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AudioCodes Expands Its Live Offering with AI-Powered Value-Added Services

Service providers and channel partners can differentiate their offerings to businesses and generate new revenue streams with value-added business services delivered simply and efficiently via Live Platform

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Highlights

- AudioCodes Live services now include AI-powered applications designed to modernize customer experience (CX) and employee experience (EX) for enterprises
- Live AI-powered value-added services (VAS) include:
 - [Voca CIC](#) – AI-first, omnichannel contact center solution for Microsoft Teams
 - [Meeting Insights](#) - Generative AI-powered intelligent meeting productivity solution
 - [Interaction Insights](#) – Cloud-based compliance and convenience recording coupled with interaction analytics
- These value-added services complement AudioCodes Live certified voice calling services for [Microsoft Teams](#), [Webex by Cisco](#) and [Zoom Phone](#) customers, as well as cloud voice migration services for enterprise contact center platforms such as Genesys
- Value-added services are delivered via [AudioCodes Live Platform](#), a service delivery platform for Multi-CaaS environments that includes advanced service automation and AI-based monitoring and analytics tools. Live Platform helps service providers and channel partners accelerate customer onboarding, save costs and significantly reduce time to revenue
- The services are delivered on a per user, per month subscription basis, helping to reduce total cost of ownership (TCO)

Details

AudioCodes (NASDAQ: AUDC), a leading provider of voice, contact center and conversational AI applications and services for enterprises, today announced that it is expanding the AudioCodes Live offering with a suite of AI-powered

value-added services. Delivered securely and efficiently from the cloud, the new applications are designed to modernize both customer experience (CX) and employee experience (EX) within enterprises. They complement AudioCodes Live's globally deployed certified voice calling services for [Microsoft Teams](#), [Webex by Cisco](#) and [Zoom Phone](#) customers, as well as its cloud voice migration services for enterprise contact center platforms such as Genesys Cloud.

The initial suite of AudioCodes Live value-added services includes:

- [Voca CIC](#) – AI-first, omnichannel contact center solution for Microsoft Teams
- [Meeting Insights](#) - Generative AI-powered intelligent meeting productivity solution
- [Interaction Insights](#) – Cloud-based compliance and convenience recording coupled with interaction analytics

All the services are delivered via [AudioCodes Live Platform](#), a service delivery platform for Multi-CaaS environments that includes advanced service automation, and AI-based monitoring and analytics tools. Live Platform helps service providers and channel partners accelerate customer onboarding, save costs and significantly reduce time to revenue.

"In today's highly competitive enterprise communications market, service providers and channel partners must offer a portfolio of innovative services and applications that truly set them apart, while delivering significant business value to their customers," stated Lior Aldema, Chief Business Officer at AudioCodes. "With AudioCodes Live's latest suite of value-added services, they can unlock new revenue opportunities and increase margins through the automated and efficient delivery of AI-powered enterprise solutions that elevate both CX and EX."

Follow AudioCodes' social media channels:

AudioCodes invites you to join our online community and follow us on: [AudioCodes Voice Blog](#), [LinkedIn](#), [Twitter](#), [Facebook](#), and [YouTube](#).

About AudioCodes

AudioCodes Ltd. (NASDAQ, TASE: AUDC) is a global leader in unified communications, voice, contact center and conversational AI services and solutions for enterprises, enabling them to improve their customer experience (CX) and employee experience (EX) through enhanced communications and collaboration. Powered by AI, AudioCodes offers a comprehensive range of products, applications and SaaS services that provide seamless interoperability with the world's leading unified communications as a service (UCaaS) and contact center as a service (CCaaS) platforms, including Microsoft Teams, Webex, Zoom, Genesys and many others. Enterprises across the world, including 65 Fortune 100 companies, leverage AudioCodes' expertise to enhance their productivity, collaboration, business process automation & intelligence, compliance and customer interaction. AudioCodes' global reach is achieved via its expert sales and support teams and its worldwide community of certified resellers, integrators and service providers.

For more information on AudioCodes, visit <http://www.audiocodes.com>.

Statements concerning AudioCodes' business outlook or future economic performance; product introductions and plans and objectives related thereto; and statements concerning assumptions made or expectations as to any future events, conditions, performance or other matters, are "forward-looking statements" as that term is defined under U.S. Federal securities laws. Forward-looking statements are subject to various risks, uncertainties and other factors that could cause actual results to differ materially from those stated in such statements. These risks, uncertainties and factors include, but are not limited to: the effect of global economic conditions in general and conditions in AudioCodes' industry and target markets in particular; shifts in supply and demand; market acceptance of new products and the demand for existing products; the impact of competitive products and pricing on AudioCodes' and its customers' products and markets; timely product and technology development, upgrades and the ability to manage changes in market conditions as needed; possible need for additional financing; the ability to satisfy covenants in the Company's loan agreements; possible disruptions from acquisitions; the ability of AudioCodes to successfully integrate the products and operations of acquired companies into AudioCodes' business; possible adverse impact of the COVID-19 pandemic on our business and results of operations; the effects of the current terrorist attacks by Hamas in Israel, and the war and hostilities between Israel and Hamas, and Israel and Hezbollah as well as the possibility that this could develop into a broader regional conflict involving Israel with other parties, may affect our operations and may limit our ability to produce and sell our solutions; any disruption in our operations by the obligations of our personnel to perform military service as a result of current or future military actions involving Israel; and other factors detailed in AudioCodes' filings with the U.S. Securities and Exchange Commission. AudioCodes assumes no obligation to update the information in this release.

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