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AudioCodes Voca Conversational Interaction Center Wins Best CX Deployment at 2025 CX Awards

Awarded Best CX Deployment for the innovative, large-scale implementation at the University of Central Florida, and recognized as Highly Commended for the Voca CIC partnership with AT&T Business

Or Yehuda, Israel – July 15, 2025 –

Highlights

- AudioCodes Voca Conversational Interaction Center (CIC) named Best CX Deployment by CX Today at the 2025 CX Awards
- The winning deployment at the University of Central Florida consolidated 40+ contact center desks and 400 agents into a single Microsoft Teams-based multi-tenant contact center supporting 70,000 students and 10,000 staff
- Voca CIC also received second place in the Best CX Partnership category as Highly Commended for its collaboration with AT&T
- This marks the second consecutive CX Today Award for Voca CIC, following the 2024 win for Best Microsoft Teams Contact Center Solution

Details

AudioCodes (NASDAQ: AUDC), a leading vendor of advanced communications software, products, and productivity solutions for the digital workplace and customer experience, today announced that its [Voca Conversational Interaction Center](#) (Voca CIC) has won the 2025 CX Today Award for Best CX Deployment. The award recognizes AudioCodes' collaboration with the University of Central Florida (UCF) to deliver a Microsoft Teams-based contact center at scale. The achievement in the Best CX Partnership category further highlights the growing Voca CIC partnership with AT&T Business to provide a market-centric, integrated UCaaS and CCaaS offering for Microsoft Teams.

Dan Miller, Emeritus Analyst and Founder of Opus Research and judge for the CX Awards, commented:

"AudioCodes' work with the University of Central Florida was particularly impressive due to its scale and complexity, consolidating over 40 helpdesks into a single, centralized contact center serving 70,000 students. The story also

clearly outlined the economic benefits, demonstrated how its Microsoft Contact Center solution was tailored to the education sector, and featured compelling customer testimonials.”

“The ease and speed to create a contact center from drawing to deployment has saved us hundreds of hours and months of planning,” said Keith Honaker, Lead UC and Head Architect of Contact Centers at UCF. “The scalability of Voca CIC assures us we can take on any project the University has. On top of that, the reliability - it has been such a stable product that we haven’t had any downtime.”

In addition to winning Best CX Deployment, AudioCodes was honored as Highly Commended in the Best CX Partnership category for its growing collaboration with AT&T Business around Voca CIC. This strategic partnership brings together AT&T Cloud Voice - supporting enterprise migrations to Microsoft Teams Phone along with Voca CIC, a native Microsoft Teams contact center solution designed for unified, AI-powered customer experience. As UCaaS and CCaaS integration accelerates across the industry, this joint offering is helping organizations simplify and modernize their customer engagement. The recognition from CX Today is a testament to the strength and momentum of this partnership.

This milestone builds on the recognition Voca CIC received in 2024 when it was named Best Microsoft Teams Contact Center Solution at the CX Awards. Voca CIC is certified for Microsoft Teams and built in Azure, leveraging Azure Communication Services and Teams Phone Extensibility to deliver scalable, AI-first CX across voice, chat, email, and SMS.

“We’re thrilled to be recognized as an industry leader in the CX Awards for the second year in a row,” said Gidi Adlersberg, Head of the Voca CIC Business Line at AudioCodes. “Our 2024 win as Best Microsoft Teams Contact Center was a testament to our ability to build a powerful solution that makes a real impact. This year’s recognition is a natural evolution of that journey - proof that we not only have a great product, but also the strength to reliably deliver it at scale.”

Voca CIC is available as a 30-day free trial on the AudioCodes website, Microsoft AppSource, or the Teams Store. New customers can build a conversational contact center in minutes, including AI and omnichannel features, along with a free phone number from AudioCodes for instant evaluation.

Follow AudioCodes’ social media channels:

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