

Customer Experience for Employees Beyond the Contact Center in Microsoft Teams

Voca CIC enables departments like the IT Helpdesk, HR department, Sales team, Security team, and Travel desks with lightweight customer experience capabilities directly integrated with Microsoft Teams.



Solution certified for
Microsoft Teams

M365 SaaS Security &
Compliance Certified

When Voca CIC is deployed on top of Microsoft Teams, every Teams user becomes a potential agent.

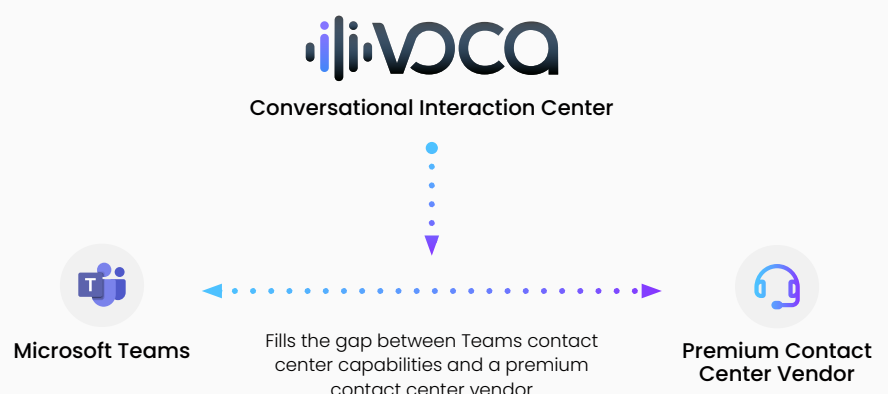
This is especially relevant for certain departments beyond the contact center, which provide internal and external-facing service. For example: IT Helpdesk, Sales teams, HR desks, Security teams, Legal team and Travel desks. We refer to the people who sit in these departments as internal agents.

Users situated within these departments provide ongoing service to individuals in and out of the organization. Now they can leverage relevant CX capabilities they've been missing like: Intelligent Routing, After-hour Call Handling, IVR, Queuing and Reporting.

By extending Teams with Voca CIC, you add the most critical components for providing quality service without the hefty price tag and "nice to haves" of premium contact centers that typically go far beyond everyday needs.

A perfect fit between not enough and **"I'll never use this feature"**

- ✓ Azure-native Integration with Microsoft Teams
- ✓ Custom User Access Profiles
- ✓ Usage-based Pricing with unlimited agents
- ✓ Multi-Tenancy



Every Teams User **Becomes a Potential Agent**

Who are Internal Agents? (Employee Experience)

Microsoft Teams users who provide ongoing internal & external service but don't reside in the main service desk.

Who are Back-office Experts?

Trusted & knowledgeable staff members who can assist an agent with a detailed solution to a complex customer issue.



| Empowering IT Helpdesk **With Contact Center Capabilities**



Skill-based routing to IT professionals based on inquiry type



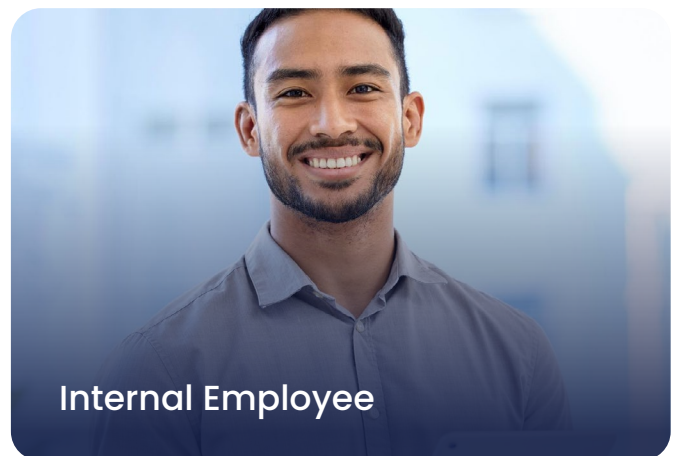
Automation of self-service scenarios (e.g. password reset)



Queue up callers and handle after-hour routing



CRM/IT ticketing screen or information pop-up



| Empowering Sales Teams With Contact Center Capabilities



IVR segmenting callers across product groups, regions and customer types



After-hour call handling and VIP caller prioritization



CRM-based routing to account managers



Sales calls reporting and analytics



Customer/Prospect



Sales Team CX/EX Agents

| Empowering 24/7 Departments With Contact Center Capabilities



Auto-Attendant Company Directory powered by Conversational AI



Emergency call priority routing



Managing 24/7, on-call agent availability with intelligent routing



Centralized team voicemail

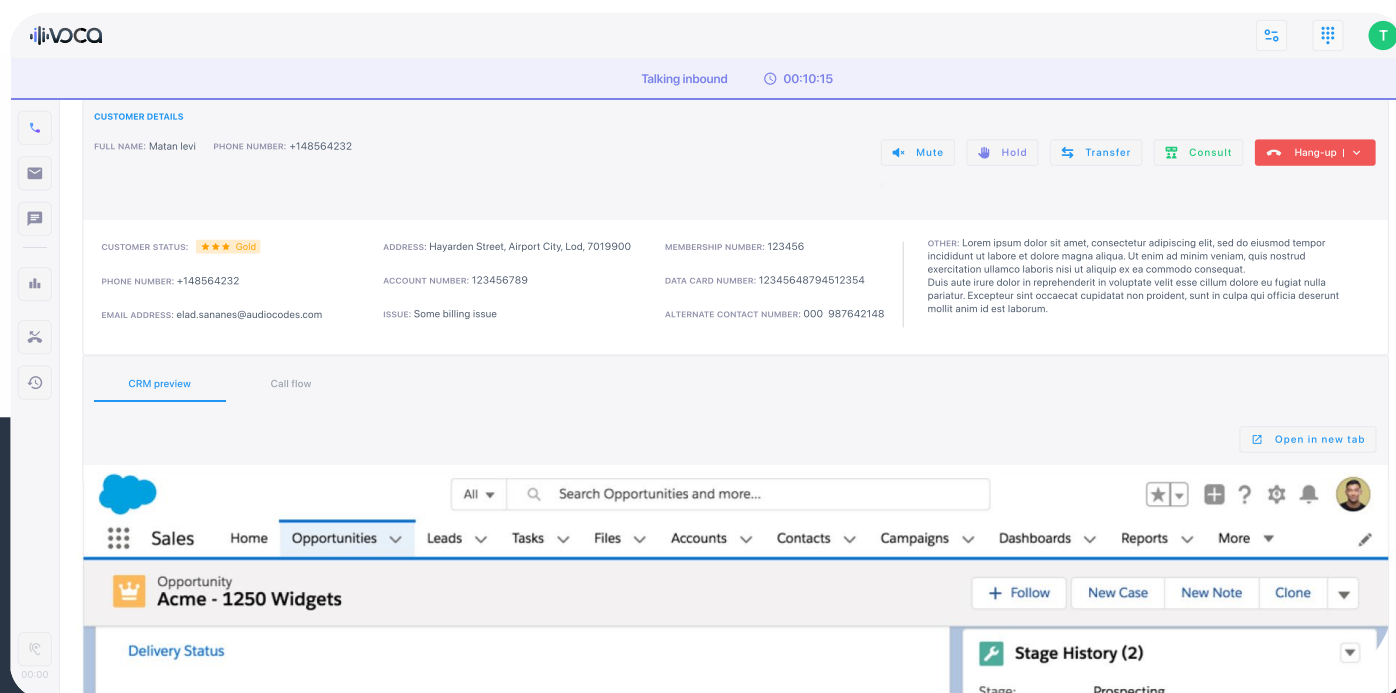


Urgent Caller
(Internal or External)



Reception, Security and
Travel Desk EX Agents

Expanding CX Capabilities To Employees Beyond the Contact Center



Onboard Voca CIC via the web

Sign Up

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

Phone numbers for immediate testing of your Voca CIC contact center call flows are provided by AudioCodes free of charge.

1 Hayarden Street, Airport City, Lod, 7019900, Israel
Tel: +972-3-976-4000

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

www.audiocodes.com

©2024 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VolPerfect, VolPerfectHD, Your Gateway To VoIP, 3GX, VocaNom and AudioCodes One Voice are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

