

Voca for Microsoft Teams – FAQs

What is Voca for Teams?

AudioCodes Voca is an agile conversational IVR that offers a seamless integration to Teams, enabling users to manage their entire voice ecosystem, including IVRs, all under the Teams hood. With the Voca onboarding wizard for Teams, you can build your own IVR in less than 5 minutes and instantly generate a working demo number to work with. Once your IVR is built, a 60-day trial period begins, allowing you to test the service yourself and share it with others, or even connect it to your company's main line.

Are there any detailed instructions on how to build the IVR?

Yes, please visit our Quick Guide <insert link> for all needed instructions.

If you still have questions, you can always [schedule](#) a meeting with one of our Voca experts, or [email](#) us.

How many different IVRs can I build during my trial?

During your 60 day trial, you can build up to 20 different IVRs – these can be different types (Conversational or Touch-tone) and in different languages.

The free trial supports multiple IVRs to allow users to experience managing multi-site environments and to provide access to several internal or external users and customers.

What can callers say to the system?

Callers can ask Voca to transfer them to their desired destination by simply saying the name of the department (or alias) they are looking for or by asking for any information or service they need, using natural, everyday language.

What languages does the Conversational IVR support?

Voca's Conversational IVR natively supports English US, English UK, German, Spanish (Spain, Mexico, USA), Portuguese and Hebrew.

If you are looking for a language that is not currently supported, choose the missing language from the Microsoft Azure Speech Services bank to let us know. Until then, you can always build a Touch-tone (DTMF) IVR.

What type of destinations can be used to transfer my incoming calls?

Calls can be transferred to any local destination number based on the country you chose when building your IVR. For example, if you chose UK, your calls will be successfully transferred to any destination numbers with the +44 country code.

All destination numbers must be entered using the E-164 global format (for example, +44123456789012).

How many destinations can I create?

You can enjoy an unlimited number of destinations and aliases with Voca. This enables your callers to speak freely and ask for exactly what they need.

What are aliases?

Aliases are synonyms for the destinations you added and are used to make sure Voca covers all voice requests your callers may make. For example, you may have added the destination “Customer service”, while some callers may ask for “Customer support” and/or “Support tickets”. By defining the last two as aliases for the “Customer service” destination, you can make sure that callers using the different requests will be correctly transferred to the same extension.

Why is the Operator destination mandatory?

Adding an Operator destination to your IVR acts as a safety net for when callers didn’t make any voice requests, asked for a destination that was not previously defined, or when the request was misunderstood by Voca. The Operator destination will act as a fallback solution to make sure all caller requests are answered.

What is automated information used for?

Voca allows you to enter destinations that will trigger an action instead of transferring the call to an extension. Such destinations can either trigger an automated voice reply (for example, a playback of a store’s opening hours), or an SMS with the requested information (for example, an address with a link to navigation directions)

What are the supported welcome greeting formats?

Voca supports WAV and MP3 formats, with files of up to 2 MB.

What is the Voca Advanced Mode?

Voca’s Advanced Mode is the central self-serve portal used to manage Voca from A to Z. Through the portal you can manage all your IVRs, configure recognition lists, optimize aliases and generate and access call traffic reports and voice analytics. Additionally, the Advanced Mode allows you to load your organizational contacts to your IVR.

How do I manage my organizational contacts with Voca?

In addition to departments and branches, Voca also supports organizational contacts that can usually be reached through the IVR.

Destination can be easily synchronized through Active Directory or by uploading a CSV file.

Much like departments and branches, aliases can also be added for contacts (for example, “Charlie” can act as an alias for “Charles”).

Does Voca for Teams generate reports?

Voca Advanced Mode offers extensive call traffic reports and voice analytics such as Overall performance of the IVR, most requested destinations, analysis of peak times and a detailed drill-down of all calls. In addition to the details reports you can produce, Advanced Mode allows you to listen to any voice requests made on your main line and easily optimize destinations and aliases based on the recorded requests.

What happens after my trial has ended?

Once your 60 day trial period expires, your IVRs and Advanced Mode access will be disabled. We will save your information for 14 more days after your trial expiration date, after which we will have to permanently delete it due to data protection regulations. If you choose to continue using Voca beyond the trial period, your information will be available to you without any limitation.

How does the Voca pricing work?

The Voca pricing is based on the number of concurrent channels available for callers, or the number of users per month.

A Voca channel is considered 'busy' while a caller is engaging with Voca. Once a call is transferred, the channel becomes available again for the next caller.

For more information about Voca's pricing plans, [schedule](#) a meeting with one of our Voca experts or [email](#) us.

Can I use Voca even if my organization is still not fully migrated to Teams?

During any stage of your gradual migration process to Microsoft Teams, Voca continues to support all existing legacy/IP PBXs your different sites are connected to, until they are also eventually migrated (for example, Voca can connect to a Cisco and an Avaya PBX in parallel to the Teams integration).

Organizations can choose to upgrade their main line with a conversational IVR experience, directly through Teams, while still completing their migration process.

If your IVRs are already built somewhere else, you can easily import them to Voca by leveraging the backwards Touch-tone (DTMF) compatibility.

Still have questions? We are here for you!

Feel free to [schedule](#) a quick call with one of our Voca experts or [email](#) us anytime.