Product Notice #0428

AudioCodes Live Cloud for Teams Version 1.0.220

This Product Notice is a formal announcement by AudioCodes for the Release of Live Cloud for Teams Version 1.0.220.

This release includes many new features as well as resolved constraints from previous releases. For a full description of the release, click here to download the *Live Cloud for Teams Release Notes* from AudioCodes' website.

This release supports both clean installation for new customers and for existing customers wishing to upgrade from versions 1.0.100 or 1.0.200.

Key Features

- Three Service Level offerings including Hosted Essentials, Hosted Essentials+ and Hosted Pro
- PowerShell Enhancements for Microsoft Teams
- Multi-Tenant Token Authentication with Tenants Azure Active Directory
- Bring Your Own Carrier (BYOC) Connectivity Option
- SBC and M365 Onboarding Script Templates
- Connect to Microsoft Teams Notification Service for retrieving Teams call data
- New Single Sign On (SSO) to Service Cloud from Customer Portal for managing customer tickets
- Setup additional site locations for Second day management
- Enhancements to the Live Cloud for Teams dashboard with a new look and feel and additional information
- Filter enhancements including Teams and Provider side data and user location data
- QOE Threshold Management for Provider side and Teams side
- Report enhancements for Teams side, Provider side and AD location and scheduling per customer
- Customer backup and restore can be performed by System Admin and Operator

Affected Products

Live Cloud for Teams