audiocodes

Product Notice #0416

GA Release of AudioCodes SmartTAP™ 360° Live Recording Solution
-- Version 5.4 --

AudioCodes is pleased to announce the release of Version 5.4 for the SmartTAP 360° Live recording solution.

This update includes many new and exciting features. Some of the key features are listed below. For a full description of this release, you can download the Release Notes from AudioCodes website.

SmartTAP 360° Live is officially certified as an on-premises call recording or customer AZURE subscription solution

Certified for Microsoft Teams

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.

Key Features

- Teams Call Live Monitoring: users with appropriate permissions can listen to calls of other users within the users' group by clicking the Live Monitoring button in the User/Device Status screen.

- Mapping of Azure Active Directory (AAD) groups to SmartTAP groups, Security profiles, Recording profiles and Retention policies.

- A new option in the Recording Profile to record "Teams Queue Calls" only of targeted users.

- A new option in the Recording Profile to determine whether to suppress Microsoft Teams recording notifications (the customer must sign a waiver to allow AudioCodes to turn off Microsoft notifications).

- Disaster Site Recovery Service: storage of SmartTAP data in Azure paired region for restoring the service in the paired region in case of a disaster situation in the main region. SmartTAP virtual machines, disks, and storage replication in the paired region can be enabled.

- Enhanced SmartTAP resilience by continuing the call recordings upon disconnection between Teams BOTs and SmartTAP servers. Once the connection is restored, call recordings are recovered in SmartTAP.

Affected Products

SmartTAP 360° Live

End-of-Service (EOS)

- This Product Notice is also a formal notification that SmartTAP 360° Version 4.1.1 will reach EOS on 30 June 2021, and Version 4.2 will reach EOS on 31 December 2021.

- Adobe Flash player is no longer supported; SmartTAP Live Call Monitoring player has been updated to HTML5 starting from Version 5.x.

Software Updates and Installations

SmartTAP 360° Live installation and upgrades must be performed only by AudioCodes Services Team or AudioCodes Certified Partners. Please contact your Sales Account Manager or AudioCodes Support for more information at https://www.audiocodes.com/services-support/maintenance-and-support.

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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.