

# Create Consistent Customer Experiences Across Voice, Webchat, & Email

Voca CIC supports omnichannel CX, providing your customers a consistent and integrated experience across voice and digital engagement channels using email or webchat.



**One-Screen  
Agent & Supervisor  
Experience**



**Equal Focus  
for Voice and  
Digital Interactions**



**Managed  
Multitasking**



**Authentic View of  
Agent Activity**

AudioCodes Voca Conversational Interaction Center (CIC), a cloud-based omnichannel contact center with built-in Conversational AI, is designed entirely for Microsoft Teams and unifies your customer and employee experience.

Whether your customers are sitting in traffic, a quiet room, or a busy factory – they want options for reaching an agent. Allow them to engage with your service desk on their own time and their preferred voice, email, or webchat channel, while Voca CIC guides your agents to a consistent customer experience.

Contact center agents and supervisors using Voca CIC can now multitask between voice and digital interactions in a one-screen experience for equal treatment of voice and digital interactions. This allows agents and supervisors flexibility to manage their availability and serve customers across multiple digital channels based on changing demand or agent skills.

## Voca CIC Omnichannel Core Capabilities



### One-screen Experience

Agents need the efficiency of interacting with customers from a single screen. Agents can access live CRM information during calls and multitask on digital interactions between email and webchat without switching between apps.



### Website Chat Widget

A custom live webchat widget on your website gives customers the positive experience of engaging with a live agent, the ability to respond with emojis, and attach files all while being accessible on desktop and mobile.



### Channel-specific Availability

Unlike a call, agents can handle multiple digital interactions simultaneously. Agents can toggle between 'Ready' and 'Not Ready' status for each interaction channel independently, allowing them to manage multiple interactions across channels, while controlling how many interactions they handle at once.



### Intelligent Email and Webchat Routing and Management

Customers may reach out to your contact center through email and webchat. All incoming emails and webchats are intelligently routed to the relevant email queue, with last agent settings and overflow controls set so every interaction is handled.



### Digital Interaction Notifications

Receive instant alerts in the Worker app or desktop when customers initiate new messages via email or webchat, ensuring prompt responses and equal treatment of voice and digital interactions. Agents can easily answer or decline an interaction in the notification.



### 'Last Agent' Interaction Routing

Give customers the comfort of working with a familiar agent. Ongoing emails and webchats route to the last agent to handle the customer interaction, helping to reduce handling time. If the last agent is unavailable, the interaction will forward to the next available agent.



### Digital Queue Groups

Help your agents never lose context of an interaction. Queue groups organizes every email and webchat interaction into the correct queue, so agents know when they are handling an interaction for a refund, order tracking, or any queue you create.



### Supervisor Escalation Request

Some customer interactions need to be escalated. Agents can one-click notify supervisors about specific digital interactions requiring special attention.



### More Supervisor Controls

Supervisors now have better control over monitoring agents, opting agents in or out of queues and gaining real-time insights into agent activities across all channels from a single screen.



### Conversation History

Need to have a review of a customer interaction? Agents and supervisors can quickly retrieve past interactions, including email and webchat transcripts, call details, and shared files, helping agents and supervisors to better understand customer needs and improve service quality.



### Conversation Templates

Save your agents from typing out a response to repetitive customer requests. Agents can use pre-defined templates for email and webchat replies, customizable to suit specific conversations.



### Real-time Dashboard

Supervisors and Contact Center Managers have a single pane of glass to monitor essential statistics (pending, handled, abandoned interactions, average waiting, and answering times) for each communication channel in real-time, all on a single screen.



### Reporting on Email and Webchat Interactions

Access comprehensive historical reports on agent and queue activity for email and webchat, providing administrators and supervisors with detailed insights into every interaction initiated and received by agents.

# How Voca CIC Omnichannel Experience is Deployed

## Flexible Licensing Model

Access Voca CIC's omnichannel experience through a concurrent agent licensing model, available as a managed service (Voca Live).

## Multiple Deployment Types

Choose from flexible options for deploying Voca CIC and omnichannel on the AudioCodes Azure Cloud or your organization's Azure environment for seamless integration.

## Email Retention

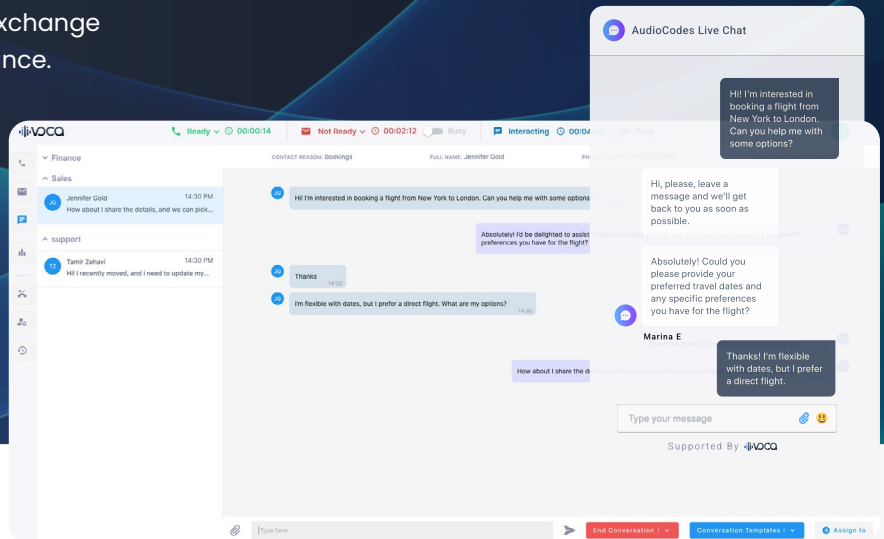
Retain emails on your organization's email server, whether it's M365 Mail Server or Microsoft Exchange Online, ensuring data security and compliance.

## Conversation History Retention

Store up to 12 months of conversation history for webchat interactions, providing a comprehensive record of customer communications.

## Extended Retention Options

Extend conversation history retention beyond 12 months by leveraging an API database connector, enabling you to self-retain conversation data as needed, ensuring access to historical interactions.



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.



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about Voca CIC?  
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