Feature Release for Live Platform Services
-- All Services --

Live Platform

#0579

AudioCodes is excited to announce the release of a new version for its **Live Platform** service delivery solution.

This release includes many new and enhanced features for all Live Platform services. For detailed information about the new features, refer to the [Release Notes of Live Platform Operation Center](#).

What's New!

- **Identity and Access Management (IAM) support**
  - ✓ A new authentication system now supports both local accounts and external identity providers (currently Microsoft). Users can create accounts using any email provider and set up MFA using authentication apps.
  - ✓ A single user account can be associated with multiple scopes (service providers, channels, and end customers). Users in Live Platform can create new users and assign roles accordingly.
  - ✓ **Action required:** Make sure that the organization's firewall allows the below URLs. Service Providers and Channels should inform their end customers.
    - ▪ https://iam.audiocodesaas.com
    - ▪ https://acservicesiam.b2clogin.com/tfp/acservicesiam.onmicrosoft.com
    - ▪ https://acservicesiamfiles.blob.core.windows.net
- **Commercial information, simplifying ordering**
  - ✓ Partners (Distributers) can now track channel (reseller) commitments and purchase orders through a new wizard that captures commercial details during each service onboarding for end customers such as PO number, payment type and more.
- **New SIP alarms for improved troubleshooting**
  - ✓ Service providers can now view new SIP connection alarms that are assigned to specific customers, enabling more accurate troubleshooting. Examples include incorrect username/password during registration and SIP trunk target failures.
- **Call and alarm visibility enhancement**
  - ✓ Service Providers can now view all calls on their devices, including unclassified calls that are not linked to a defined SIP connection (for example, numbers not configured at service level). To enable this feature, contact [AudioCodes Services Portal](#).
  - ✓ Service Providers can now view SBC alarms at device level. To enable this feature, contact [AudioCodes Services Portal](#).
  - ✓ Service Providers and channels can now see which customer and which service each alarm is associated with, providing clearer context and faster resolution.
- **Maintenance message display on dashboard**
  - ✓ Live Platform now displays maintenance messages on the dashboard to keep users informed about system updates and scheduled maintenance.

Learn more

You can also refer to the User's Manuals:

- [End Customer User's Manual](#)
- [Channel User's Manual](#)
- [Service Provider User's Manual](#)

For any enquiries or support, please contact our CSM at Shay.Moshe@audiocodes.com.

Effective Date

Estimated effective date is between December 21, 2025 and January 28, 2026. The AudioCodes Live Platform Service team will notify each customer individually of the exact date when these Live Platform services will be updated for their account.

Affected Modules

This Feature Release applies to the Live Platform Operation Center module Version 8.4.4000.

Announcement Date

December 29, 2025