Product Notice #0447

GA Release of AudioCodes SmartTAP™ 360° Live Recording Solution
-- Version 5.5 --

AudioCodes is pleased to announce the release of Version 5.5 for the SmartTAP 360° Live recording solution.

This update includes many new and exciting features. Some of the key features are listed below. For a full description of this release, you can download the Release Notes from AudioCodes website.

SmartTAP 360° Live is officially certified as an on-premises call recording or customer Azure subscription solution for Microsoft Teams customers. The solution has been tested and verified to provide the quality, compatibility, and reliability that organizations and customers expect from Microsoft solutions, backed by best-in-class product maintenance, service operations, and support.

Key Features

- SmartTAP for Teams adds support for transcription of recorded voice calls to quickly retrieve important segments of the call rather than listening to the entire call. Generated transcriptions can be downloaded or exported through REST API and added to the organizational analytics system for gathering insights.

- SmartTAP Live provides an option to store the recordings in the regions or countries defined by the customer and required by local regulations while in parallel providing a centralized application for configuration and recording playback. This ensures the local integrity of stored recorded data together with a secure connection to the central database.

- The SmartTAP for Teams recording profile enables users to restrict recording of PSTN calls according to a list of phone numbers or regular expressions.

- The SmartTAP for Teams recording profile includes the ability to record user calls that are transferred from the Teams Queue Calls and filter out the recording of other user call types. This enables enterprises to focus recording and analytical resources on Teams Queue Calls.

Affected Products

SmartTAP 360° Live

End-of-Service (EOS)

This Product Notice is also a formal notification that SmartTAP 360° Version 4.2 will reach EOS on 31 December 2021, and Version 4.3 will reach EOS on 30 June 2022.

Software Updates and Installations

SmartTAP 360° Live installation and upgrades must be performed only by AudioCodes Services Team or AudioCodes Certified Partners. Please contact your Sales Account Manager or AudioCodes Support for more information at https://www.audiocodes.com/services-support/maintenance-and-support.

Subscribe for Notifications on SmartTAP Software Updates

You can subscribe for notifications on SmartTAP 360° software updates in the AudioCodes Services Portal https://services.audiocodes.com. To subscribe to notifications, under "My Profile" settings for your support account, select the "Manage Update Subscriptions" field.

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

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