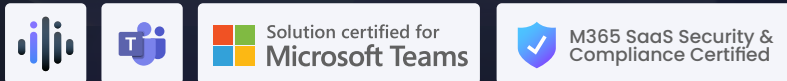




Voca CIC is a One-screen Microsoft Teams Omnichannel Contact Center Built in Azure

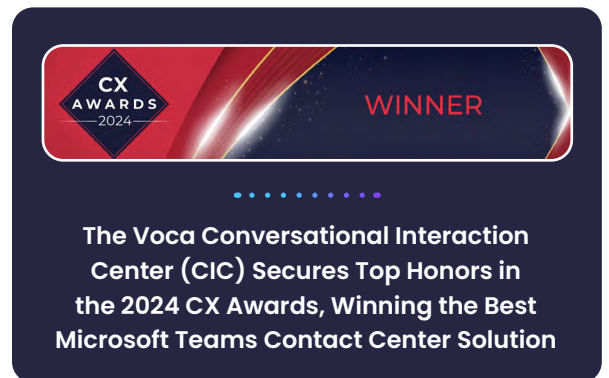
Voca CIC brings to Teams the most critical contact center features for providing great customer service in the main service desk and departments beyond the contact center without the hefty price tag or nice-to-haves.



Voca CIC is a certified Microsoft Teams omnichannel contact center built in Azure with ready-to-use conversational AI.

With a lightweight design, Voca CIC gives you the trusted reliability of Teams Phone, the speed to make drag-and-drop changes, and flexibility of only paying for what you need.

Voca CIC easily scales to every Teams user across the company – whether it's the main service desk or departments beyond the contact center. Microsoft Teams and Voca CIC, the perfect connection for unifying your customer and employee experience.



Contact Center Capabilities for Microsoft Teams

- ✓ Azure-native integration with Microsoft Teams
- ✓ Webchat & Email Customer Interactions
- ✓ Call Queuing
- ✓ Real-Time and Historical Reporting
- ✓ Built-in Conversational AI
- ✓ CRM Integration
- ✓ Skill and Presence-based Routing
- ✓ Call Recording
- ✓ Visual Flow Designer
- ✓ Conversational Auto-Attendant and IVR
- ✓ Supervisor Live Monitoring and Real-Time Agent Assignment
- ✓ Cloud & On-premise

A perfect fit between native Teams contact center features & a premium contact center



No-code Automation

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



Teams-based Agent & Supervisor Desktop

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



Omnichannel Customer Experiences

Create consistent customer experience across email, webchat and voice channels with a one-screen agent interface



Built-in Analytics

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



Leverage the tightest Microsoft Teams Contact Center integration.

Trust the reliability that comes with a native Azure-based app using Teams calling infrastructure & client platform to deliver collaborative customer and agent connection.



Bring every Microsoft Teams user into the service workflow.

Empower formal contact center agents as well as internal agents residing in departments beyond the contact center (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.



Pay equal attention to customer interactions across webchat, email, and voice.

Automatically push digital interactions to agents based on channel-specific availability, handle changing demands across digital channels from one-screen, and view queue performance from a real-time dashboard.

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.

Sign up for the Voca CIC free trial

[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](#)