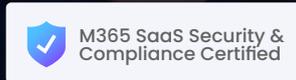


Voca

A Survivable Contact Center for When the Lights Go Out

Voca steps in as a backup contact center to give your business the on-premise insurance it needs when the lights go out on your cloud contact center.



When the cloud contact center experiences downtime, you're often left hoping the cloud service will be up and running in a few minutes. This is a lot of frustration to carry, especially when the time and length of downtime is a mystery, not to mention the lost productivity.

But the greatest long-term risk of an outage is revenue loss by severing the customers expected path to a live agent.

Voca as a contact center backup offers your business the same peace of mind you get with travel insurance or rental car insurance: you hope you never need to use it, but you're glad you have it when you do.

No matter the circumstance, Voca provides you with business continuity for your contact center, and your customers with constant access to live agents.

Voca's Survivable Contact Center Features:

- ✓ IVR
- ✓ Call Queuing
- ✓ Broadcast Routing (Up to 20 agents simultaneously)
- ✓ Historical Reporting
- ✓ Visual Flow Designer
- ✓ Queue Overflow
- ✓ VIP Priority Routing
- ✓ Call Recording
- ✓ Attendant Transfer
- ✓ Round Robin Call Routing
- ✓ Real-time Reporting
- ✓ On-prem & Disconnected environments

A contact center backup that makes downtime survivable



\$9,000 Per Minute*

Voca pays for itself and saves an average customer \$5000 on per minute, per month on downtime costs



100% Access to Live Agents

IVR routing, queuing and access to a live agent with recording is available 100% of the time



Multi-Platform

Powered by years of AudioCodes voice expertise, Voca connects to any CCaaS or voice platform to act as a backup



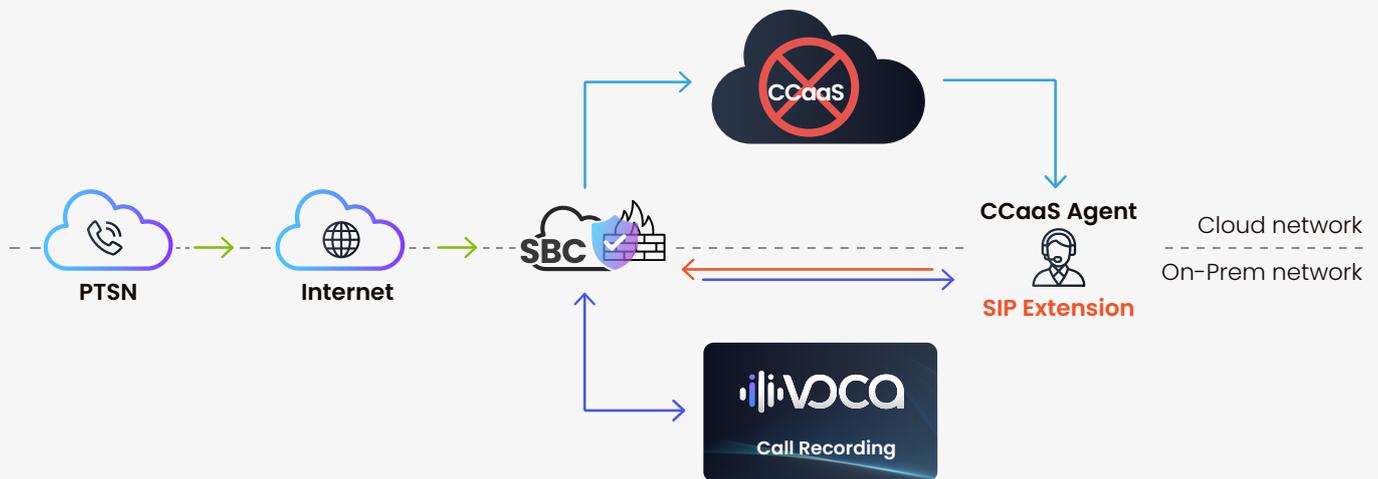
Built-in Analytics

Real-time dashboards and historical reports for agent activities, queue statistics and IVR performance

Architecture and Design You Can Rely On

Legend

- PSTN (SIP)
- CCaaS Primary link
- CCaaS failover link
- 3rd Party SIP device registration



See how Voca as a contact center backup gets your business to 100% uptime

[Schedule a Demo](#)



Voca CIC as a Survivable Contact Center starts at **\$8 per channel**



Want to learn more about Voca? Visit the [Voca page](#)

* <https://www.atlassian.com/incident-management/kpis/cost-of-downtime>