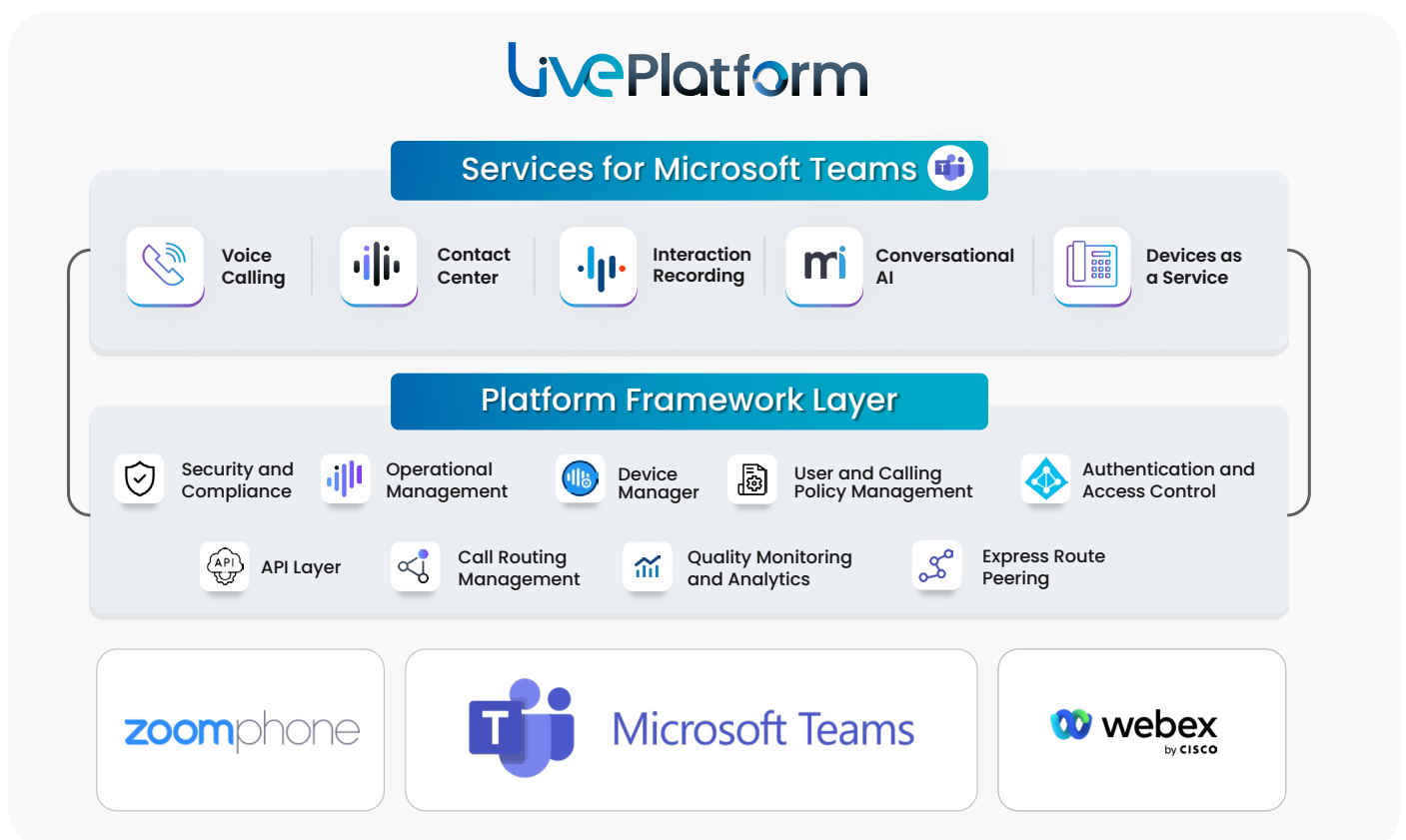# audiocodes

LivePlatform

AudioCodes Live Platform for Microsoft Teams
Driving our partners' success with streamlined service delivery

AudioCodes Live Platform is the ideal solution for partners looking to grow their revenue by offering their customers a complete calling and contact center experience for Teams, providing a one-stop shop for voice infrastructure, applications, and end-user devices backed by AudioCodes experts. It leverages Microsoft Azure's built-in security, scalability and reliability to provide a robust and dependable service that can easily adjust to organizational demands.

Thanks to the platform's innovative field-proven technology, partners can effortlessly deliver value-added services for Microsoft Teams, such as voice calling (including Direct Routing and Operator Connect), contact center interaction recording, conversational AI and Devices as a Service.

Complete Calling and Contact Center Experience for Microsoft Teams

One platform for **simple and efficient service delivery**

Streamlined Customer and Tenant Onboarding:
Accelerate deployments and operations with centralized multi-tier lifecycle automation tools

Smooth and Fast Integration:
Integrate and customize 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

Multi-UCaaS Support:
Supports Microsoft Teams, Zoom Phone and Cisco Webex voice services

Transactable in Azure Marketplace:
Purchase services directly from Azure with 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 virtual agents 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 Direct Routing and Operator Connect voice connectivity
- ✓ Keep customers' employees connected wherever they are

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

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

Devices as a service

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

Full Lifecycle **Management**

Customer Management

- Multi-tier, multi-tenant customer management
- Service automation accelerates and simplifies customer and partner onboarding
- Powerful monitoring, analytics and reporting tools for real-time insights into customers' operations

User Management

- Self-service portal for defining user profiles and corporate calling policies
- Move/Add/Change/Delete operations (MACD)
- Phone number lifecycle management - from DID to policies and routing
- User management automation

Device Management

- Easily deploy and configure meeting room devices and business phones
- Installation, monitoring and maintenance of devices
- Bulk configuration for regional and remote sites via redirect server
- Device status dashboard and troubleshooting

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"With AudioCodes Live Platform, we can deliver a comprehensive and scalable UCaaS and CCaaS solution that is fully integrated with Microsoft Teams and our core network, while ensuring high voice quality and customer satisfaction."

Vishal Rally,
Sr. Vice President

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