



# End-of-Product-Sale (EOPS) for AudioCodes SmartTAP 360°

Product Notice #0569

We would like to inform you that AudioCodes will be discontinuing the SmartTAP 360° offering in 12 months as part of our transition to next-generation solutions. To assist our customers during this transition, AudioCodes is offering commercial benefits and free migration support for adopting our next generation platform – **Interaction Insights**.

Interaction Insights features modern technology and methodologies, a data architecture that separates and localizes data, and support for Bring Your Own Storage (BYOS), all within a SOC 2 certified solution.

For customers with specific use cases or requirements, please contact your AudioCodes account manager to discuss tailored options.

Key features of Interaction Insights (Next Gen SmartTAP 360°) include:

- A modern, intuitive user interface that reduces the learning curve
- Unlimited concurrent recordings
- Unlimited retention and geo-redundant recording
- Local recording storage and Bring Your Own Storage (BYOS)
- A single pane of glass for customers with a large number of users and multiple systems

## Effective Dates

- **End-of-Product-Sales (EOPS):** August 2025
- **End-of-Service (EOS):** August 2026

New requests for additional capacity will be reviewed based on a case-by-case scenario. For details on our End-of-Life (EOL) policy, please refer to the AudioCodes [Life Cycle Policy](#). Any requests for additional capacity will be reviewed on a case-by-case basis.

## Affected Products

AudioCodes SmartTAP 360° Recording Solution

## Announcement Date

August 27, 2025



If you have any questions, contact us at  
[www.audiocodes.com/corporate/offices-worldwide](http://www.audiocodes.com/corporate/offices-worldwide)