



# AudioCodes Live for Microsoft Teams

Complete calling and contact center experience for Teams

AudioCodes Live for Microsoft Teams is a unique offering that combines certified solutions for Microsoft Teams Phone and contact centers, leveraging AI and Azure to enhance user, agent and customer experience. Complemented by advanced user automation and management tools, this innovative, cloud-based solution delivers a range of services including Direct Routing PSTN connectivity, contact center for Teams and additional voice services.

AudioCodes' close cooperation with Microsoft drives innovation and enhances the quality of the solutions that we provide, ensuring that we remain a top voice services provider.



## AudioCodes Live for Microsoft Teams

Complete calling and contact center experience for Microsoft Teams

### Teams Calling

Seamless, reliable Direct Routing & Operator Connect PSTN connectivity

### Contact Center

One-screen, AI-first contact center for Microsoft Teams built in Azure

### Recording

Enterprise interaction recording of voice, video and IMs

### Device as a Service

Native Phones and Meeting Room solutions

### Conversational AI

Extract critical insights from every meeting

## Service, User and UC Device Lifecycle Management

Powerful, automated tools for operational excellence and efficiency

# The Ultimate Productivity-Enhancing Solution for Microsoft Teams



## **Fast Microsoft Teams Tenant and PSTN Connectivity:**

Accelerate deployments and operations with centralized multi-tier lifecycle automation tools



## **Boost Customer Experience with Award-Winning CaaS Solution:**

A lightweight, Teams-certified contact center that perfectly complements our broad UC voice solutions



## **Smooth and Fast Integration:**

Integrate and customize your third-party applications with flexible APIs, including IT service management, HR systems and analytics tools



## **Secure, Scalable and Reliable:**

Built in Microsoft Azure cloud infrastructure



## **Optimize Costs:**

Reduce operational and training costs with fewer systems to deploy and manage



## **Transactable in Azure Marketplace:**

Purchase services using your existing Microsoft subscription

## Teams Certified Contact Center

- ✓ One-screen, AI-first, omnichannel contact center built in Azure
- ✓ Deliver top-notch CX for callers over existing Teams voice infrastructure
- ✓ Conversational IVA to automate customer and employee experiences
- ✓ Built-in conversational AI capabilities (Natural Language Understanding, Speech-to-Text and Text-to-Speech)

## Comprehensive Teams Calling Experience

### PSTN Connectivity

- ✓ Seamlessly connect UC solutions with the PSTN and legacy voice platforms
- ✓ Scalable, reliable and certified voice connectivity solutions
- ✓ Keep customers' employees connected wherever they are

## Enhanced User Experience

### Interaction Recording

- ✓ An intelligent, secure enterprise compliance-recording solution
- ✓ Capture and index any customer or organizational interaction
- ✓ Voice analytics for quality monitoring and staff training

### Conversational AI

- ✓ Review meetings you couldn't attend in as little as 5 minutes
- ✓ Base decisions on real insights from meetings, not hunches
- ✓ Focus on the conversation while AI records and shares the notes

# Productivity-Boosting Microsoft-Certified Devices as a Service Center

- ✓ Enhance the hybrid meeting experience
- ✓ Certified MTR devices and IP phones
- ✓ Flexible device bundles to suit any room size and setup

## Simplify Everyday Operations with Intuitive Management Portal

- ✓ Seamlessly deploy, manage and monitor devices and users
- ✓ Manage your user calling policies
- ✓ Simplify day-to-day user and device management tasks

### Berry Global



"As a contact center engineer with over 15 years of experience with several platforms, I can confidently say that I've never encountered a company quite like AudioCodes. They actively listen to their customers and swiftly adapt to meet their requirements. If you're utilizing Microsoft Direct Routing today and have the need for an omnichannel CX solution, do yourself a favor and consider AudioCodes Live and Voca CIC."

**Robert Kuper,**  
Telecommunications Engineer at Berry Global

[Read More](#)

## Why AudioCodes?



### Trusted Microsoft partner

More than three decades of field-proven telecoms experience and over 15 years of experience developing voice solutions for Microsoft UC



### A one-stop shop

Unique end-to-end offering of voice services and devices



### Simplify your journey

Service automation streamlines deployment, onboarding and management



### Global support and services

Unrivalled in-house blend of Teams Phone and contact center expertise

[CONTACT US](#)

[Explore More](#)



**International Headquarters**  
6 Ofra Haza Street, Naimi Park,  
Or Yehuda, 6032303, Israel  
Tel: +972-3-976-4000  
Fax: +972-3-976-4040

**AudioCodes Inc.**  
80 Kingsbridge Road  
Piscataway, NJ 08854  
Tel: +1-732-469-0880  
Fax: +1-732-469-2298

[www.audiocodes.com/contact](http://www.audiocodes.com/contact)  
[www.audiocodes.com](http://www.audiocodes.com)

©2024 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VolPerfect, VolPerfectHD, Your Gateway To VoIP, 3GX, VocaNom and AudioCodes One Voice are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

07/24 v.1

