Operator Connect for Resellers

Now Available for Channel Partners via AudioCodes Live Platform

Operator Connect is a simpler, more efficient way to enable Microsoft Teams PSTN calling and now with AudioCodes Operator Connect for Resellers it's available to resellers like you to deliver directly to your customers.

Powered by the AudioCodes Live Platform, our service includes all the infrastructure needed for Operator Connect on a monthly subscription basis, including automated onboarding and service and number management tools. So you get to focus on revenue, not on configuration.

What's in It for Resellers?

Accelerate and Simplify Customer Onboarding

- ✓ Onboard customers in a matter of minutes (compared with 30-60 minutes for Direct Routing) with no need to obtain permission to access customers' Teams tenants.

- ✓ Manage users and phone numbers via the intuitive white-label Live Platform portal.

- ✓ Advanced management and monitoring capabilities including migration templates, backup and restore.

Bring Your Own Carrier (BYOC) Flexibility

- ✓ Let your customers avoid vendor lock-in by retaining their existing carrier contracts*.

- ✓ AudioCodes verifies BYOC trunks to ensure SLA compliance, so partners can confidently offer Operator Connect without compromising on voice quality or reliability.

Enhanced Market Visibility & Microsoft Alignment

- ✓ Offer your Teams customers a future-ready, high quality PSTN connectivity service.

- ✓ You become part of the Microsoft Operator Connect ecosystem, gaining industry credibility and exposure to potential customers.

* Subject to trunk verification

Operator Connect for Resellers vs Direct Routing - **Comparison**

Features	Operator Connect for Resellers	Direct Routing
Onboarding Time	**Rapid** (≈2 minutes) - fully automated, customer consent not needed.	**Slow** (30 to 60 minutes) - manual SBC setup, requires customer consent.
Complexity	**Low** - fully managed via AudioCodes Live Platform, no infrastructure to install	**High** - manual configuration, ongoing maintenance
Carrier Flexibility	**Bring Your Own Carrier (BYOC)** supported (Subject to AudioCodes verification)	BYOC supported
On-Premises Integration	Limited. Suitable for simple deployment, without on-prem device integration.	Ideal for on-prem and hybrid deployments requiring on-prem integration, survivability or co-existence.
Service Level Agreement (SLA)	Guaranteed, back-to-back SLA monitored by Microsoft	Depends on provider's and customer's own infrastructure

Why AudioCodes?

Full-Stack Voice Enablement for Teams

AudioCodes offers a **complete voice enablement stack** for Microsoft Teams. Not just connectivity but also all the infrastructure, productivity-enhancing AI applications - such as Teams-native contact center, AI-powered meeting intelligence - call recording, certified desk phones and meeting room devices.

Proven Enterprise Experience and Scale

As an AudioCodes partner, you benefit from our status as the top vendor in the Microsoft Teams ecosystem and 30+ years' experience in deploying and supporting diverse enterprise voice solutions, including onboarding large enterprise customers to Operator Connect.

BYOC Verification and SLA Assurance

With AudioCodes and our vast SIP trunk interoperability, you are **not locked into a single carrier.** You can work with your preferred carrier, ensuring flexibility and avoiding vendor dependency without compromising on SLA. If you prefer, you can utilize AudioCodes' high quality, reliable SIP trunk offering.

Find out how you can deliver state-of-the-art PSTN calling services and much more to your Microsoft Teams customers - **faster, easier and future-ready.**

LEARN MORE

audiocodes