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Feature Release for Live Platform Services -- Webex & Zoom Services --

LivePlatform

#0580

AudioCodes is excited to announce the release of a new software version for Live Platform, which also offers many new and enhanced features for the **Webex Calling** and **Zoom Phone** services.

For detailed information about the new features, refer to the relevant Release Notes:

- **Webex Release Notes** – click here
- **Zoom Release Notes** – click here

What's New

- **Zoom V3 contact center**
  - ✓ Zoom Provider Exchange now supports Zoom Contact Center phone numbers for Zoom Global (US-01).
- **Webex integrated version**
  - ✓ New integrated version of Webex that requires customer consent. An automatic email is sent to the end customer to get consent.
  - ✓ Synchronization of locations and phone numbers between AudioCodes Live Platform and Webex Control Hub.
  - ✓ New alarm notifications to help identify integration issues such as alerts for token-related issues.

Learn more

You can also refer to the Live Platform 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

A notification showing the upload time of the version will be displayed on the Live platform screen.

Affected Modules

This Feature Release applies to the Internal UCaaS Connect module Version 1.3.25.

Announcement Date

January 25, 2026

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