

Product Notice #0430



End-of-Life for AudioCodes Auto-Attendant IVR Solution

This Product Notice is a formal announcement by AudioCodes that its Auto-Attendant interactive voice response (IVR) solution will be considered End-of-Life (EoL) as of November 30th, 2021.

AudioCodes will continue providing customer support for this solution, but is not committed to releasing any new software versions for the solution.

Last Time Buy

The Last Time Buy (LTB) is November 30th, 2021.

Affected Products

AudioCodes Auto-Attendant IVR CPNs:

- SW/APP/AA/SRV
- SW/APP/AA/ADD/2

Product Migration Options

- Customers are recommended to migrate to AudioCodes [Voca](#) solution, which provides enhanced IVR and Conversational functionality.
- AudioCodes Voca may be deployed on cloud platforms, virtual machines (VM), or AudioCodes SBAs, and is available as a Web or Microsoft Teams application.
- The IVR is available both as DTMF-only, as well as Conversational using speech-to-text and Natural Language Understanding of 12 supported languages embedded within the IVR application.
- As part of this EoL announcement, Voca is available for existing AudioCodes' Auto-Attendant Customers at a special 50% discount, using a designated DPA #1048588, expiring on December 31, 2022. For more information, please contact your local sales representative.



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

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