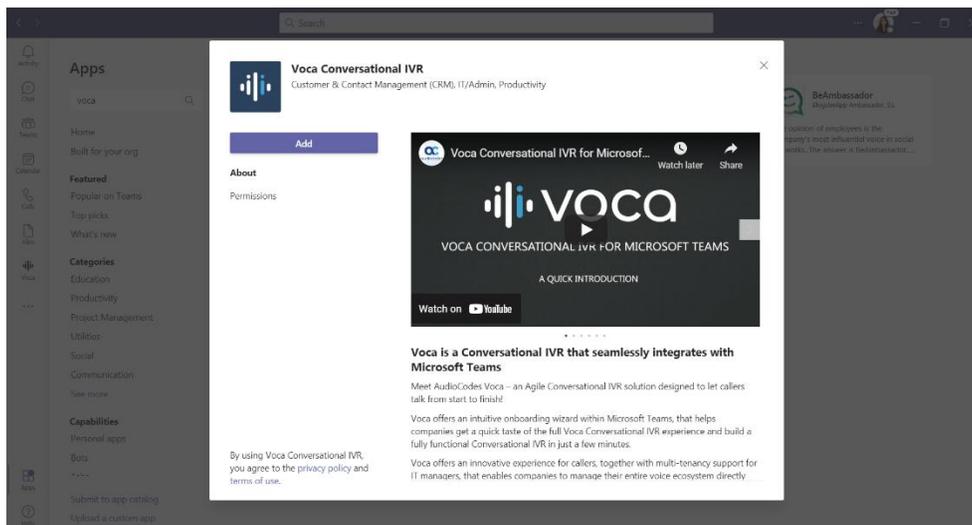
To integrate Voca with Teams, you need to add the Voca app to your Teams client. Accessing Voca through Teams is done using Single Sign-on (SSO) authentication, meaning you are automatically logged in to your Voca account using the same credentials as your Microsoft Office 365 account.

To add the Voca app to Teams:

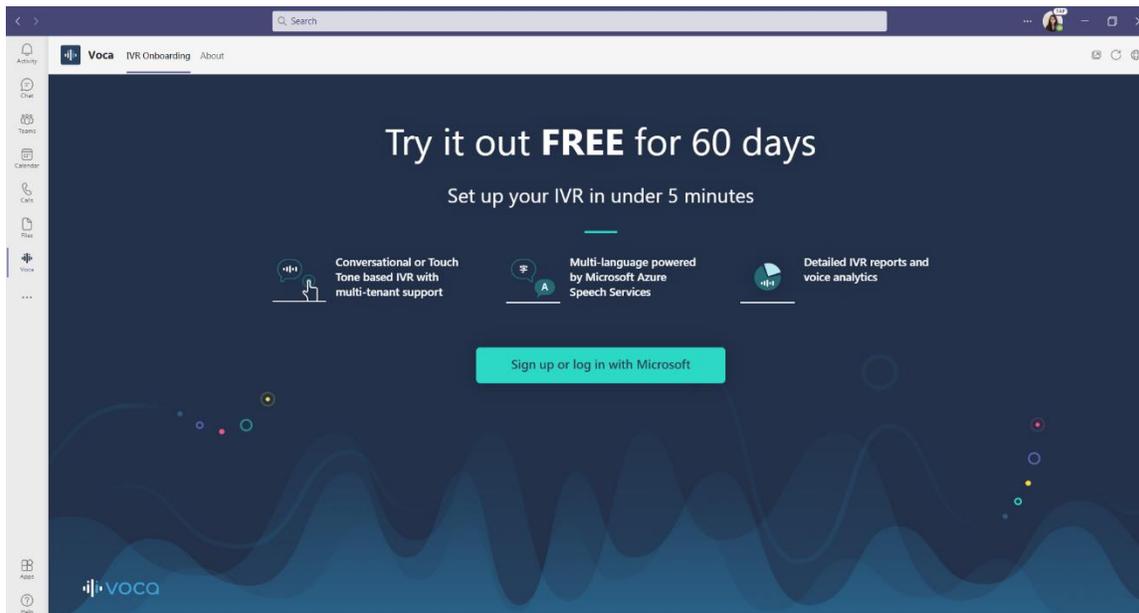
1. On your Teams side panel, click **Apps**, and then search for the **Voca** app:



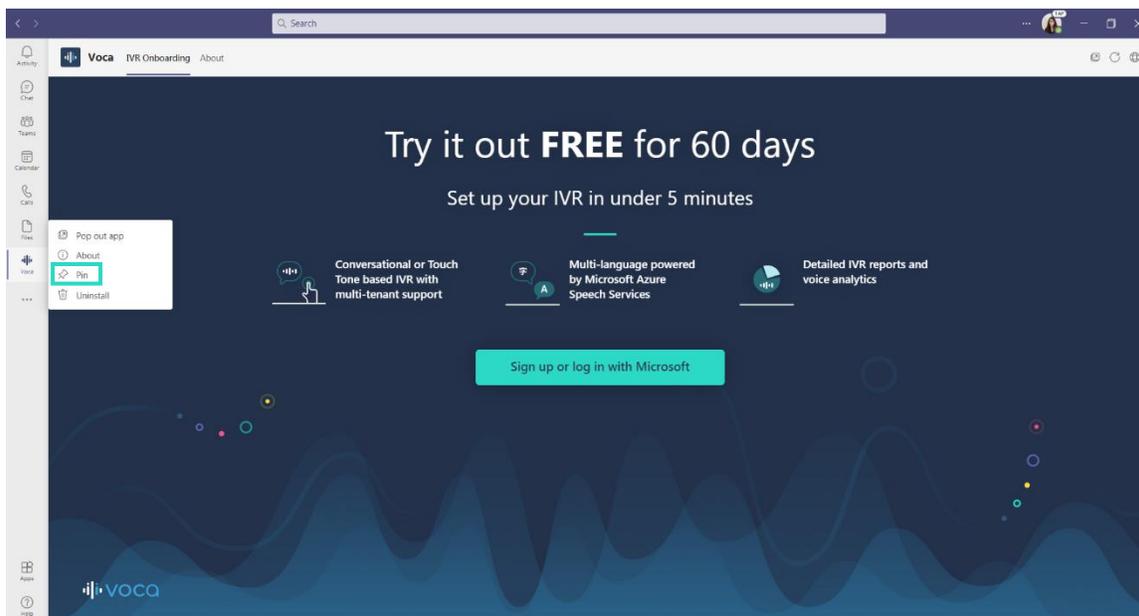
2. Click the **Voca** app; the following dialog box will appear:



3. Click **Add**; the Voca app is added to your Teams side panel, and you will be automatically redirected to the app login screen:

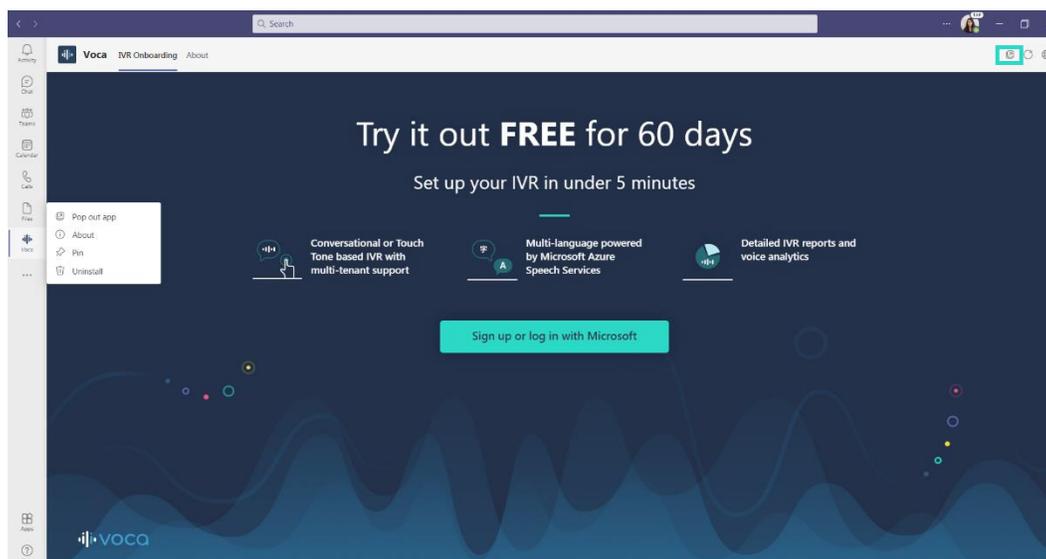


4. Pin the Voca app to your side panel by right-clicking the app's icon and choosing **Pin** from the drop-down menu.
Once pinned, the Voca app icon will always appear on the side panel whenever you open your Teams account. If you don't pin the app, you will need to select the app using the three dots on the side panel each time you want to use it.



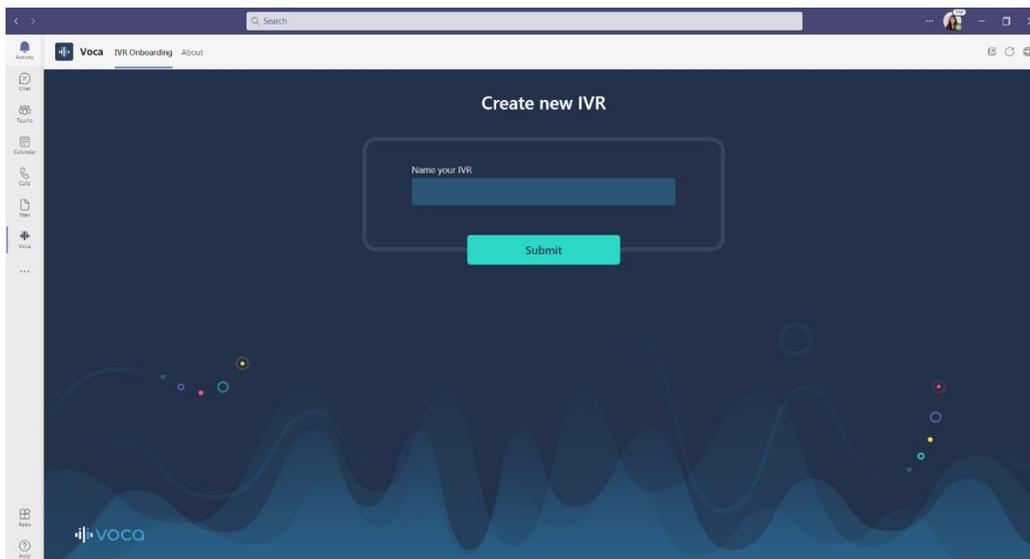
Viewing the Voca app in a pop-out window

You can view the Voca app in a pop-out window instead of within your Teams client window. Just click the **Pop-out app** icon, which is located near the top right corner of the Voca app, as shown below:



Creating your first Voca IVR

After your first login, you will be automatically redirected to the **Create new IVR** window, where you will be asked to name your first IVR.



TIP - Make sure you choose a name that will help you to quickly locate it at a later stage, for example "New York HQ departments".

Choosing the IVR Type

After naming your new IVR, you will now have to decide whether you want it to be a simple touch-tone (DTMF) IVR, or an advanced Conversational IVR with Voice Recognition support.

What type of IVR would you like to create?

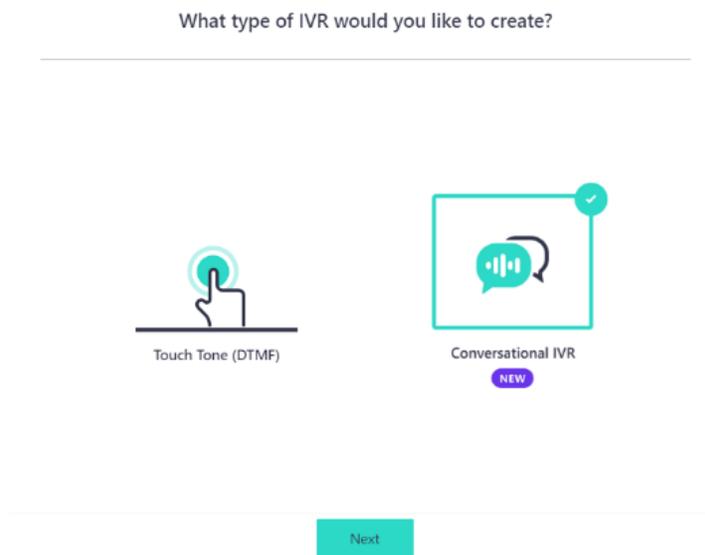


TIP - We strongly recommend you choose Conversational IVR to get the full Voca experience, and discover how a simple, automatic voice interface can truly upgrade your main line calling experience for customers.

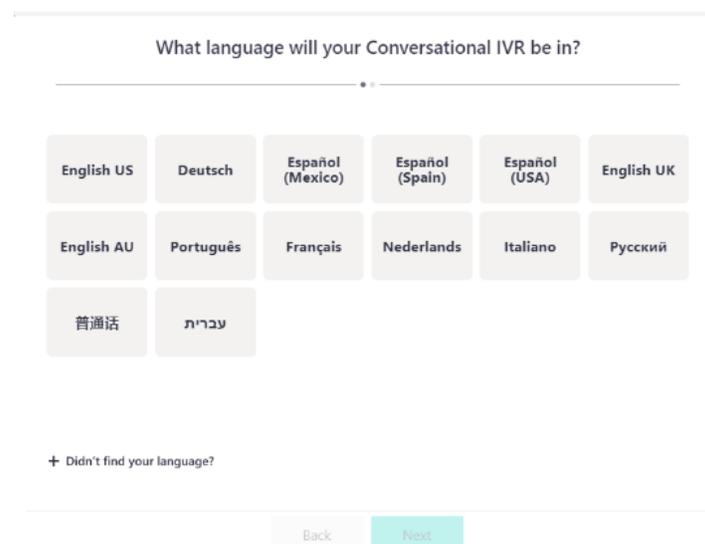
Building and configuring your Conversational IVR

Building your IVR:

1. Choose Conversational IVR from the options displayed.



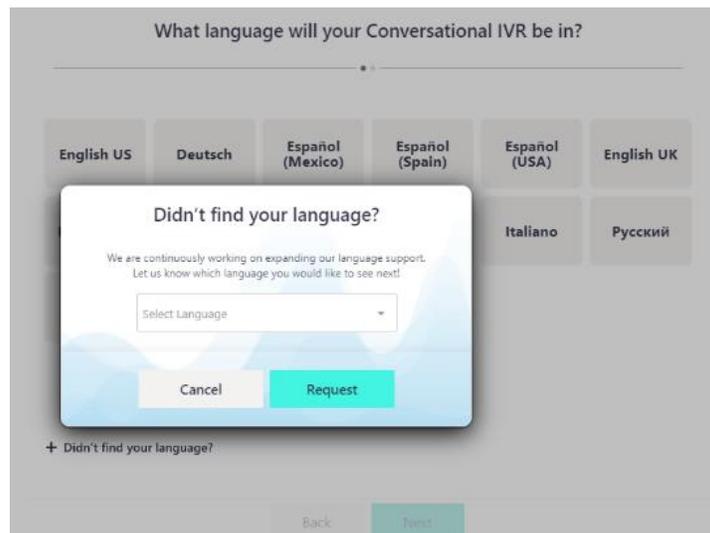
2. Choose your Conversational IVR's language from the displayed options.



The language you choose here will determine how Voca will interact with your callers and recognize their voice requests. To ensure the best possible performance, choose the language that you and most of your callers use natively.

In the Voca Advanced Mode, you will always be able to tweak and optimize the coverage of different accents or pronunciations your callers might be using.

NOTE: If your language does not appear in the displayed options, click **“Didn’t find your language?”** and let us know which language from the Microsoft Azure Speech Services supported languages you would like to see next on Voca.



Until then, you can choose one of the other supported languages, or choose to build a touch-tone (DTMF) IVR instead.

- Choose the country you would like your IVR to be available from using the drop-down menu.

What country would you like your IVR to be available from?

Your local IVR access number will be generated based on your selection

Choose Country ▾

Back
Next

NOTE: Your local access number for this IVR will be generated based on your selection here, so make sure you choose the country your callers will be calling to and from.

- Add your IVR destinations in the destination box. Destinations are usually departments, branches or teams your callers typically ask for, such as human resources or sales and customer service.

Add IVR destinations

Enter names of departments or branches
We've added some suggestions, you can remove the ones you don't need

Customer support ✕
Sales ✕
Finance ✕

+ AUTOMATED INFORMATION Enter destinations that trigger a prompt or SMS, for example "Opening hours"

Please use a different department name for each destination

Back
Next

As you can see, we've added some popular destinations that may be relevant to your business as well.

To add a new destination, just type the name in the box and click **Enter**.

If you want to delete a destination, simply click the **x** sign next to it.

NOTE: You will be able to continue editing these destinations in the next step of the IVR builder, including changing their names, adding new ones and deleting those that are no longer relevant.

5. Set the Automated Information destinations – Voca allows you to set a few destinations that will not simply transfer the call to an extension, but rather trigger a playback message or automatically send an SMS to the caller. This Automated Information feature is best used for general requests such as opening hours, address and navigation queries, checking package tracking status, or anything else you can think of that will help take the pressure off your receptionists.

Add IVR destinations

Enter names of departments or branches

We've added some suggestions, you can remove the ones you don't need

Customer support ✕ Sales ✕ Finance ✕

AUTOMATED INFORMATION Enter destinations that trigger a prompt or SMS, for example "Opening hours"

Please use a different department name for each destination

Back Next

To add a new automated information destination, just type the name in the box and click **Enter**.

If you want to delete a destination, simply click the **x** sign next to it.

NOTE: You will be able to continue editing these destinations in the next step of the IVR builder, including changing their names and triggered action, adding new ones and deleting those that are no longer relevant.

Configuring destinations for call transfer

1. Choose the destination you wish to configure and edit by clicking on it. Once chosen, the right-side panel will display its details.

Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts

▼ Fallback (mandatory)

Operator

Customer support

Destination's phone number

United States +1

Aliases (other things people may say to reach this destination)

Support × Customer service × Support tickets ×

We've added some suggestions, you can remove the ones you don't need

Back Next

2. In the configuration panel, you will be able to change the destination name, insert the relevant extension number and add aliases for the destination. As you can see, we've added some popular aliases that may be relevant to this destination.

Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts

▼ Fallback (mandatory)

Operator

Customer support

Destination's phone number

United States +1

Aliases (other things people may say to reach this destination)

Support × Customer service × Support tickets ×

We've added some suggestions, you can remove the ones you don't need

Back Next

To add a new alias, just type the name in the box and click **Enter**.
 If you want to delete an alias, simply click the **x** sign next to it.

NOTE: Aliases exist to make sure Voca will understand and cover what people may say to reach this specific destination. For example, for reaching the “Support” department, some callers may ask for “Customer support” and/or “Support tickets”. By defining these as aliases for the ‘Support’ destination, you can make sure that callers using the different terms will be smoothly transferred to the right department.

3. If you want to remove a destination from your IVR, just click the **trash icon** near the top right corner.

The screenshot shows the 'Configure IVR destinations' interface. On the left, under 'Branches or Departments', 'Customer support' is selected. The main panel is titled 'Customer support' and has a trash icon in the top right corner. It includes a 'Destination's phone number' field with a dropdown for 'United States +1'. Below that is an 'Aliases' section with a text input field containing 'Support', 'Customer service', and 'Support tickets', each with a delete 'x' icon. A note below the aliases says 'We've added some suggestions, you can remove the ones you don't need'. At the bottom are 'Back' and 'Next' buttons.

Configuring destination for automated information requests

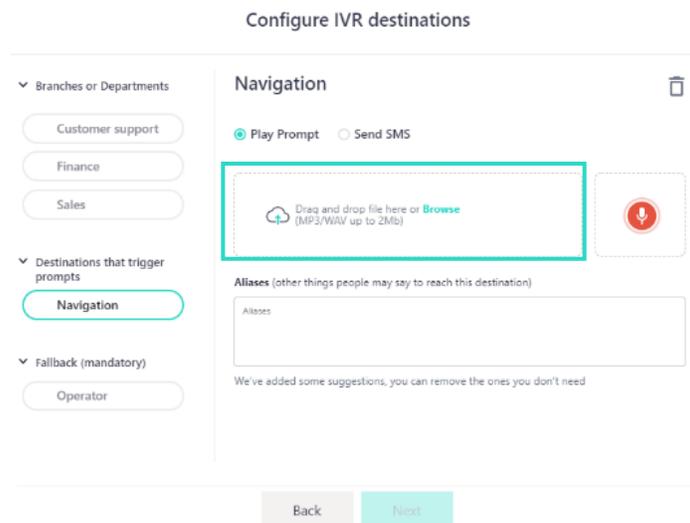
1. Choose the automated information destination you wish to configure and edit by clicking on it. Once chosen, the right-side panel will display its details.

The screenshot shows the 'Configure IVR destinations' interface for 'Navigation'. On the left, under 'Branches or Departments', 'Navigation' is selected. The main panel is titled 'Navigation' and has a trash icon in the top right corner. It includes radio buttons for 'Play Prompt' (selected) and 'Send SMS'. Below that is a file upload area with a dashed border and a 'Browse' button. To the right is a microphone icon. Below that is an 'Aliases' section with a text input field. A note below the aliases says 'We've added some suggestions, you can remove the ones you don't need'. At the bottom are 'Back' and 'Next' buttons.

In the configuration panel, you will be able to change the destination name, choose and edit the action it will trigger, and add aliases to this destination. To add a new alias, just type the name in the box and click **Enter**. If you want to delete an alias, simply click the **x** sign next to it.

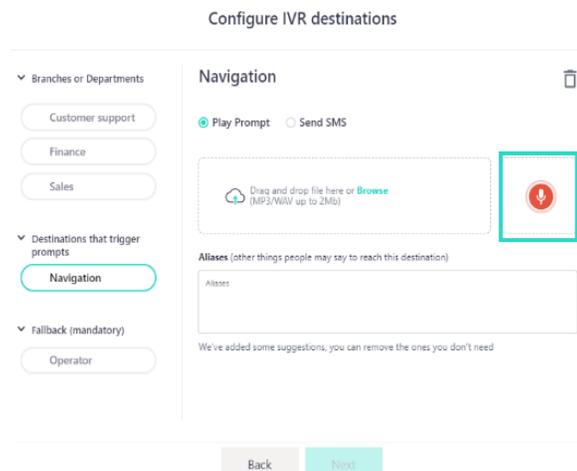
NOTE: Aliases exist to make sure Voca will cover and understand what people may say to reach this specific destination. For example, for “Address”, some callers may ask for “Directions” and/or “Navigation”. By defining these as aliases for the ‘Address’ destination, you can make sure that callers using the different terms will be correctly associated with the same general information request.

2. If you configured the destination to play a prompt when triggered, this is where you will be able to add the relevant recording. You can upload an existing one from your computer by dragging and dropping or by browsing and selecting it.



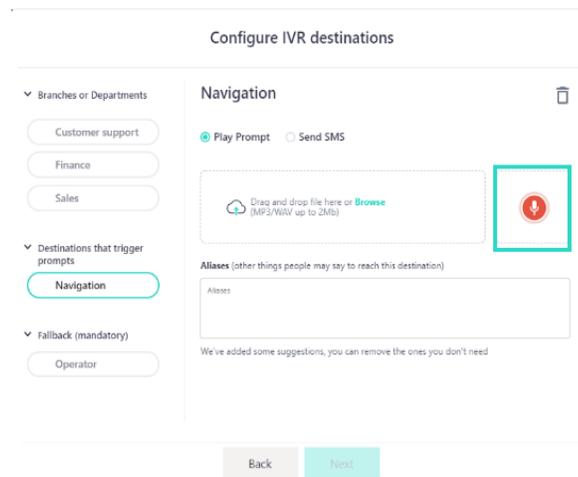
NOTE: The Voca app supports WAV and MP3 files only, up to 2MB in size.

Alternatively, you can record a new one directly through the app.

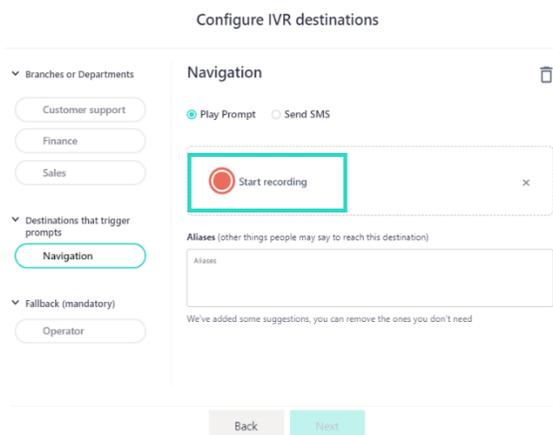


To record a prompt through the app:

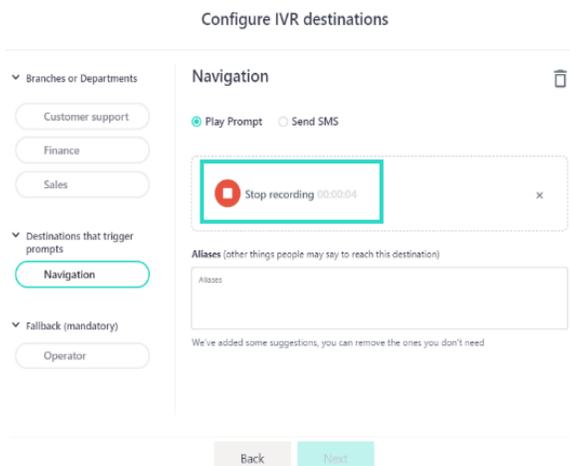
- Click the **red recording icon**.



- Click on the **red circle** once you are ready to start recording your prompt.



- When you have finished recording the prompt, click **stop recording**.



- You can listen to the recording you just created by clicking **play** or delete it and start over by clicking the **trash icon** next to it.

Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts

✓ Navigation

▼ Fallback (mandatory)

Operator

Navigation 🗑️

Play Prompt Send SMS

🎵
Untitled 00:00:01
🗑️

Aliases (other things people may say to reach this destination)

Aliases

We've added some suggestions, you can remove the ones you don't need

Back
Next

- If you configured the destination to trigger an SMS, this is where you will be able to type in the text you want the caller to receive.

Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts

Navigation

▼ Fallback (mandatory)

Operator

Navigation 🗑️

Play Prompt Send SMS

0/306

Enter message

Aliases (other things people may say to reach this destination)

Aliases

We've added some suggestions, you can remove the ones you don't need

Back
Next

NOTE: You can always change the trigger action for automated information destinations. However, if you choose to change the trigger action after uploading/recording a prompt, or typing in the SMS content, please keep in mind that the existing prompt or SMS will be deleted.

- If you want to delete the entire destination from your IVR, just click the **trash icon** near the top right corner.

Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts

Navigation

▼ Fallback (mandatory)

Operator

Navigation 🗑️

Play Prompt Send SMS

0/306

Enter message

Aliases (other things people may say to reach this destination)

Aliases

We've added some suggestions, you can remove the ones you don't need

Back
Next

Configuring the Operator (fallback) destination

The Operator destination is a mandatory one and is defined as a fallback option. Calls will be automatically transferred to the operator in cases where no answer or request was provided by the caller. Callers will also be able to press **0** to reach the operator.

In the configuration panel for this destination, you will only be able to add the extension number.

Configure IVR destinations

▼ Branches or Departments

Customer support

Finance

Sales

▼ Destinations that trigger prompts

Navigation

▼ Fallback (mandatory)

Operator

Operator

Destination's phone number

United States +1

Calls will be automatically transferred to the operator in cases where no answer or request was provided by the caller.

Back
Next

When done configuring all your destinations, click **Next**.

Building and configuring your Touch Tone (DTMF) IVR

1. Choose Touch Tone (DTMF) IVR from the options displayed.

What type of IVR would you like to create?



Touch Tone (DTMF)



Conversational IVR

NEW

Next

2. Choose the country you would like your IVR to be available from using the drop-down menu.

What country would you like your IVR to be available from?

Your local IVR access number will be generated based on your selection

Choose Country ▾

Back

Next

NOTE: Your local access number for this IVR will be generated based on your selection here, so make sure you choose the country your callers will be calling to and from.

Now you can start adding your IVR destinations in the displayed table. Each line represents a different destination and its relevant digit number.

Add IVR destinations

0	Operator	→ Transfer Call	United States +1	<input type="text"/>
1	+ Add new destination			
2	+ Add new destination			
3	+ Add new destination			
4	+ Add new destination			
5	+ Add new destination			
6	+ Add new destination			
7	+ Add new destination			
8	+ Add new destination			
9	+ Add new destination			
*	+ Add new destination			
#	+ Add new destination			

At least 1 row must be filled properly

Destinations are usually the departments and teams your callers ask for, such as human resources or sales and customer service.

NOTE: The Operator destination is a mandatory one and is defined as a fallback option. Calls will be automatically transferred to the operator in cases where no answer or request was provided by the caller. Callers will also be able to press **0** to reach the operator.

- Choose the number destination you wish to configure and edit by clicking on it. Once clicked, you will be asked to define the type of the destination: **Transfer call**, **Send SMS** or **Play prompt**

Add IVR destinations

- Transfer call** – Insert the extension number in the number box and choose the relevant country.

Add IVR destinations

- Send SMS** – Insert the SMS content you would like to send to the caller when reaching this destination.

Add IVR destinations

- Play Prompt** – Choose whether you would like to upload an existing prompt, or record a new one directly through the app.

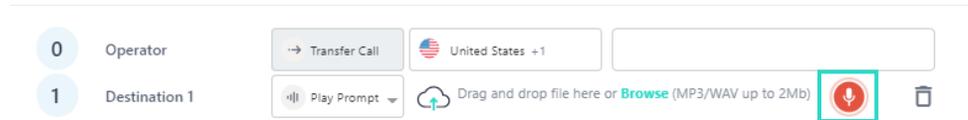
Add IVR destinations

- When uploading an existing prompt from your computer, you can **Drag and drop** or **Browse**.

NOTE: The Voca app supports WAV and MP3 files only, up to 2MB in size.

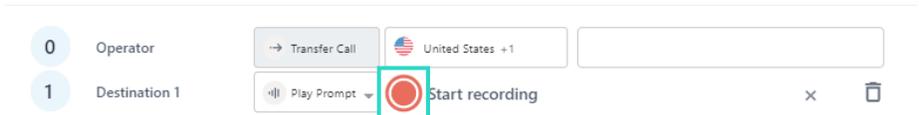
- To record a prompt through the app:
 - Click the **red recording icon**.

Add IVR destinations



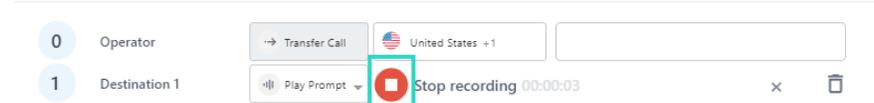
- Click on the **red circle** once you are ready to start recording your prompt.

Add IVR destinations



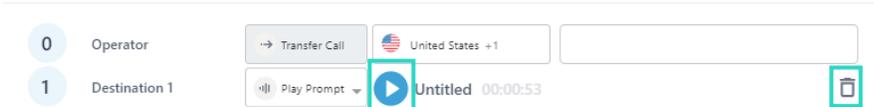
- When you have finished recording the prompt, click **stop recording**.

Add IVR destinations



- You can listen to the recording you just created by clicking **play**, or delete it and start over by clicking the **trash icon** next to it.

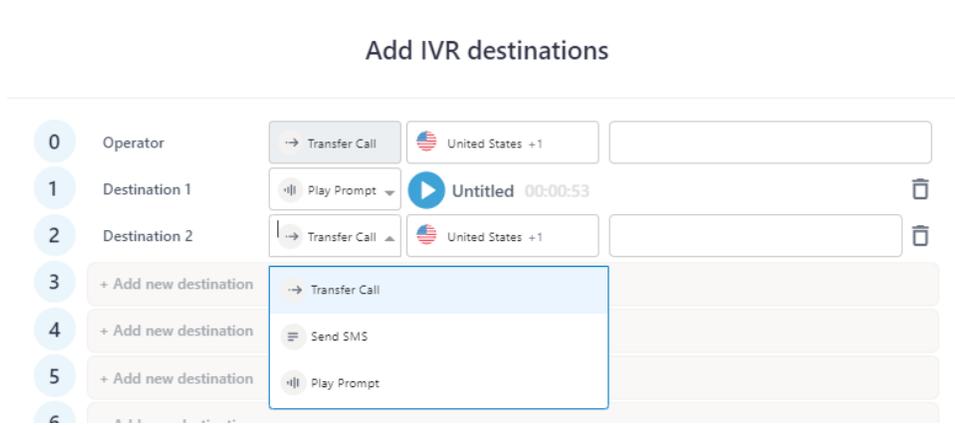
Add IVR destinations



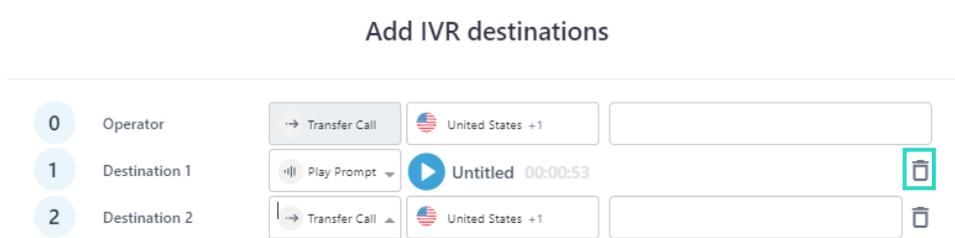
NOTE: You can always change the destination type by clicking on its name.

TIP - If you want to change the digit number associated with a certain destination, simply drag and drop it in the desired line.

TIP - You can always change the destination type by clicking the type icon and choosing a new one from the drop-down menu.

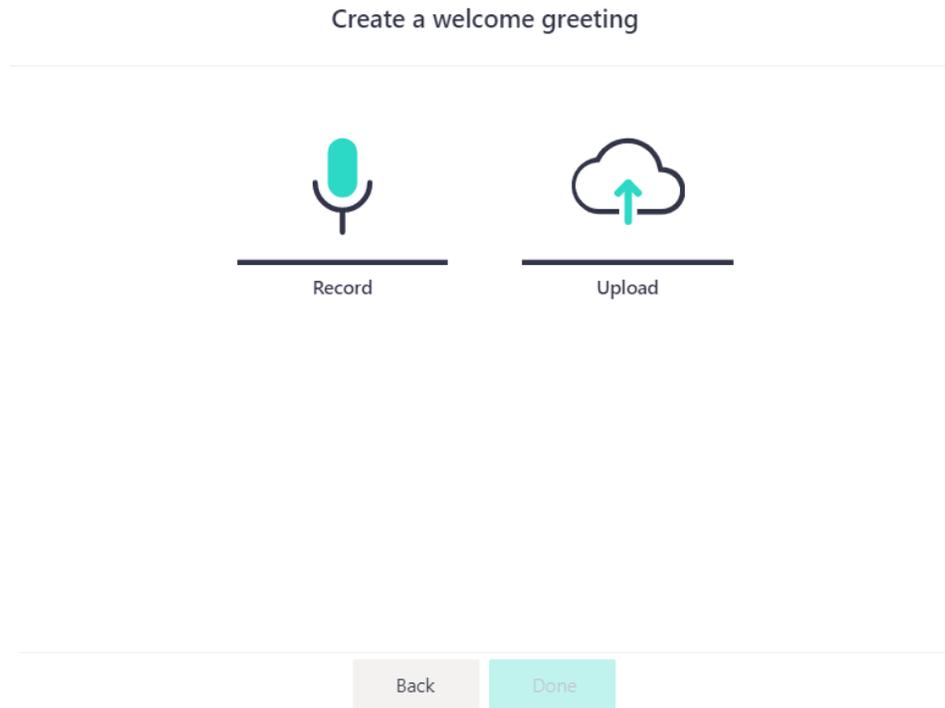


4. If you want to delete the entire destination from your IVR, roll-over the relevant destination and click the **trash icon** near the top right corner.

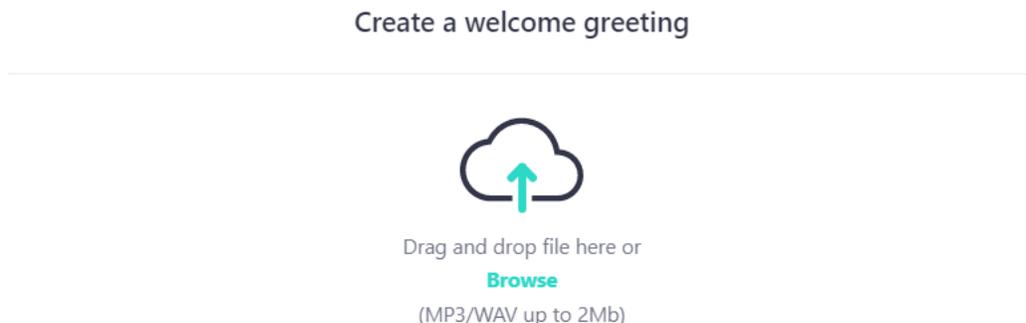


Uploading and recording a welcome greeting

1. The last stage before completing your IVR is creating a welcome greeting your callers will hear when dialing in.
2. Choose whether you would like to upload an existing prompt from your computer or record a new one directly through the app



- When uploading an existing prompt from your computer, you can **Drag and drop** or **Browse**



- Once your file uploads successfully, you can listen to it by clicking **play**.
- If you wish to remove the uploaded file and choose a different one, click the **x** next to the name of the file.
- If you are happy with your recording, click **Done**.

Create a welcome greeting



00:00:08

Upload again

Back

Done

NOTE: The Voca app supports WAV and MP3 files only, up to 2MB in size.

- To record a prompt through the app:
 - Click the **red recording icon**.

Create a welcome greeting



Press to record

- When you have finished recording the prompt, click **stop recording**.

Create a welcome greeting



00:00:02

- You can listen to the recording you just created by clicking **play** or start over by clicking **record again**.
- If you are happy with your recording, click **Done**.

Create a welcome greeting



00:01:01

Record again

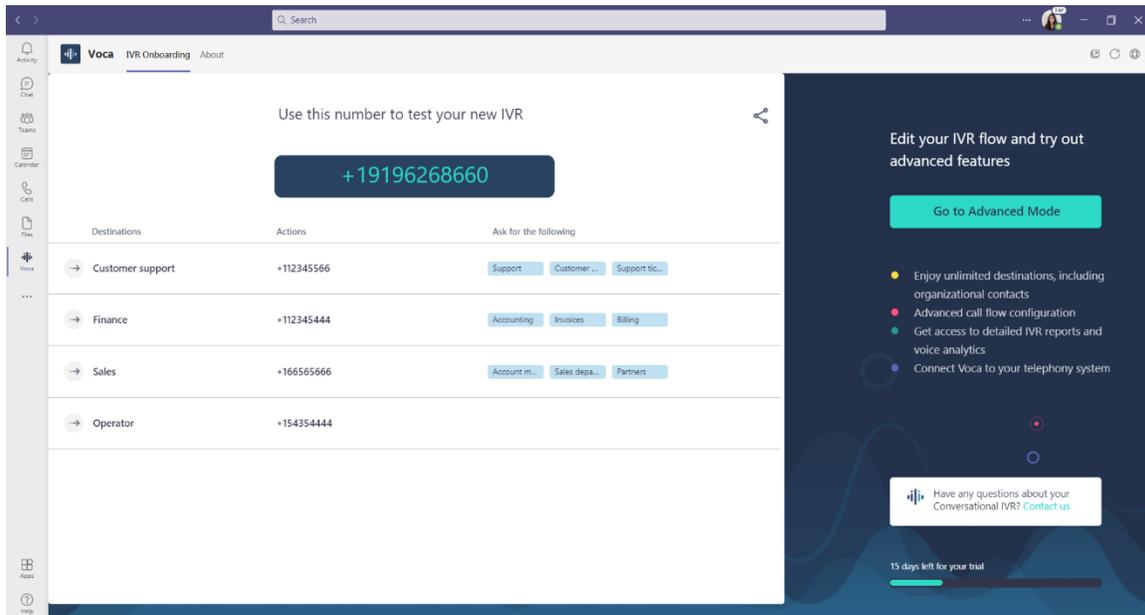
Back

Done

Your IVR summary page

The summary page is designed to help you test your new IVR by having a run-through of the IVR access number, destinations and their aliases organized in one single place. You can also share this IVR summary with others.

1. After you complete the IVR builder stages, you will be redirected to the IVR summary page.



NOTE: The IVR configuration may take a few minutes. Even if you leave the app, we will let you know once it is ready via email. You will be able to access your IVR summary at any time to test the IVR.

TIP - Click the **share** icon near the top right corner to quickly share the new IVR details and summary with colleagues.

2. Your IVR access number is displayed on top.

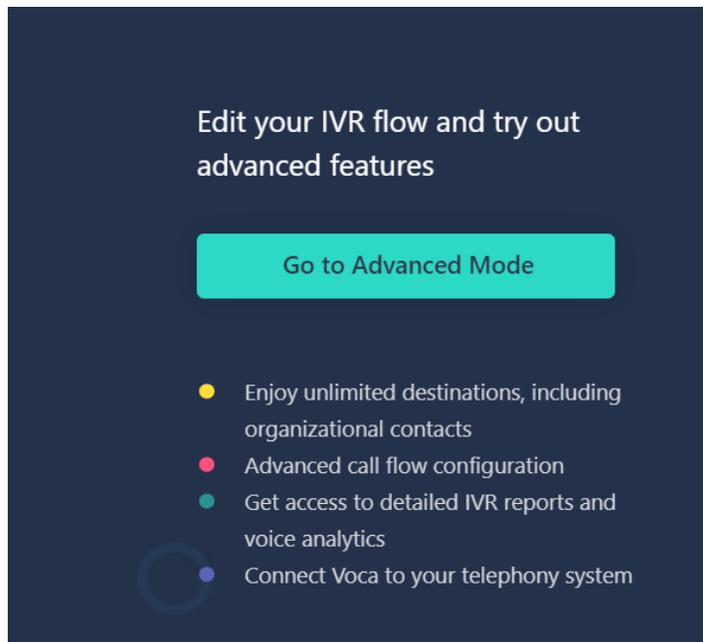
Use this number to test your new IVR

+19196268660

This is the number you need to call to try out the IVR you just created!

TIP - To quickly make your Voca IVR available to callers, you can use a simple call forward rule between your main line and the Voca access number.

3. Access the Voca Advanced Mode by clicking **Go to Advanced Mode** in the right-side panel.



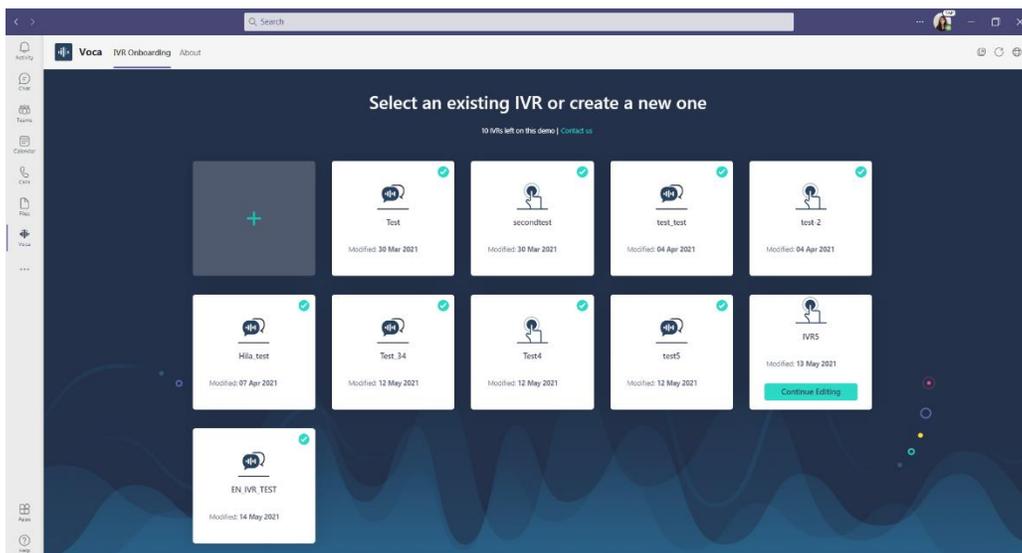
For more information about what you can do in Advanced Mode, see the **Voca Advanced Mode management interface** section of this guide.

NOTE: Once you move to edit your IVR in the Advanced Mode portal, not all changes made through it will be reflected in the summary page. So make sure to always go back to Advanced Mode for the latest configuration details.

Accessing your existing IVRs and creating additional ones

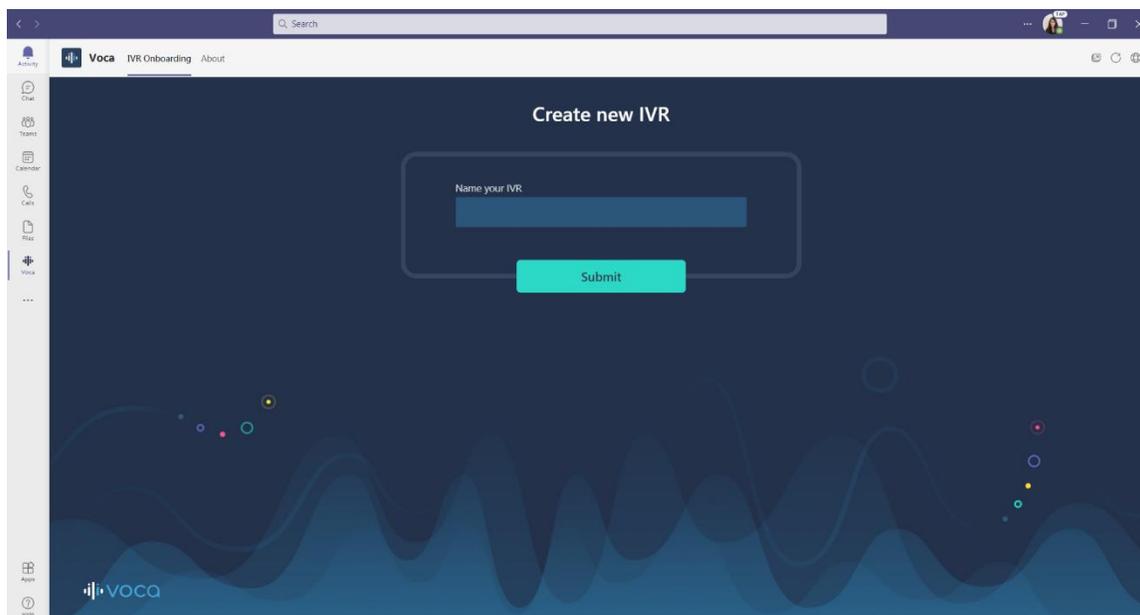
The Voca app allows you to create up to 20 IVRs during your trial period. These IVRs can be of different types (Conversational or Touch-tone) and using different languages.

To access your previously created IVRs, login to the app, open the **Select an existing IVR** window, and then choose the IVR you wish to explore.

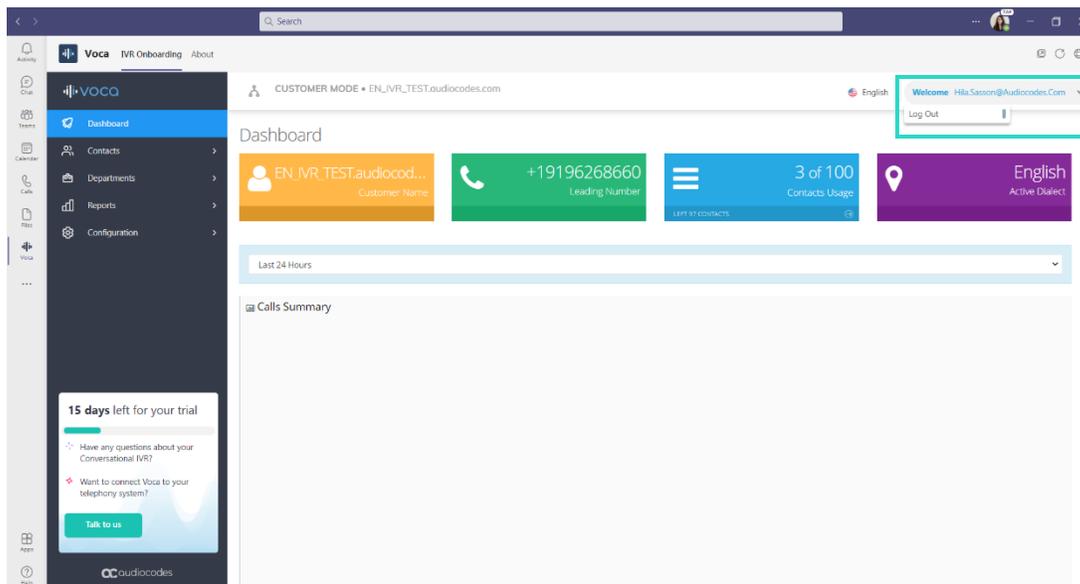


If you wish to create additional IVRs, you can do so from the **Select an existing IVR** window by clicking on the + sign.

Clicking on the + sign will take you to the **Create new IVR** window where you will be asked to give your new IVR a name.



NOTE: Clicking on a completed IVR will automatically take you to the Voca Advanced Mode. To go back to the wizard, click logout and then sign in again to the app.



Voca Advanced Mode management interface

Voca’s Advanced Mode is a self-serve management portal, where you can fully manage, optimize and operate your IVRs.

The Advanced Mode offers advanced call flow configuration, unlimited destinations including organizational contacts, and full access to detailed IVR reports and voice analytics. Through Advanced Mode, you can also choose to fully connect Voca to your existing telephony system.

For more details about Voca’s Advanced Mode visit our extensive [Admin Guide](#).

About Voca for Teams

The Voca for Teams application was designed as an onboarding tool to help users get a quick taste of the full Voca experience.

The tool was built for any end customers – or partners that wish to onboard their end customers – to give a first impression of what Voca can do within the Microsoft Teams voice ecosystem.

The app offers a 60-day free trial period, during which users can enjoy all Voca has to offer, including the feature-rich Advanced Mode portal.

During the trial period, our Voca experts will stay in touch with you to guide you through the wizard, answer any questions you may have, and help you create your journey to full Voca production.

At the end of the 60-day trial, your created IVRs and Advanced Mode access will be disabled. We will keep your information safe for another 14 days, after which we will permanently delete them to comply with data security regulations.

Please feel free to contact us at any point before, during and after your trial period. You can [schedule](#) a quick call with a dedicated Voca expert or write us an [email](#).