Product Notice #0398

AudioCodes VoiceAI Connect Enterprise Edition
Version 2.4

AudioCodes is pleased to announce the availability of Version 2.4 for the VoiceAI Connect Enterprise edition.

This version includes many new and exciting features. Some of the key features are listed below. For a full description of this release, refer to the VoiceAI Connect Release Notes.

Key Features

- Significant cost reduction of up to 40% for speech-to-text (STT) service usage, by dynamically engaging STT according to voice activity
- Support for Microsoft Azure Bot Framework Voice API
- Integration with Microsoft Power Virtual Agents
- Support for Google Dialogflow CX based on Text API
- Support for WebSocket (latest version) and GRPc (connect on-prem) for Nuance STT and TTS services
- Bot notifications for transfer failures and parameter value changes
- STT enhancements:
  - Microsoft Azure STT contexts
  - Google boost contexts
  - Sending STT hypothesis to bot
- Answering machine and fax detection for outbound calling
- Basic authentication for the REST API (for initiating outbound calls)
- Enabling and disabling transcript logging per bot

Resources

VoiceAI Connect website: https://voiceaiconnect.audiocodes.com

VoiceAI Connect documentation: https://techdocs.audiocodes.com/voice-ai-connect

Affected Products

VoiceAI Connect Enterprise edition