![audiocodes]

Product Notice #0475

Release of AudioCodes SmartTAP 360º
Version 5.6 for General Availability

AudioCodes is pleased to announce the general availability (GA) of **SmartTAP 360º** Recording Solution Version 5.6.

This product update includes many new and exciting features. Some key features are highlighted below. For a full description of this release, you can download the [Release Notes](#) from the AudioCodes website.

SmartTAP 360⁰ is officially certified as an on-premises call recording or customer Azure subscription solution for Microsoft Teams customers. The solution has been tested and verified to provide the quality, compatibility, and reliability that organizations and customers expect from Microsoft solutions, backed by best-in-class product maintenance, service operations, and support.

Certified for Microsoft Teams

AudioCodes' SmartTAP 360⁰ offers a flexible and easy to deploy and use local Genesys cloud call recording solution that keeps your enterprise and customer data on the right side of compliance. SmartTAP 360º, data privacy and protection are integral elements of a core business strategy for enterprises migrating to the cloud. When utilizing SmartTAP 360⁰/Genesys cloud local recording solution, enterprises can be assured that they are moving towards the future of digital transformation while continuing to follow compliance and regulations requirements.

Key Features

- SmartTAP for Teams introduces category analytics and sentiment analysis powered by Microsoft cognitive services. Rules based categorization can be applied on transcribed calls with criteria such as word matches and words not spoken. This allows enterprises to gather powerful business insights with transcription highlighting, filtering options, and automated email reports. Sentiment Analysis can be applied to transcription to show positive, negative, and neutral scoring per paragraph with options to filter and specify percentage ranges.

- SmartTAP for Teams now releases GA version for recording chats. This includes the ability to search for text within a chat interaction and to capture attachment file names.

- SmartTAP for Teams users who are utilizing the double recording solution can trigger on demand recording from one system and applied it to both systems simultaneously.

- SmartTAP "My Settings" now includes the ability for users to set their resident time zone and language.

- SmartTAP for Genesys introduces a seamless widget for playback of local call recordings via the PureCloud transaction ID. The addition of the SmartTAP/Genesys widget enables users to easily find call recordings without leaving the Genesys application.

Affected Products

SmartTAP 360º

End-of-Service (EOS)

This Product Notice is also a formal notification that SmartTAP 360° Version 5.0 will reach EOS on January 31, 2023, and Version 5.1 will reach EOS on July 31, 2023.

Subscribe for Notifications on SmartTAP Software Updates

You can subscribe for notifications on SmartTAP 360° software updates in the AudioCodes Services Portal https://services.audiocodes.com. To subscribe to notifications, under "My Profile" settings for your support account, select the "Manage Update Subscriptions" field.