

Product Notice #0521



Release of One Voice Operations Center (OVOC) Version 8.2.3000 for General Availability

We are pleased to announce the release of OVOC Software Version 8.2 (8.2.3104) for General Availability (GA)!

This release includes many exciting new features as well as resolved constraints from previous releases. For a full description of the release, click [here](#) to download the *OVOC Release Notes* from AudioCodes website.

The software for this release is available for download from AudioCodes Services Portal at <https://services.audiocodes.com> (registered customers only).

Major Features

- **Management Scope for GDPR Regulations:** This feature determines access to OVOC according to Operator role. The Global scope represents System operator permissions, while the Tenant scope represents Tenant operator permissions. The Tenant scope has privileged access to privacy data for GDPR compliance. Due to this feature, the OVOC software upgrade procedure is different than the regular upgrade. Therefore, please review the [README file](#) for prerequisites before starting the upgrade process.
- **New User Interface Design:** OVOC now offers a new look-and-feel GUI, with enhanced graphics and layout.
- **QoE Analytics Dashboard:** A new report module has been integrated into the Quality of Experience menu for **tenant** management. Data is retrieved from raw calls data saved on OVOC. QoE data is aggregated for all SBC and Teams devices and displayed using different graph types. Each operator can customize the QoE Dashboard graphs.
- **Forwarding Alarms and Journal Events during User-defined Time Ranges:** Alarms and Journal rules can include time range criteria for determining when they are forwarded as alerts to their respective destinations. This prevents alerts from being sent during non-working hours.
- **Support for AudioCodes RX-Panel and RXV200 devices.**
- **Peripheral Devices Management Extensions:** RX40 Audio Device, RXVCam10 Content Camera peripheral device, RX-PAD pairing reporting, and a new 'bundle' icon to display icons of all peripherals in the bundle.
- **Security:** Device certificate information and applied Android security patches are now displayed (under the new 'Security' tab in the Device Details screen).
- **Support for New SBC Versions:** SBC FIPS version 7.60A.xxx.xxx and SBC Version 7.4.500.
- **SBC Floating License Management (CLM) Customers:** Due to an update in AWS certificate policy, it's necessary to replace the OVOC and CLM certificates. Please refer to the procedure [here](#) to understand the timelines and the procedure for replacing the OVOC server certificate. This version includes new AWS certificates to connect with the CLM server. See the following [Product Notice](#) about this certificate update.
- **VMware Related Changes:** This version supports VMware ESXi 8 client version, and VMware Tools installation as an option via server manager.

Affected Products

One Voice Operations Center (OVOC)

Announcement Date

December 25, 2023



If you have any questions, at <https://www.audiocodes.com/corporate/offices-worldwide>

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