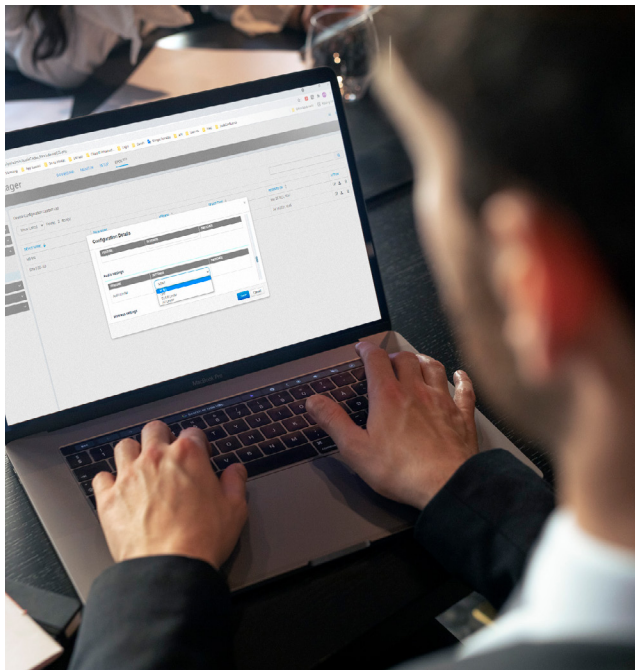# EPOS

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Intuitive Integration

In a world where time is money and flawless, intuitive communication and effortless collaboration is essential for success, EPOS is constantly on the outlook to push the needle to increase productivity through powerful partnerships with other technology pioneers.

The partnership between EPOS and AudioCodes enables IT administrators to manage EPOS devices directly in the AudioCodes One Voice Operations Center (OVOC) solution for a premium and seamless user experience. The full-fledged integration includes remote deployments of firmware and configurations, as well as data insights to track EPOS device adoption progress.

EPOS Manager is a powerful IT management solution that enables IT managers to manage, update and configure settings for EPOS headsets and speakerphones within an organization from any location.

AudioCodes **One Voice Operations Center** (OVOC) is a holistic, centralized full lifecycle management and voice network design application, combining voice network lifecycle management and quality assurance for VoIP deployments. OVOC streamlines device management and network quality monitoring via advanced analytics for UC ecosystems.

See more at eposaudio.com/audiocodes

Key benefits & features

Update and configuration management
Remote deployment for firmware updates and configuration policy to ensure end users get all latest features from EPOS devices

Asset information
Gain full visibility of all EPOS ADAPT, IMPACT headsets and EXPAND speakerphones as well as overview of all active and inactive devices

Data insight
Get actionable IT admin insights for better device management and UC adoption from both dashboard and reports

EPOS

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Technical Integration Data

EPOS Manager functions and data supported by AudioCodes OVOC are shown below.

Dashboard	Overview of device activeness status, device firmware, agent software, call activity and deployment status.
Firmware update	Supports three different modes for management device firmware updates: silent, mandatory, and optional.
Configuration	Get the latest configuration files for each device, which can be customized and deployed to end users.
User and Groups Management	Supports manual group and active directory (AD) group for firmware and configuration deployment.
Reports	– Device adoption to track active and inactive device trends in the organization – Call history data to track device usage – Firmware status on both device family and model to track firmware version details.

EPOS APIs

EPOS API provides data insights to give an overview of audio device information, headset usage and call data in the organization. Also provided are the following APIs for device firmware and configuration management:
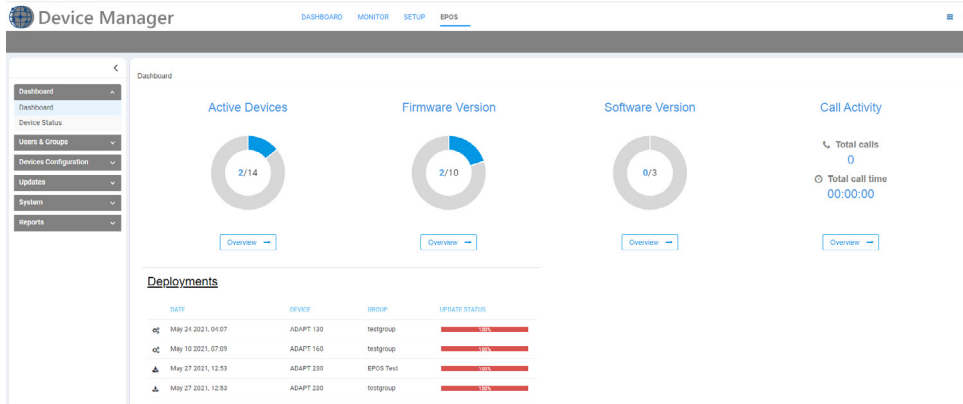
– Asset data API
– Report data API
– Update management API
– Configuration management API

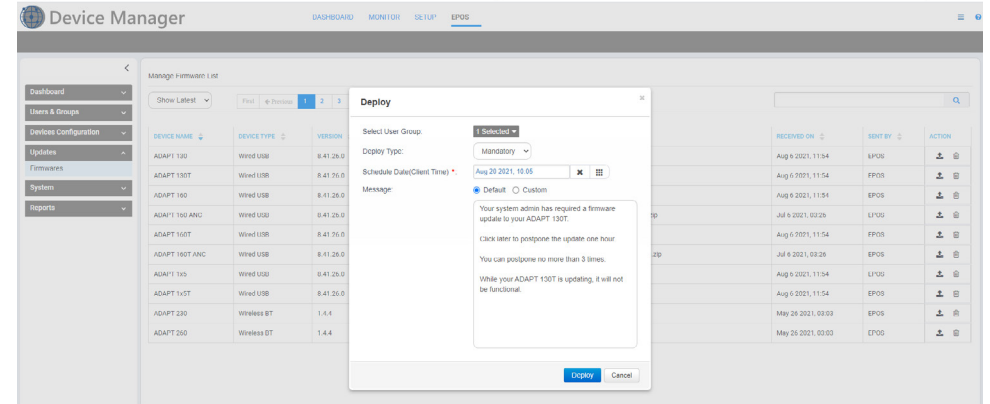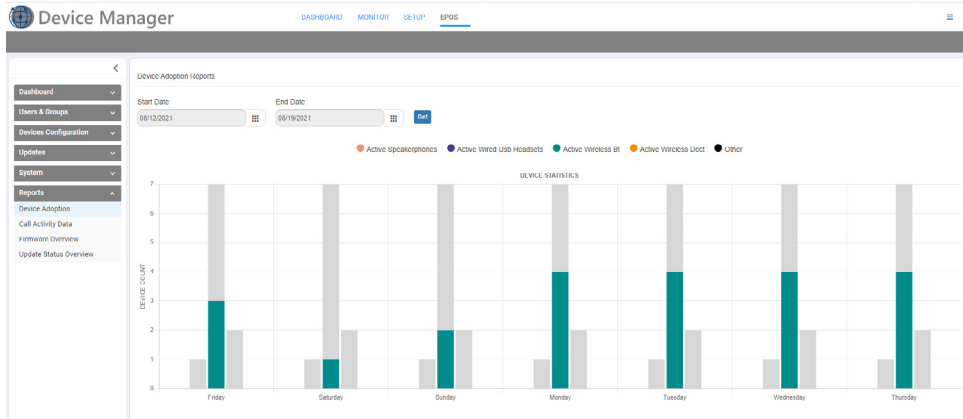All EPOS APIs are REST APIs with JSON response and accessed over HTTPS.

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Headset management & insights in the OVOC solution

Dashboard in use

Firmware update deployment

Reports on device usage

Configure Devices