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 and Operator Connect PSTN connectivity, contact center for Teams and value-added voice services.

AudioCodes' close cooperation with Microsoft has been driving innovation for over 30 years and continues to enhance 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 Insights of voice, video and IMs

Meeting Room and Business Phones Solutions
Native Phones and Meeting Room solutions

Intelligent Meetings
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 CCaaS 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
- Direct Routing and Operator Connect PSTN connectivity options

Enhanced **User Experience**

Call Recording

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

Intelligent Meetings

- 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 Meeting Rooms and Business Phones Solutions**

✓ 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

Berry

"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

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