

Interaction Insights

Versions 1.1 - 1.1.17



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Related Documentation

Document Name	Tier
SysAdmin Release Notes	1
Customer Release Notes	4
Live Platform for Service Providers	2

Document Name	Tier
Live Platform for Channels	3
Live Platform for Customers	4

Upgrade

When upgrading Live Platform server, calls, alarms and statistics data are deleted. AudioCodes Professional Services backs up this data to a separate virtual machine prior to upgrade. To receive the backed up data, open an AudioCodes Service Request.

Related Documentation

Full documentation of the features in this release is still under completion.

Software Revision Record

Product	Version
User Management Pack 365	8.0.517 SP1
User Management Pack 365 Installer (in ISO)	8.0.517 SP1
EMS.Installer.exe (in ISO) (OVOC) (see OVOC Release Notes)	8.4.2124
EmsClientAgent.msi	7.8.24
EmsMainAgent.msi	7.8.23
Public OVOC Connector	1.0.8
SBC (see SBC Release Notes)	7.40A.501.150
SBC with Metering support	7.40A.400 or later

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1 Introduction

This document describes the Interaction Insights release versions, including:

- New features of the release version
- Issues resolved in this version

2 Version 1.17

This section describes new features released in Version 1.17, as well as issues resolved in this version and known limitations.

New Features in Version 1.17

This section describes new features in Version 1.17.

Basic Call Transcription

This feature provides Interaction Insights with the capability to transcript call recordings (currently Teams calls only).

Enabling Transcription on Tenant

When generating or editing an Interaction Insights tenant, the Tenant Admin can enable or disable transcription. Currently, the maximum number of transcribed recording hours per month is set to 99,999 and cannot be changed.

If transcription is disabled, call recordings cannot be transcribed in Interaction Insights.

Transcription Related Permissions

In Interaction Insights, permissions are granted through Access Profiles. In this release, the following transcription related permissions have been added or enhanced:

- Create or edit transcriptions
- Create and modify analytics profiles, recording profiles, and device recording profiles



Once your Interaction Insight system has been upgraded to this release version, enable transcription related permissions in your access profiles. These permissions are disabled by default.

Analytics Profiles

To have call recordings transcribed, the recorded users must be associated with an Analytics Profile. The association is made through the Recording Profiles assigned to the user. If a user's Recording Profile does not specify an Analytics Profile, that user's recordings cannot be transcribed.

Analytics Profiles are configured in the Interaction Insights Customer Portal by Customer Portal administrators, or by Customer Portal users with the appropriate permissions in their Access Profile. An Analytics Profile specifies:

- Whether the transcription should be automatically performed at the end of a recorded call, or be started manually by authorized users.

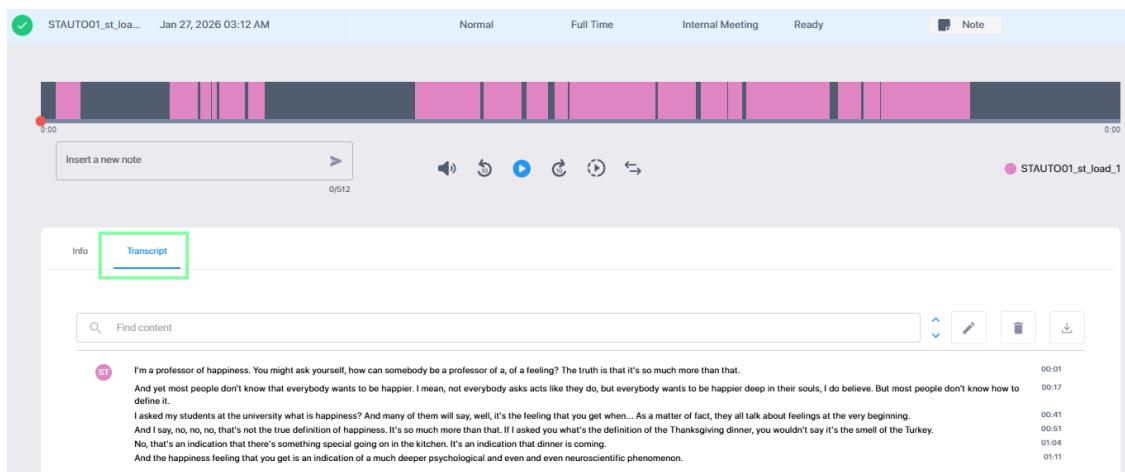
- For automated transcription, the transcription language. Recordings will always be transcribed in that language.
- For manually triggered transcription, the language or languages that can be selected for transcription.
- Whether profane language should be hidden (default) or spelled out.

Analytics Profiles are managed from the Analytics Profiles page, which also displays the total number of recording hours transcribed compared to the maximum allowed.

Viewing and Monitoring Transcriptions

Users with permissions to access transcriptions can view or start the transcription of a call recording, depending on the applicable Analytics Profile.

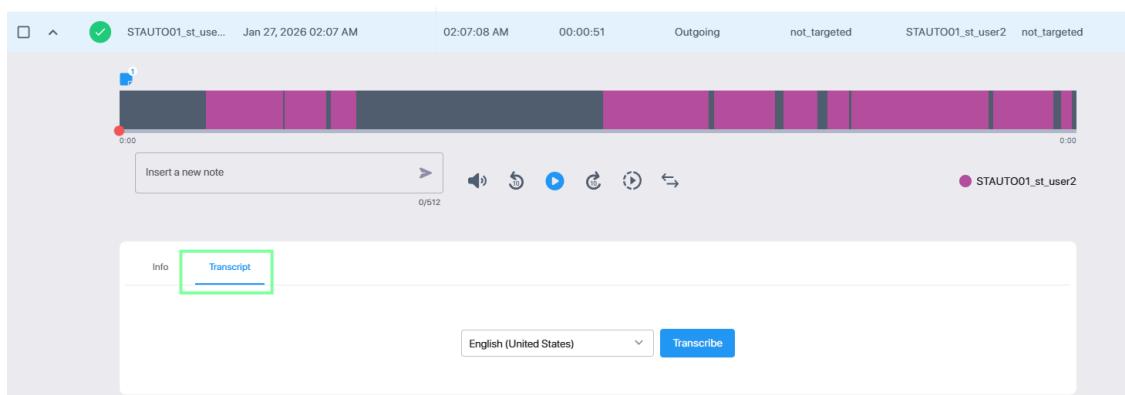
- If the profile is set up for automatic transcription, the transcription is displayed on the **Transcript** tab.



The screenshot shows a transcription interface for a recording titled 'STAUTO01_st_loa...'. The recording was made on 'Jan 27, 2026 03:12 AM'. The status bar indicates 'Normal', 'Full Time', 'Internal Meeting', and 'Ready'. The transcript tab is selected. The transcript content is as follows:

I'm a professor of happiness. You might ask yourself, how can somebody be a professor of a, of a feeling? The truth is that it's so much more than that. And yet most people don't know that everybody wants to be happier. I mean, not everybody asks acts like they do, but everybody wants to be happier deep in their souls, I do believe. But most people don't know how to define it. I asked my students at the university what is happiness? And many of them will say, well, it's the feeling that you get when... As a matter of fact, they all talk about feelings at the very beginning. And I say, no, no, no, that's not the true definition of happiness. It's so much more than that. If I asked you what's the definition of the Thanksgiving dinner, you wouldn't say it's the smell of the Turkey. No, that's an indication that there's something special going on in the kitchen. It's an indication that dinner is coming. And the happiness feeling that you get is an indication of a much deeper psychological and even even neuroscientific phenomenon.

- If the profile is set up for manual transcription, the user can select a language and start the transcription.



The screenshot shows a transcription interface for a recording titled 'STAUTO01_st_use...'. The recording was made on 'Jan 27, 2026 02:07 AM'. The status bar indicates '02:07:08 AM', '00:00:51', 'Outgoing', 'not_targeted', 'STAUTO01_st_user2', and 'not_targeted'. The transcript tab is selected. The transcript content is as follows:

I'm a professor of happiness. You might ask yourself, how can somebody be a professor of a, of a feeling? The truth is that it's so much more than that. And yet most people don't know that everybody wants to be happier. I mean, not everybody asks acts like they do, but everybody wants to be happier deep in their souls, I do believe. But most people don't know how to define it. I asked my students at the university what is happiness? And many of them will say, well, it's the feeling that you get when... As a matter of fact, they all talk about feelings at the very beginning. And I say, no, no, no, that's not the true definition of happiness. It's so much more than that. If I asked you what's the definition of the Thanksgiving dinner, you wouldn't say it's the smell of the Turkey. No, that's an indication that there's something special going on in the kitchen. It's an indication that dinner is coming. And the happiness feeling that you get is an indication of a much deeper psychological and even even neuroscientific phenomenon.

Language selection: English (United States)

Buttons: Transcribe

- If no Analytics Profile is associated, the Transcript tab is disabled.

The user can edit a transcription, search for and replace content, or delete the transcription and start a new one. The transcription can also be downloaded.

Filtering by Transcription Status or Analytics Profile

Columns have been added to pages listing interactions, recording profiles, or users, allowing you to view or filter by the associated Transcription Status or Analytics Profile.

Monitoring Transcription Related Changes

- If the number of used transcription hours reaches 80% or 100% of the allowed maximum, an alarm is raised and added to the System Activity Log.
- Transcription related changes are audited in the Audit Trail.

Support of SIPREC-Only Tenants

When creating a new Interaction Insights tenant, it is possible to enable Teams recording (enabled by default), SIPREC, or both.

- At least one recording type must be enabled.
- It is not possible to disable Teams recording for an existing tenant. By contrast, for existing tenants with both Teams recording and SIPREC enabled, it is possible to disable SIPREC (provided there are no active Device Recording Profiles).

For a SIPREC-only tenant, the Interaction Insights interface:

- Does not show the Quick Start wizard on first use. Instead, the Interactions page is displayed.
- Does not contain the following pages that are only relevant for Teams calls:
 - The Connect to Your M365 page, which consists of Teams bot related consents
 - The Recording Profiles page, which defines Teams user recording profiles
- On the Licenses page, does not include Teams recording displays.

Version 1.17 Resolved Issues

Incident	Resolved Issue
STNG-6558	Due to a configuration issue between Interaction Insights and Live Platform, a new Interaction Insights tenant could not be created.

Version 1.17 Known Limitations

Incident	Known Limitation
STNG-6577	Transcription cannot be run on SIPREC calls.
	If SI fails to run and transcription is triggered, the transcription will wait half an hour for SI, and only then proceed.

Incident	Known Limitation
	It is not possible to delete more than one transcription in a single request.
	Users can download transcripts only in VTT format, Rich Text Format is not supported yet.
STNG-4661	Record On Demand (ROD) and Pause/Resume actions not yet supported for SIPREC call

3 Version 1.16

This section describes new features released in Version 1.16, as well as issues resolved in this version.

New Features in Version 1.16

This section describes new features in Version 1.16.

SIPREC Integration and Setup

Integration Insight has been updated with the following features to support SIPREC.

Interaction Recording Tenant UI

When setting up or editing an Interaction Insights tenant, the Administrator can enable / disable SIPREC and define the maximum allowed number of concurrent sessions (see [SIPREC Concurrent Session Licensing](#) on page 9 for details). If disabled, no SIP sessions are recorded.

Licensed versus Actual Number of Concurrent Sessions

The system calculates the current and/or maximum number of simultaneous SIP sessions and displays it against the licensed number of sessions. This helps administrators determine and adjust the requested number of licensed sessions.

Licensed and current and / or maximum number of simultaneous sessions are presented:

- For Tenant Admins, when viewing or editing the tenant.

Edit Interaction Recording Tenant

SIPRec Recording

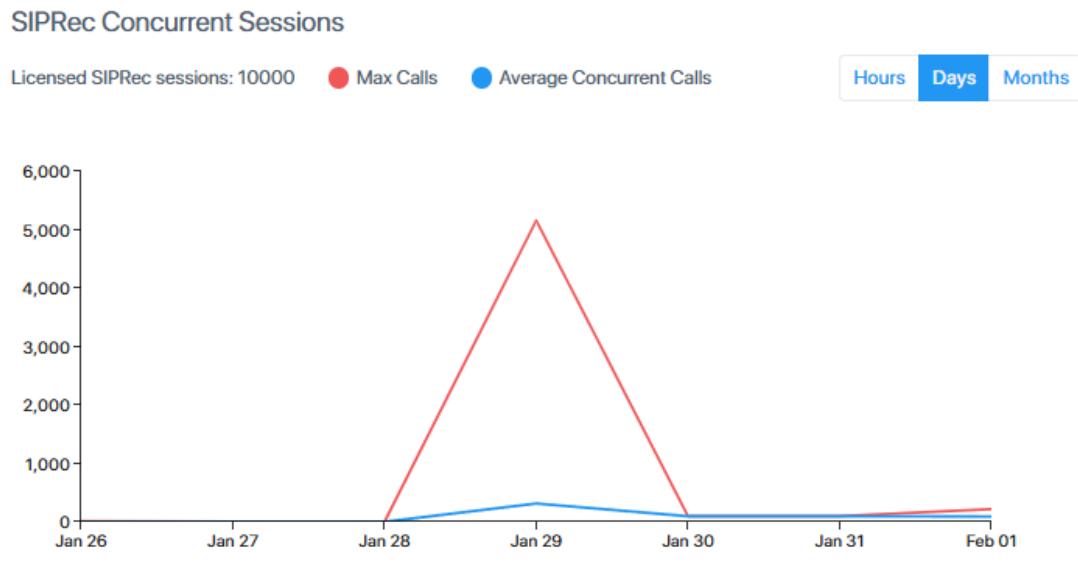
Concurrent Session i

Enabled Disabled

Included Concurrent Session 100 i

Highest Consumed Concurrent Session 1001 i

- For Interaction Insights service portal Admins, on the Licenses page.



The graph shows the maximum and average concurrent sessions within a given time range, at an hourly, daily, or monthly resolution.

Device Recording Management

SIP recording is performed on sessions between *Devices*, which are manually added and maintained in the Interaction Insights Service UI. Devices with similar recording requirements are arranged into groups and managed using *Device Recording Profiles*, which defines which sessions should be recorded (incoming, outgoing, or both), where the recordings should be saved, and how long they should be retained.

To be recorded, the device calling (outgoing call) or receiving (incoming call) must be associated with a Device Recording Profile.

Transferred Calls

Transferred calls are recorded based on the recording profile of the first device being recorded. Any subsequent change of participants is reported in the SIP metadata.

SIP Call Recording Management

Calls recorded by SIPREC are displayed on the Interactions page, just as are Teams calls. The main difference is that in SIPREC, calls involve SIP endpoint devices, whereas Teams calls involve Azure Entra ID (AAD) users.

SIPREC Call Access Permissions

Access Profiles, which are used for controlling access permissions, have been enhanced to allow or prohibit playback of device calls and configuration of device recording profiles.

Add Access Profile

Set Access Permissions

Name

Description

1. Permissions
2. Group Mapping

Call / IM Permissions

No Access to Calls / IM

Access User's Own Calls / IM

Access User's Own and Group Calls / IM

Select Groups

Add

Access All Calls / IM

Play Media Related to a Call / IM

Download Media Related to a Call / IM

Tag Calls / IM

Add Notes

Delete Notes of Other Users

Delete Calls / IM

Record or Save on Demand Other Users

Recording and Access Profiles Permissions

Create and Modify Recording Profiles / **Device Recording Profiles**

Create and Modify Access Profiles

Create and Modify Tags

System Configuration Permissions

Configure System

Audit Trail Access Export

Cancel
Next

Double Recording

Double recording is a feature available to tenants with a Pro license. In this setup, every call is captured by two separate Interaction Insight bots. These bots operate in different geographic regions so that if the primary region experiences a disruption, the secondary region continues to record and store the call without interruption.

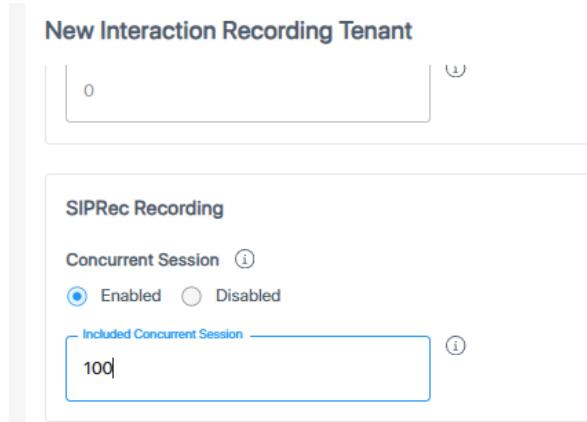
Each call receives a unique identifier in its metadata, which makes it possible to match and pair the two recordings of the same call. This design provides continuity and reliable preservation of recorded calls.

Recording of AudioCodes SBC Calls using SIPREC

AudioCodes SBC products can be configured to communicate with Interaction Insights, thereby allowing Interaction Insights to record SBC calls using SIPREC. The communicated SIPREC and RTP traffic is secured using STRP (for media) and TLS (for SIP signaling).

SIPREC Concurrent Session Licensing

For SIPREC recording, customers are billed based on concurrent session recordings. When setting up a Interaction Insights tenant for a customer, the Tenant Administrator specifies the maximum number of allowed concurrent SIPREC sessions.



If the number of concurrent sessions reaches 80% of licensed concurrent sessions, a major alarm is raised in OVOC, and the incident is logged in the activity log. The severity of the alarm and the activity log becomes critical if the 100% threshold is reached. The Tenant Admin is notified per email.

If the number of concurrent SIP sessions exceeds the Concurrent Sessions threshold, the excessive sessions are not recorded. A notification email is sent to the Tenant Administrator, and an entry with the recording rejection details is created in the activity log.

To increase the number of allowed concurrent sessions, the customer can purchase additional licenses. The threshold is updated once the Tenant Administrator has updated the Concurrent Session count in the tenant.



The above alarm is cleared when the concurrent session count drops to 60% or less.

Version 1.16 Resolved Issues

Incident	Resolved Issue
STNG-6496	Access profile page was not localized for Japanese.

4 Version 1.14

This section describes new features released in Version 1.14.

New Features in Version 1.14

This section describes new features in Version 1.14.

Support for Instant Messaging

The recording of Instant Messages in Microsoft Teams for call participants is supported in this release. The feature is enabled in the service Onboarding form including the number of users whose messages you wish to retrieve. A new page has been added to the Service portal.

	NAME	DATE	ID	INTERNAL ID	PARTICIPANTS	TAGS	NOTES	CHAT TYPE	CHAT NAME
1	SANDBOX3ST_st_user5	Sep 23, 2025 02:07 AM	19:5301b196-45b7-46f5...	68bdd3219d7ad06699cf...	SANDBOX3ST_st_u... +1	Tag	Note (17)	Internal p2p	
2	SANDBOX3ST_st_user5	Sep 23, 2025 01:56 AM	19:9ebcd84-7137-4cbe...	68bde9139d7ad06699cf...	SANDBOX3ST_st_u... +1	Tag	Note	Internal p2p	
3	SANDBOX3ST_st_user5	Sep 23, 2025 01:32 AM	19:meeting_NjzNGJkNzI...	68d1ces26606a82140fef...	SANDBOX3ST_st_u... +1	Tag	Note	External Meeting	meeting_ext...
4	SANDBOX3ST_st_user5	Sep 23, 2025 01:30 AM	19:meeting_OTIMjZjYmIz...	68d1ce2a6606a82140fef...	SANDBOX3ST_st_u... +1	Tag	Note	Internal Meeting	meeting_int...
5	SANDBOX3ST_st_user5	Sep 23, 2025 01:28 AM	19:2a7affe5a9314dfa45...	68d1cdb46606a82140fef...	SANDBOX3ST_st_u... +2	Tag	Note	External Group	group_ext...
6	SANDBOX3ST_st_user5	Sep 23, 2025 01:26 AM	19:e70ec861098349639...	68d1cd386606a82140fef...	SANDBOX3ST_st_u... +2	Tag	Note	Internal Group	group_int...
7	SANDBOX3ST_st_user5	Sep 23, 2025 01:24 AM	19:7d5e877b-d9be-4e60...	68bdd3219d7ad06699cf...	SANDBOX3ST_st_u... +1	Tag	Note	External p2p	
8	SANDBOX3ST_st_user5	Sep 23, 2025 01:09 AM	19:meeting_NTVNTU2Nz...	68be98679d7ad06699cf...	Dore Cohen +1	Tag	Note	External Meeting	Scheduled M...
9	SANDBOX3ST_st_user5	Sep 23, 2025 12:51 AM	19:meeting_YjBkOGFkY2Q...	68d1afe06606a82140fef...	SANDBOX3ST_st_u... +2	Tag	Note	Internal Meeting	Scheduled M...
10	SANDBOX3ST_st_user5	Sep 23, 2025 12:33 AM	19:2031499fcf2b4ca5a...	68d1aef56606a82140fef...	Dore Cohen +3	Tag	Note	External Group	External Gro...
11	SANDBOX3ST_st_user5	Sep 23, 2025 12:16 AM	19:bb6694ad6ceb4615ab...	68d1aef56606a82140fef...	SANDBOX3ST_st_u... +2	Tag	Note	Internal Group	Test Group C
12	SANDBOX3ST_st_user5	Sep 22, 2025 01:29 AM	19:meeting_NDKwYzA3Mz...	68d07c846606a82140fef...	SANDBOX3ST_st_u... +1	Tag	Note	External Meeting	meeting_ext...
13	SANDBOX3ST_st_user5	Sep 22, 2025 01:27 AM	19:meeting_ZG5ZWIOYm...	68d07c0c6606a82140fef...	SANDBOX3ST_st_u... +1	Tag	Note	Internal Meeting	meeting_int...

Keep Alive

This version adds support for sending Keep Alive messages from the Interaction Insights server to the Live Platform AIM monitoring system.

5 Version 1.12

This section describes new features released in Version 1.12.

New Features in Version 1.12

This section describes the new features in Version 1.12.

CDR Reporting

CDR Reporting is enabled for customers using BYOS storage. This feature is enabled in the Advanced Features in the Tenant Management. The feature requires configuration of special permissions for adding tags to the Azure Storage Blob. It's updated whenever there is a change to the call metadata in the database. The CDR is deleted upon Call deletion, if only media is deleted, the CDR is not deleted. The Call Data Records are tagged with the following information:

CreationDate in the format yyyy-MM-dd

CreationTime in the format: HH:mm:ss

LastModifiedDate in the format yyyy-MM-dd

LastModifiedTime in the format:
HH:mm:ss

Filter Interactions by Queue Name ID

A new filter has been added for filtering interactions by Queue ID / Name.

6 Version 1.11

This section describes new features released in Version 1.11, as well as issues resolved in this version.

New Features in Version 1.11

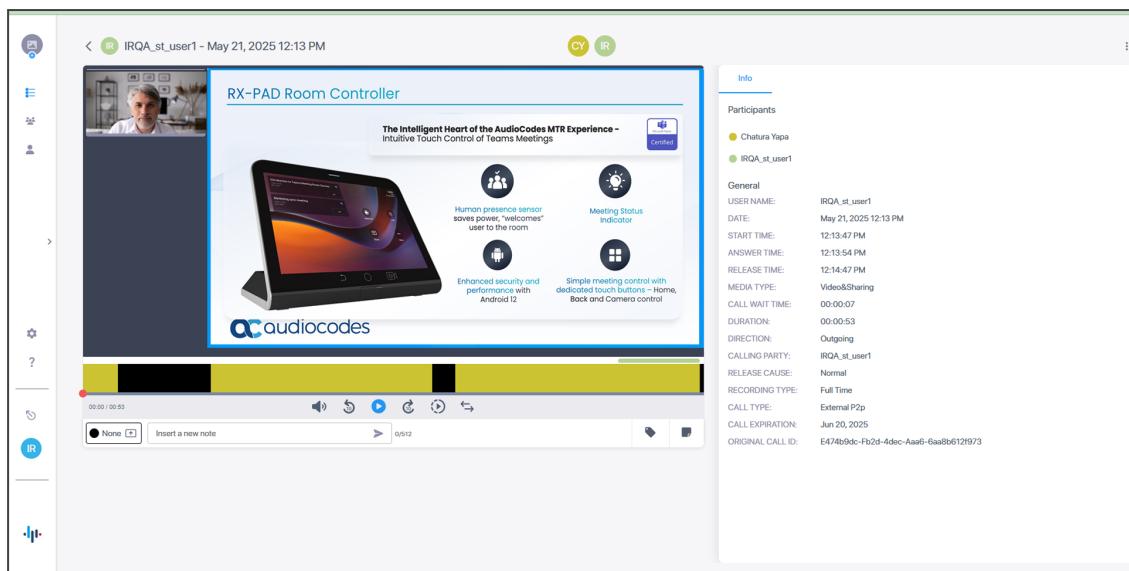
This section describes the new features in Version 1.11.

Video and Screen Sharing Recording

Support for Video and Screen Sharing interactions recording. You can gather valuable insights from interactions with your employees, customers, suppliers, distributors and other corporate partners based on both voice and visual media. This facilitates cognitive analysis of both factual and persuasive elements in the decision-making process.

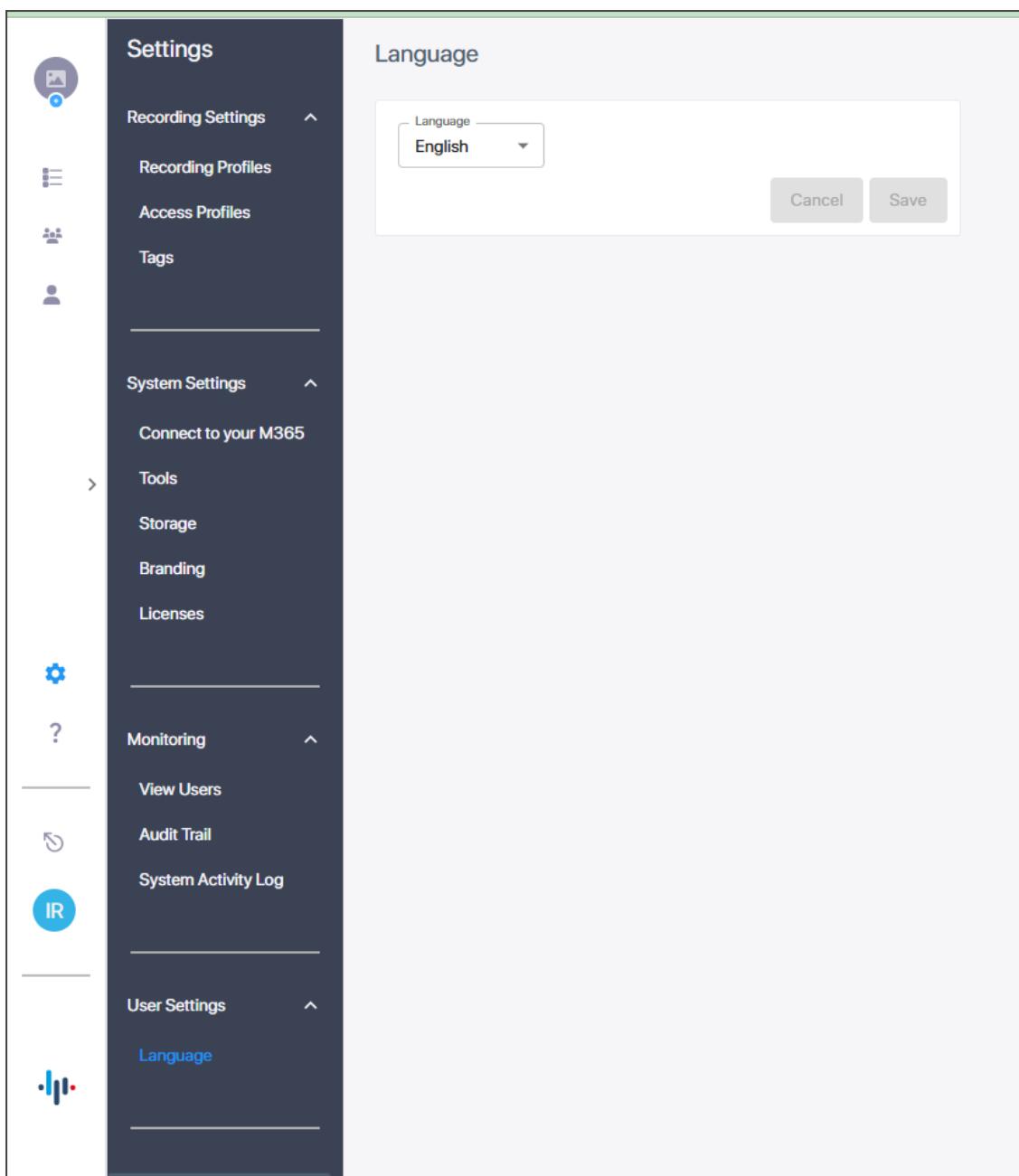
- Automatically record Video conversations and Screen Sharing content sharing including the application window, browser tab or the entire desktop sharing, presented from Microsoft Teams clients.
- Support for multiple content share sessions from the same user or different users.
- Playback in small or maximized window.
- Download both Voice recording and Video & Screen Sharing recording in single action.
- Filter by Media Type 'Video & Sharing'.
- Support for Full time recording, Record on Demand (ROD) and Save on Demand (SOD)





Configure Service Portal User language

You can configure the user interface language of the Service portal.



Issues Resolved in Version 1.11

The following issues were resolved in this version:

Issue ID	Release	Version	Severity	Description
STNG-4903	1.11	1.10.0	High	Unauthorized Download of video (or its segments) should be blocked.
STNG-4771	1.11	1.4.0	High	When the Recording Profile is configured to record PSTN and

Issue ID	Release	Version	Severity	Description
				External calls and Teams Queue Calls, the PSTN calls retrieved from the queue are not recorded as expected.
STNG-4750	1.11	1.0.0	High	Microsoft Teams calls are not recorded even though the tenant status in Live Platform portal is OK.

7 Versions 1.1 to 1.7

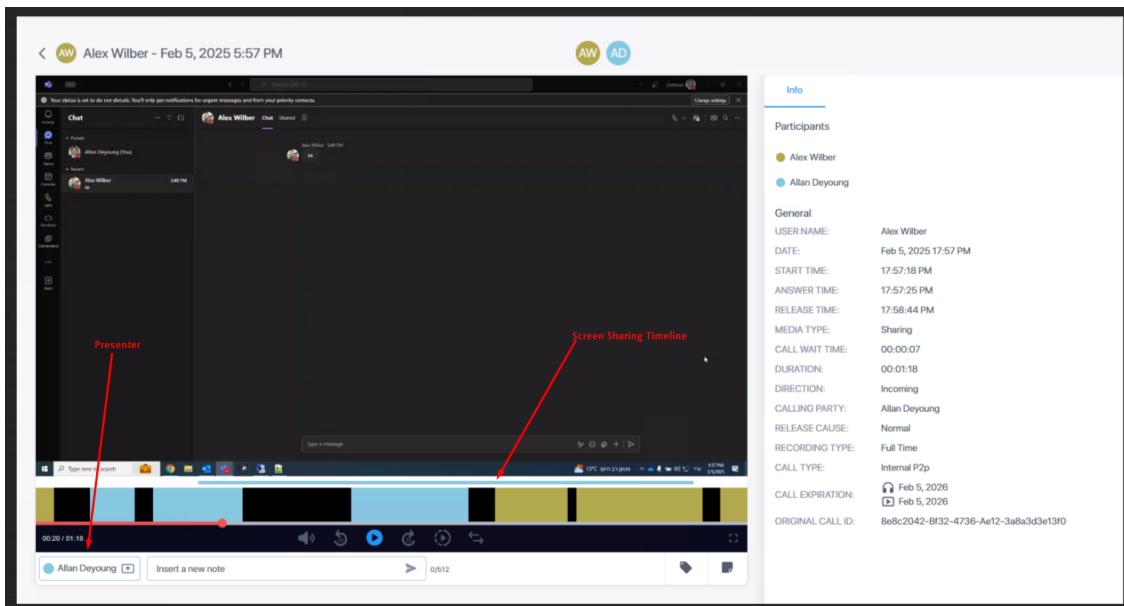
This section describes new features released in Versions 1.1 to 1.7, as well as issues resolved in this version.

New Features from Version 1.1 to 1.7

This section describes the new features from Version 11 to 1.07

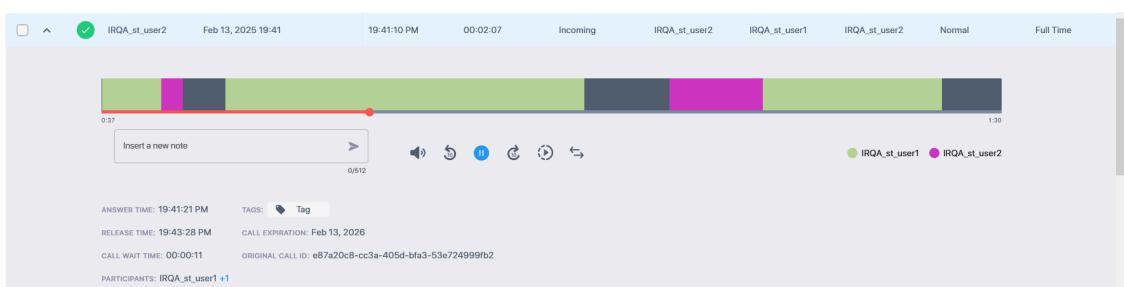
Sharing

Support for new media type for Desktop Sharing recordings. A new media type 'Sharing' has been created. Sharing interactions includes the automatic recording of content sharing including the application window, browser tab or the entire desktop sharing from Microsoft Teams clients. Sharing recordings can be played back together with the Voice Recordings. Likewise both Voice and Sharing recordings can be simultaneously downloaded. Separate expiration times are defined for Voice and Sharing recordings. You can also customize retention periods for Screen Sharing recording. For example, for customer hosting storage.



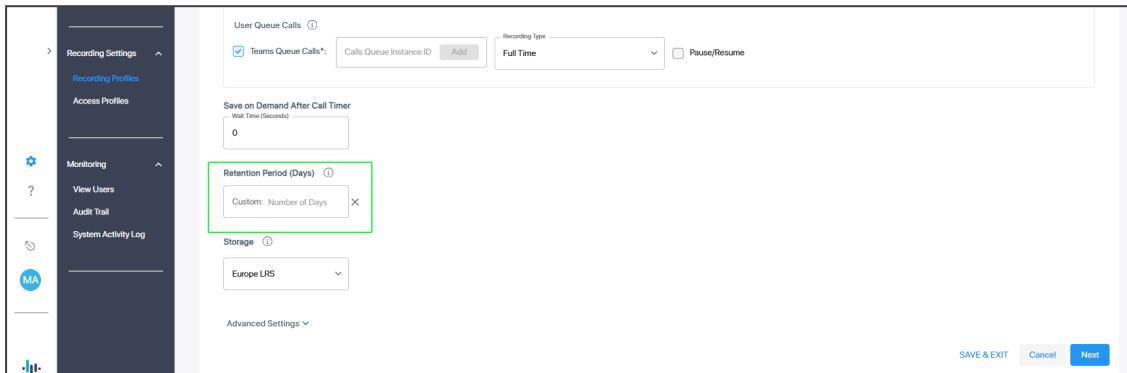
Color-Coding Enhancements

Color-coding enhancements for user-friendly speaker tracking.



Unlimited Retention

“Unlimited” retention is a new service offering that enables customers to pay per user per month for **all** recording users in the tenant. Until now data retention was limited to 24 months. The Number of Days to retain data can be configured using the Custom value for the Retention Period (Days) setting in the Recording Profile. This feature must be enabled in the Tenant service in the Tenant Management interface.



On Demand Recording-SOD and ROD

Support for **Save-On-Demand** and **Record-On-Demand** features:

- Record on Demand (ROD): Recording contains audio from the point network administrator decides to record the call.
- Save on Demand (SOD): Recording contains audio from the beginning of the call.

These features are configured by the Service Provider at the Service level in the Advanced Features page in the Tenant Management interface.

Pause and Resume Recording

Support for pausing and resuming a call recording in the Recording profile. This feature must be configured by the Service Provider at the Service level in the Advanced Features page in the Tenant Management interface.

Version Number

The product version number is displayed in the Tenant Management interface.

Audit Trial Details

The Audit Trial details have been enhanced.

Issues Resolved in Version 1.1 to 1.7

The following issues were resolved in this version:

Issue ID	Release	Version	Severity	Description
STNG-3106	1.7.0	1.0.0	Medium	The Caller ID Name value is truncated when displaying the details of the interaction.
STNG-3164	1.7.0	1.0.0	High	Inaccurate call duration is displayed for recorded calls.
STNG-3282	1.7.0	1.0.0	High	Long calls hang in the system and are not released.
STNG-3367	1.7.0	1.4.0	High	Call data is displayed inaccurately in the Interactions and Active calls screens.
STNG-3421	1.7.0	1.3.0	High	Tenants are displayed in the Live Platform, however not in the Tenant Management interface.
STNG-3786	1.7.0	1.5.0	Urgent	Users can delete calls in the Interactions page even though call deletion is not enabled in the Access profile.
STNG-3883	1.7.0	1.3.0	High	Delay was encountered when

Issue ID	Release	Version	Severity	Description
				answering calls after disabling "Conference Mode" for the Teams Call queue.
STNG-4113	1.7.0	1.5.0	Urgent	It is not possible to update the SAS key for Azure BYOS Storage account without deleting existing storage account and recording profiles.
STNG-4216	1.7.0	1.7.0	High	The Call Queues Instance ids list is ignored for non-conference calls.
STNG-4290	1.7.0	1.0.0	Medium	Its not possible to edit the Recording Profile when the Retention period is configured for under one year.

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