Cisco Webex Cloud Connect Enablement

Become a Cisco Webex Certified Calling Provider the easy way and deliver value-added applications

AudioCodes Live Platform is a white-label, multi-tenant SaaS solution that enables service providers to rapidly onboard their customers to Webex Calling. Live Platform accelerates service provider integration and onboarding, enabling them to become certified Webex Calling Providers.

Live Platform is a one-stop shop for all the services you need to streamline the process of becoming a Cisco-certified provider of Webex Cloud Connect, Webex Local Gateway and Webex Go BYOD.

Based on Our **Award-Winning SBC Technology**

AudioCodes was ranked as the leading global enterprise SBC vendor in 2023 by Omdia, for the third year running. Ideal for ensuring a smooth migration from legacy telephony to SIP-based infrastructure, our Mediants SBCs are certified for interoperability with leading UC vendors and operators. AudioCodes is also the only SBC vendor that develops and operates its own service delivery platform.

SaaS Solution Empowers **Service Providers with Minimal Initial Investment**

AudioCodes Live Platform includes all the necessary infrastructure and services for Webex Calling, allowing service providers to reduce their initial investment. It is certified by Cisco to enable Webex Calling customers to easily connect to their service provider's PSTN or SIP trunk and contact center services. In addition, the solution also offers a certified multi-UCaaS calling services for Microsoft Teams Operator Connect Accelerator and Zoom Cloud Peering for Provider Exchange Partners.
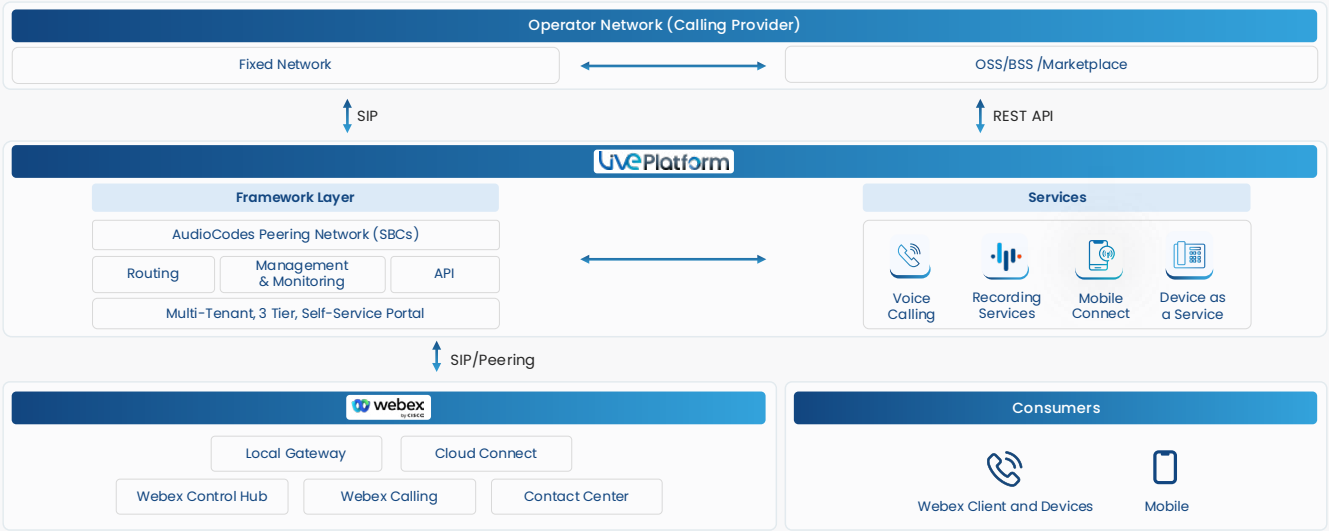
Fast Onboarding	Simplify Development	Flexible Deployment Options
Turnkey solution for rapid onboarding to Webex Calling	Reduce infrastructure and software development complexity	On AudioCodes Azure or in the service provider's data center with a dedicated SBC

One Platform for Simple and Efficient Service Delivery

Easy End-Customer Management
Self-service portal for end-customer lifecycle management and number provisioning

Advanced Number Management
Number porting services to migrate customers between different platforms (Webex Calling, Zoom Phone, Microsoft Teams and legacy PBXs)

Flexible and Scalable
Live Platform is designed to grow and adapt with your customers' requirements

Cost-Effective
Shift development costs from capital expenditure (CAPEX) to operational expenditure (OPEX)
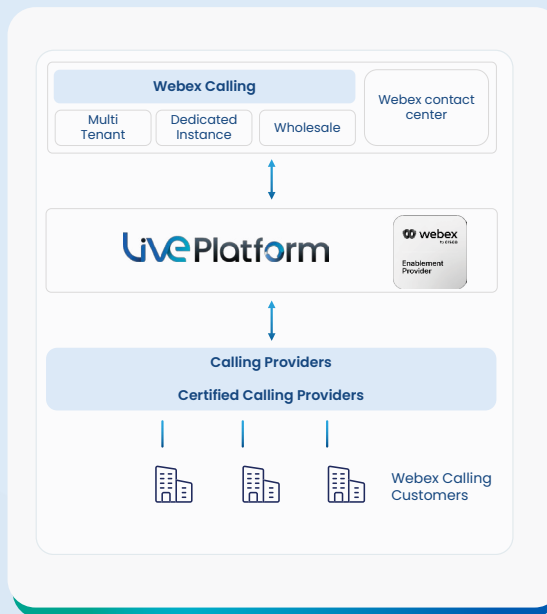
Webex-Certified Calling Partner
Become a certified Calling Partner via AudioCodes' certified SBC network

Versatile and Hybrid
Option to work in hybrid mode (Webex Local Gateway and Cloud Connect) via a single management platform

24/7 NOC
Powerful day-to-day management and analytics capabilities

Global Footprint Reach
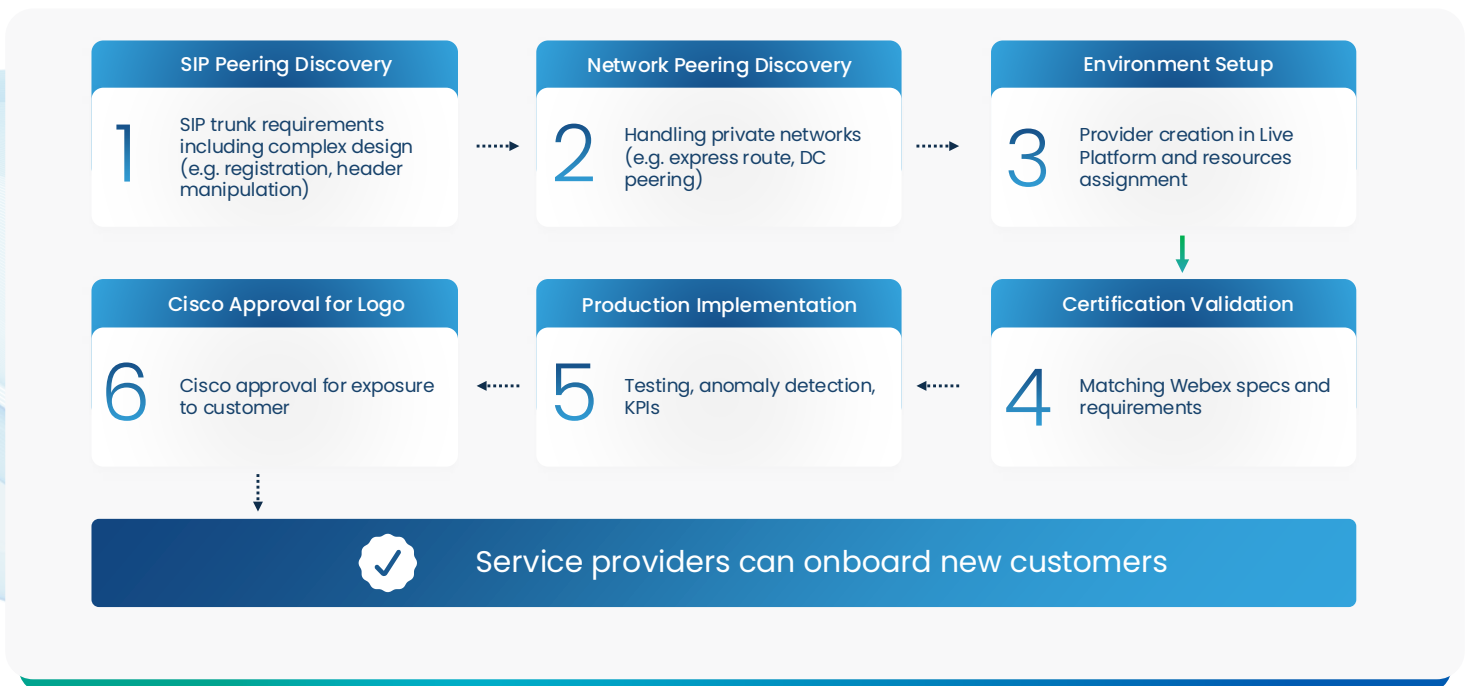Expand your calling plans offering to other regions

The Quick Route to Building a White-Label, Multi-Tenant Service for Cloud Connect

- SaaS solution that simplifies and expedites integration, service delivery and customer onboarding using advanced automation and management tools for Cloud Connect, Local Gateway and Go BYOD.
- Global peering enabled by AudioCodes.

Accelerate Onboarding and Certification Process

Service providers can onboard new customers within a matter of weeks.

SIP Peering Discovery	**Network Peering Discovery**	**Environment Setup**
1 SIP trunk requirements including complex design (e.g. registration, header manipulation)	**2** Handling private networks (e.g. express route, DC peering)	**3** Provider creation in Live Platform and resources assignment

Cisco Approval for Logo	**Production Implementation**	**Certification Validation**
6 Cisco approval for exposure to customer	**5** Testing, anomaly detection, KPIs	**4** Matching Webex specs and requirements

✓ **Service providers can onboard new customers**

Enhanced Solution for Cisco Webex Contact Centers

Live Platform includes a range of capabilities to deliver a superior contact center experience for agents and callers alike.

- Voicebot connectivity and service integration with contact centers to enable virtual agent, agent assist and conversational IVR functionality.
- Voice and video click-to-call (WebRTC) from websites and mobile applications to Webex.
- Call screening to prevent spam calls from distracting your agents and to block malicious robocalls before they can cause any damage.
- Recording of all internal and customer interactions for compliance and training purposes.

AI for Service Providers - Proactive Management Capabilities

Live Platform leverages the power of AI to enhance proactive management capabilities through sophisticated data analysis and anomaly detection. AI is used within the platform to offer customers a self-service help center.

- AI algorithms identify deviations from the norm, enabling prediction of potential issues before they escalate.
- Predictive capability allows interventions, ensuring service reliability.
- AI-driven data analysis helps in optimizing resource allocation and capacity management.
- Adapts dynamically to the evolving needs of service providers and their customers.

FOR MORE INFORMATION ABOUT
OUR SOLUTIONS FOR WEBEX

CLICK HERE

WANT TO TALK WITH
OUR EXPERTS?

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