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Voca CIC Achieves Microsoft Teams Unify Integration Certification and Wins 2025 UC Today Best Teams Contact Center Award

Certified for Teams Phone integration — and now a three-time award winner in just two years

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Highlights

- AudioCodes Voca Conversational Interaction Center (CIC) has been Certified for Microsoft Teams for its Microsoft Teams Unify integration, natively extending Teams Phone capabilities into its contact center solution
- Voca being built on the Teams Unify model delivers easier customer onboarding, standardized access to Microsoft Azure AI Foundry, and offers 99.999% reliability
- Voca CIC wins UC Today 2025 Best Microsoft Teams Contact Center Award, adding to its 2024 CX Today Best Teams Contact Center and 2025 CX Today Best CX Deployment honors in July
- Three awards in two years highlight Voca CIC's momentum and commitment to enabling outstanding customer experiences on Teams

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](#) (CIC) has been Certified for Microsoft Teams for its Teams Unify integration. Built natively on Azure Communication Services (ACS) since its launch in early 2023, Voca CIC now can leverage Teams Phone natively, enabling rapid onboarding by customers using Teams Phone. Additionally, it offers standardized access to Microsoft Azure AI Foundry, and carrier-grade reliability.

Industry research and customer feedback consistently show that before AI and automation can add value, contact centers must first deliver rock-solid voice reliability at scale.

The Voca CIC agent — Voca Worker App — has been designed to behave like a native Teams client for voice handling. Agents get a single, familiar interface that delivers the reliability and feature depth of Teams Phone.

That architectural decision enables a 99.999% service availability target, like Teams Phone.

The Unify model's standardized access to Azure AI Foundry enables Voca CIC to deliver modern conversational AI capabilities such as interaction summarization, sentiment analysis, and actionable CX insights—securely, reliably, and at enterprise scale. As a Microsoft partner with deep understanding of real-world customer experience and contact center needs, AudioCodes ensures these capabilities are aligned with practical, high-impact use cases that matter most to organizations.

"We're excited to keep raising the bar for customer experience on Microsoft Teams. When we launched Voca CIC just over two years ago, we made a bold choice to build on Microsoft Azure Communication Services, recognizing the immense potential in this rock-solid integration with Teams Phone," said Gidi Adlersberg, Head of the Voca CIC Business Line at AudioCodes. "That decision has paid off for our customers and partners, giving us real-world production experience with enterprises using this AI-first, future-proof technology stack. Today's achievement of Voca being Certified for Microsoft Teams for Teams Unify certification, is a powerful validation of that approach."

"Voca Conversational Interaction Center being built on the Teams Unify model offers a major advantage for customers in need of a contact center that works natively on their existing Teams Phone deployment," said Albert Kooiman, Senior Director, Partner Engineering and Customer Experiences at Microsoft. "AudioCodes Voca CIC unlocks the potential of Azure AI Foundry and Azure Communication Services delivering advanced AI to their solution. We congratulate AudioCodes on achieving Voca CIC being Certified for Microsoft Teams."

The certification for Microsoft Teams Unify milestone arrives just days after Voca CIC clinched its third major accolade in two years' time: Best Microsoft Teams Contact Center in the UC Today 2025 Awards. The solution was previously crowned Best Microsoft Teams Contact Center in the CX Today 2024 Awards and Best CX Deployment in the CX Today 2025 Awards. The back-to-back recognition underscores AudioCodes' commitment to innovation, collaboration, and customer-centric excellence in the Microsoft Teams CX space.

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, plus 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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