



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

Product Notice #0548

This Product Notice is a formal announcement by AudioCodes that its Auto-Attendant interactive voice response (IVR) solution will reach End-of-Service (EoS) on December 31, 2024.

After this date, the IVR solution will transition to End-of-Life (EOL) stage. Please refer to AudioCodes [Life Cycle Policy](#) for more details.

Note that existing service contracts will remain valid until their current expiration date; however, no new contracts or renewals will be available for purchase as of now.

Affected Products

AudioCodes Auto-Attendant IVR CPNs:

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

Product Migration Options

- Customers are recommended to migrate to the AudioCodes [Voca Conversational Interaction Center \(CIC\)](#) solution, offering modern IVR, Conversational IVR and IVA capabilities
- AudioCodes Voca CIC can be delivered as a service from AudioCodes Cloud, or hosted on the Customer's Microsoft Azure cloud platform or data center as part of a managed service.
- As a migration path, Voca CIC is available to existing AudioCodes' Auto-Attendant Customers at a special discount, using a designated DPA. For more information, please contact your local sales representative.

Announcement Date

October 27, 2024



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