



Microsoft Teams Contact Center Solutions: Why Voca CIC Ranks #1

AudioCodes is one of the world's leading vendors of advanced communications software, services, AI solutions and more. Committed to empowering employees in the future of work, unlocking new opportunities in customer experience, and simplifying digital transformation, AudioCodes has become a true pioneer in its field.

This year, the CXToday team, and our independent CX Awards judging panel chose [AudioCodes' Voca Conversational Interaction Center \(Voca CIC\)](#), as our number one pick for the Best Microsoft Teams Contact Center Solution. Here, we're going to outline what makes Voca CIC a unique solution for any company looking to unlock the full value of Microsoft Teams for customer experience.

What Makes Voca CIC Stand Out

AudioCodes has worked closely with Microsoft from day one to deliver exceptional solutions for the rapidly growing number of companies leveraging Microsoft Teams for productivity, communication, collaboration, and now customer experience.

The Voca Conversational Interaction Center is AudioCodes' certified contact center solution for Teams, offering companies from every industry all the tools they need to deliver exceptional customer service, without the hefty price-tag of competing solutions. This omnichannel contact center system brings a host of new capabilities into Microsoft Teams, including:



Webchat and email customer interactions



Visual flow designers (For workflow automation)



Advanced call queuing



Skill and presence-based routing



Integrations with Customer Relationship Management tools



Historical and real-time reporting



Compliant call recording



Supervisor live monitoring



Conversational auto-attendant and IVR



Real-time agent assignment

Plus, it's available via the cloud, and via an on-premises deployment. Although there are many attributes that make Voca CIC an incredible contact center solution for Teams, these are the things that really separate this offering from the competition.

An Azure-Native Contact Center

Many of the contact center solutions for Microsoft Teams leverage models like Connect and Extend to add contact center functionality into Teams. Voca CIC takes a different approach. AudioCodes leverages a technology stack from Azure Communication Services, the technology that underpins Teams' communication capabilities.

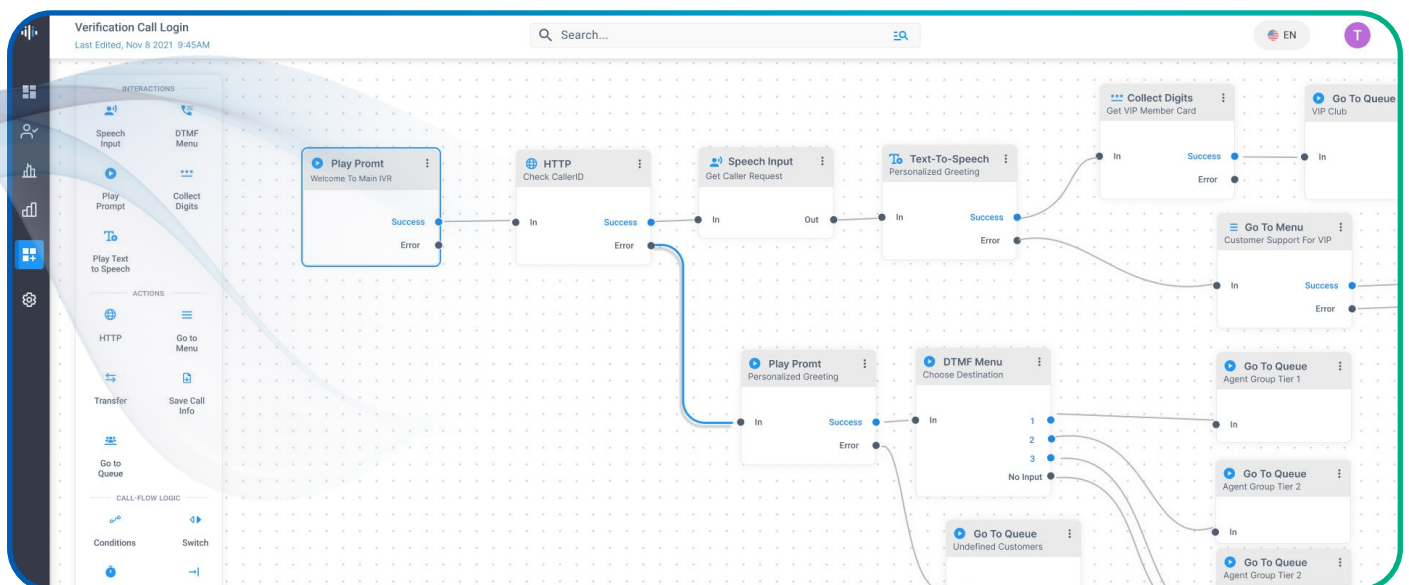
It's the only contact center solution (right now), to offer an Azure-native, reliable integration with Microsoft Teams that delivers exceptional stability, routing agility, and a unified experience for both supervisors and agents.

The AI-First Approach

Plenty of leaders in the contact center landscape, including those offering solutions for Microsoft Teams, have begun experimenting with the benefits of AI. However, most simply integrate cognitive services into their solution. AudioCodes offers a solution that includes cognitive services pre-loaded into the platform.

Users can instantly access the power of conversational AI, with natural language understanding (in 16 language variants). There's a no-code automation system, which allows users to build self-service IVR flows, powered by conversational AI, ensuring teams can automate and enhance any calling scenario.

Plus, users can tap into all of the benefits of multi-language speech-to-text, text-to-speech, and natural language understanding, paving the way for more intuitive interactions.



Ease of Deployment and User Experience

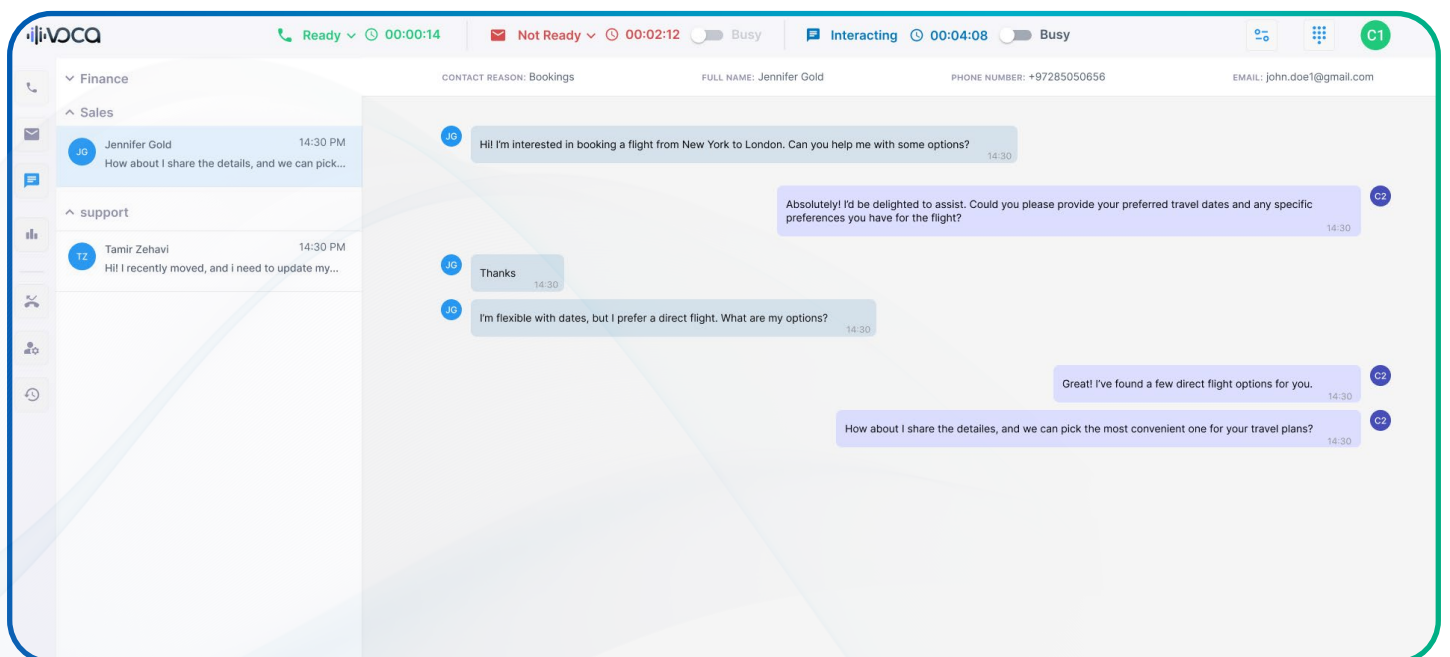
With its lightweight design, Voca CIC gives companies all the trusted reliability of Teams Phone, alongside a highly customizable interface. Companies can make simple drag-and-drop changes to their ecosystem, and scale CX capabilities to every Teams user across the company, from service desk employees, to departments outside of the contact center.

Every formal and informal contact center agent can leverage the same smart routing and IVR automation solutions in a single platform. Plus, there are fantastic Teams-based agent and supervisor desktop agent interfaces, featuring rich call controls, CRM information, details on availability, and access to wrap-up data and statistics.

With Voca CIC, every team member can create rich and consistent omnichannel experiences for customers. Plus, they can leverage real-time dashboards and historical reports, allowing business leaders to make intelligent decisions in real-time. All of this also comes with support from AudioCodes incredible customer success team.

Exploring the Impact of Voca CIC on Real Teams

Today, Voca CIC stands out as one of the most powerful contact center solutions for Microsoft Teams. AudioCodes has already helped countless companies unlock incredible productivity and enhanced customer experiences with this ecosystem, here are a few example success stories.



Vanderlande Optimizes CX

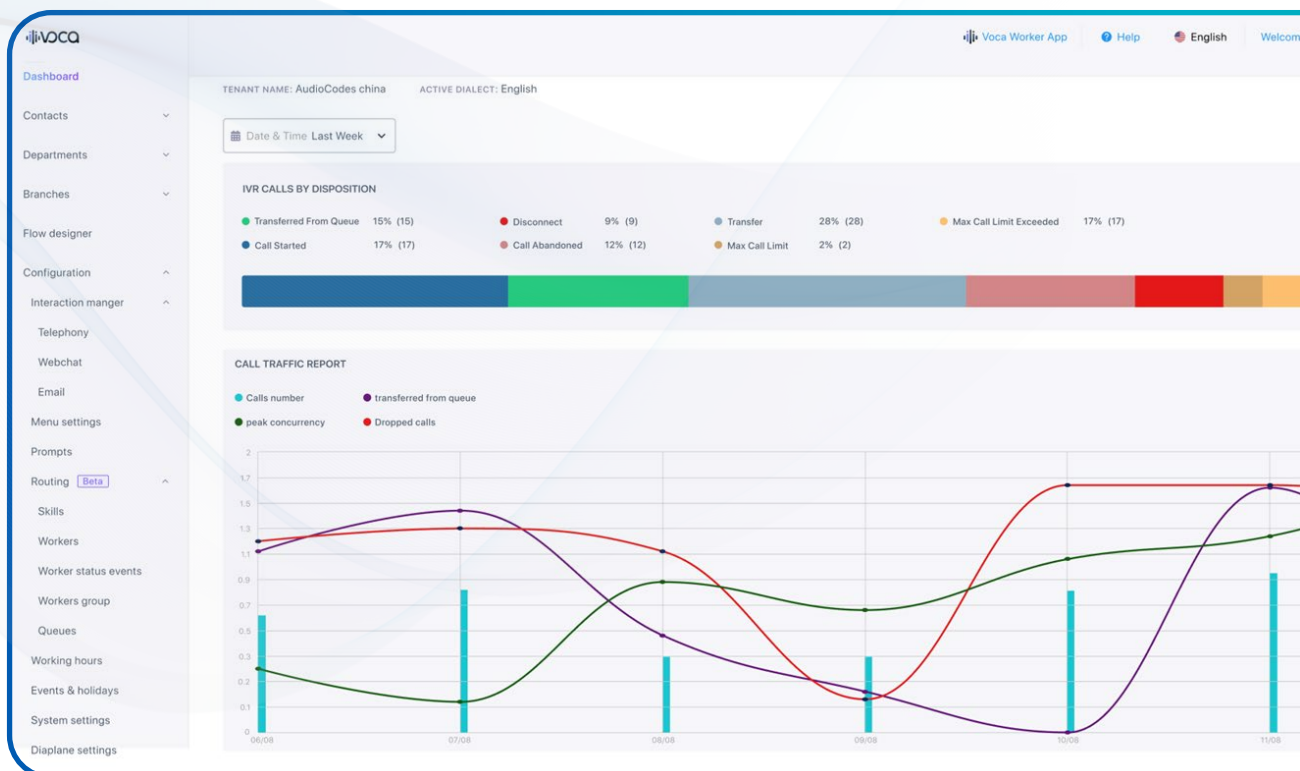
[Vanderlande](#), a leader in logistic process automation, leveraged the Voca CIC system for their mission-critical 24/7 customer service operations. The technology is now powering more than 170 of the company's hotlines, including its essential 24/7 lines, thanks to AudioCodes' Azure-based and geo-redundant cloud architecture.

Working with AudioCodes has allowed Vanderlande to consolidate its unified communications and contact center solutions, and implement a highly stable and reliable contact center environment. The firm is taking full advantage of Voca CIC's conversational AI capabilities for enriched insights, advanced call routing, and straightforward integrations with essential business tools. Now, Vanderlande has the resources it needs to preserve mission-critical operations, even in peak seasonal periods.

UCF Eliminates Unnecessary Downtime

After facing regular challenges with system uptime and infrastructure redundancy, the University of Central Florida (UCF), chose AudioCodes Voca CIC as their new contact center solution. This technology, purchased through Azure marketplace, has given UCF a scalable environment that's easy to manage, integrates with their existing systems, and unlocks the power of conversational AI.

With Voca CIC, UCF has been able to reduce costs, improve call and contact center reliability, and develop deeper insights into their customer base. Plus, they've been able to rapidly scale their investment, configuring Voca CIC for all 40 of their contact center desks.



Berry Global Migrates to Microsoft Teams

Leading manufacturer of plastic packaging and engineered products, [Berry Global](#) wanted to standardize its global telephony and contact center infrastructure around a central platform. They decided to migrate to Microsoft Teams, and implement AudioCodes' hardware, Voca CIC solution, session border controllers, and meeting room devices.

With the support of AudioCodes' customer success team, Berry Global was able to completely transform its communication ecosystem, enhance productivity, boost customer experience, and reduce communication costs. The company commended the AudioCodes' incredible commitment to providing consistent guidance and support throughout the transitional period and beyond.

Voca CIC: The Ultimate Microsoft Teams Contact Center


The number of companies offering contact center solutions for Microsoft Teams is consistently growing. However, no other vendor delivers the same unique combination of features, capabilities, and support provided by AudioCodes.

The Voca CIC solution for Microsoft Teams combines a unique native Azure architecture, with in-built conversational AI capabilities and exceptional ease of use. For any company looking to unlock the full potential of Microsoft Teams for collaboration, communication, and omnichannel customer service, there's no better or more powerful offering on the market.

Try Voca CIC's Omnichannel Experience Now!

Take Voca CIC for a test drive **and enjoy a 30-day free trial!**

Build a conversational contact center flow with omnichannel in a few minutes.



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](#)

Naimi Park, 6 Ofra Haza Street, Or Yehuda, 6032303, Israel
Tel: +972-3-976-4000

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

www.audiocodes.com

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