

VocaONE

Incoming call routing by voice



- Organizational speech recognition solutions by AudioCodes, with more than 15 years of technology experience in developing enterprise-grade products & services.
- Self-developed speech recognition engine with special expertise in identifying contact names, departments, organizational functions and branches. **Over 95% accuracy in speech recognition.**
- Alongside business, marketing, product and R&D, the AC Voca team also includes linguistic experts to continuously optimize the speech recognition engine.
- Powered by AudioCodes, AC Voca solutions can easily integrate with any organizational PBX (IP or analog) and with any IVR system.
- Deployment over cloud (AWS) or as an on-premise solution, deployed with an AudioCodes SBC.
- Over 100 organizational customers in Israel from a variety of business verticals: High-tech, telecommunications, banking & finance, retail, educational institutes, medical centers, municipalities and more.

VocaONE: Incoming calls voice routing.



- By using VocaONE, organizations with multiple phone destinations such as departments, branches or any other organizational functions can use one phone number for all their caller's needs.
- With special expertise in organizational domains across multiple business verticals, callers are enjoying a simple, intuitive customer experience, with no IVR\DTMF phone menus.
- VocaONE comes with a dedicated analytics environment showing call usage & data, peaks, destination and transfer rates, allowing organizations to maximize their workforce and ROI.

VocaONE: Key features



- Voice routing of incoming calls from one single phone number to multiple destinations
- Over 95% accuracy in speech recognition
- Support for recognizing department names, branch names, city names, or any other customer touch-point function
- Ongoing optimization and enhancement of voice routing terms and services
- BI & call traffic analytics
- Quick deployment and connectivity to any organizational PBX & IVR platforms
- Seamless configuration and solution management via the VocaONE web interface
- Customized welcome prompts
- Ability to easily embed voice advertisements and special promotions within the VocaONE user flow

Customer stories



“Prior to deploying VocaONE, we were utilizing phone receptionists for incoming call transfers, with limited availability. With the newly deployed VocaONE solution, we are now offering our callers a **continuous, 24/7 automatic voice routing solution** to easily transfer their calls. **Out of 1,500 daily incoming calls, only 100 of them are now directed to a human operator**, whereas all other calls are handled entirely by the AudioCodes voice routing solution”.

Ofer Kanner, Chief of Operations, Rambam Healthcare Campus



“The voice routing abilities of VocaONE significantly improved our customer service, shortened customer wait-times and provides an innovative caller experience. The solution makes important call data accessible, allowing us to easily optimize our advertising efforts.”

Yoni Waxman, Vice CTO, Ophir Tours

Selected Customer portfolio

