APPLICATION NOTE

AudioCodes Live

Complete calling and contact center experience for Microsoft Teams

Unified Communications and Contact Centers Are Converging

Unified communications (UC) and contact centers are the two primary engines of any modern enterprise looking to deliver seamless collaboration and customer service. But many organizations struggle with integrating their UC and contact center platforms, leading to communication silos, complex management and poor user experience. What they really need is the ability to consolidate their UC and contact center solutions under a single provider for streamlined internal and external communications.

The Rise of Microsoft Teams

Microsoft Teams is a leading cloud-based Unified Communications as a Service (UCaaS) platform that enables organizations to communicate and collaborate effectively across different devices and locations. However, Teams itself does not currently provide a complete contact center solution that meets organizations' customer experience (CX) requirements.

That's why AudioCodes has introduced AudioCodes Live for Microsoft Teams - a unique UCaaS and CCaaS offering that brings together Teams UCaaS calling and collaboration capabilities with our award-winning Contact Center as a Service (CCaaS) offering, Voca Conversational Interaction Center (CIC). This combination of Microsoft-certified Teams Phone enablement and contact center solutions leverages various AI applications and capabilities to enhance user, agent and customer experience.

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What Is AudioCodes Live for Microsoft Teams?

AudioCodes Live for Microsoft Teams is an innovative, holistic offering that provides a complete calling and contact center experience for Teams. It includes seamless Direct Routing connectivity between Teams and local PSTN or SIP trunk providers, and a Microsoft-certified AI-driven omnichannel contact center designed for Teams.

AudioCodes Live provides today's enterprises with a complete solution to meet all their voice communications, customer interaction and meeting experience requirements, including:

- ✓ **Teams Calling:** Scalable, reliable Teams-certified Direct Routing and Operator Connect voice connectivity that seamlessly connects Teams with the PSTN and legacy voice platforms.

- ✓ **Contact Center:** One-screen, AI-first, omnichannel contact center built for Microsoft Teams that delivers top-notch customer experience for callers over existing Teams voice infrastructure.

- ✓ **Recording:** An intelligent, secure enterprise interaction-recording solution that captures and indexes any customer or organizational interaction, with voice analytics for quality monitoring and staff training.

- ✓ **Intelligent Meetings:** A powerful solution that extracts critical insights from every meeting, allowing users to review meetings they couldn't attend in as little as 5 minutes and business leaders to base decisions on real meeting intelligence from across the organization, not hunches.

- ✓ **Devices as a Service:** A flexible and cost-effective way to enhance the hybrid meeting experience and day-to-day communications with certified Microsoft Teams Room (MTR) devices and business phones, coupled with centralized management and monitoring.

AudioCodes Live for Microsoft Teams is an innovative, holistic offering that provides a complete calling and contact center experience for Teams.

Certified Teams Voice Connectivity

AudioCodes Live for Microsoft Teams provides a comprehensive and highly reliable phone experience for Teams users. It is based on AudioCodes' industry-leading Microsoft-certified session border controller technology, enabling high-quality Direct Routing connectivity to the PSTN while supporting existing legacy telephony systems to enable gradual migration. AudioCodes Live simplifies the deployment and management of Teams voice, allowing businesses to configure and customize call policies with ease, and includes a wide range of resiliency solutions to keep employees connected wherever they are.

Microsoft Teams Contact Center: Voca CIC

AudioCodes Live's consolidated calling and contact center offering is powered by the Voca Conversational Interaction Center (CIC), an award-winning, AI-first, omnichannel, Microsoft-certified contact center. Voca CIC streamlines the agent experience thanks to its Azure-native Teams integration with Teams.

With a lightweight design enabling rapid deployment and scalability, Voca CIC leverages the reliability of Teams Phone with the speed to make visual drag-and-drop changes to call flows, the flexibility of a usage-based subscription model and the power of conversational AI, all provided out of the box. Voca CIC easily scales CX capabilities to every Teams user across the company — for the main service desk or departments beyond the contact center.

Using Voca CIC's conversational AI capabilities, organizations can create intelligent virtual agents (IVA) simply and rapidly with no coding required via an intuitive drag-and-drop call flow designer. Using simple voice requests, main line call flows can be instantly automated creating a highly efficient customer experience.

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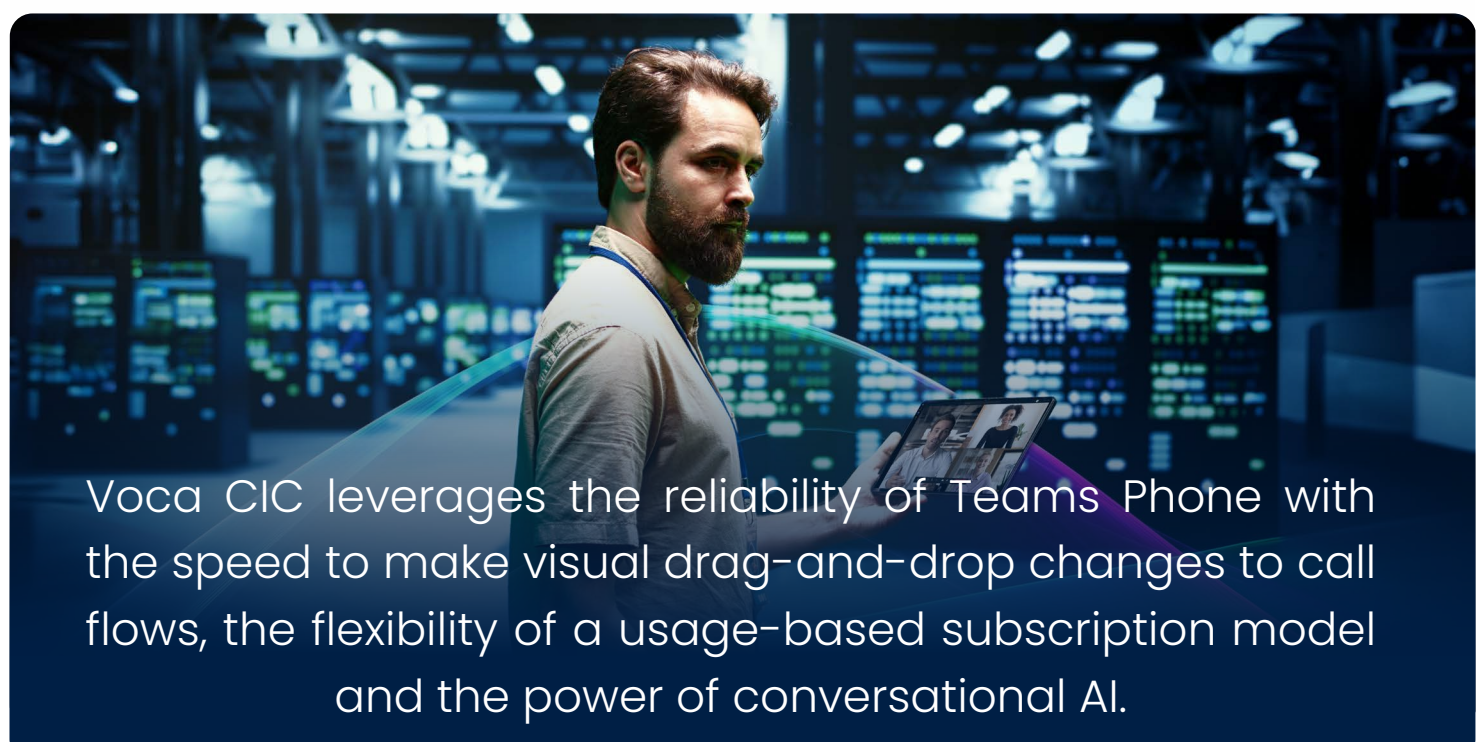
# Recording and Intelligent Meetings for an Unbeatable Microsoft Teams Experience

Recording is becoming an in-demand functionality for many organizations. AudioCodes Live offers two main recording solutions for Teams:

✓ **Compliance Call Recording:** A Microsoft-certified, secure enterprise [compliance recording](#) solution that enables organizations to capture, index and analyze any interaction in both external and internal communication channels.

✓ **Intelligent Meetings:** Boost [meeting productivity](#) and team collaboration with an innovative in-meeting experience and post-meeting review, fully integrated with Microsoft Teams, which allows organizations to capture, analyze and organize every Teams meeting.

Voice and Video Devices as a Service for Boosting Hybrid Productivity

AudioCodes offers a wide range of Microsoft-certified meeting room devices and business phones, available as a service, that neatly complement the whole Live portfolio. The devices are available on a monthly subscription basis, including warranty, support and periodic software upgrades.

The AudioCodes [Room Experience (RX)](#) Suite of meeting room devices and [400HD series of IP phones](#) are easy-to-use, feature-rich solutions. They help to boost hybrid workplace productivity by ensuring a superior Microsoft Teams voice and video experience for participants wherever they are located.

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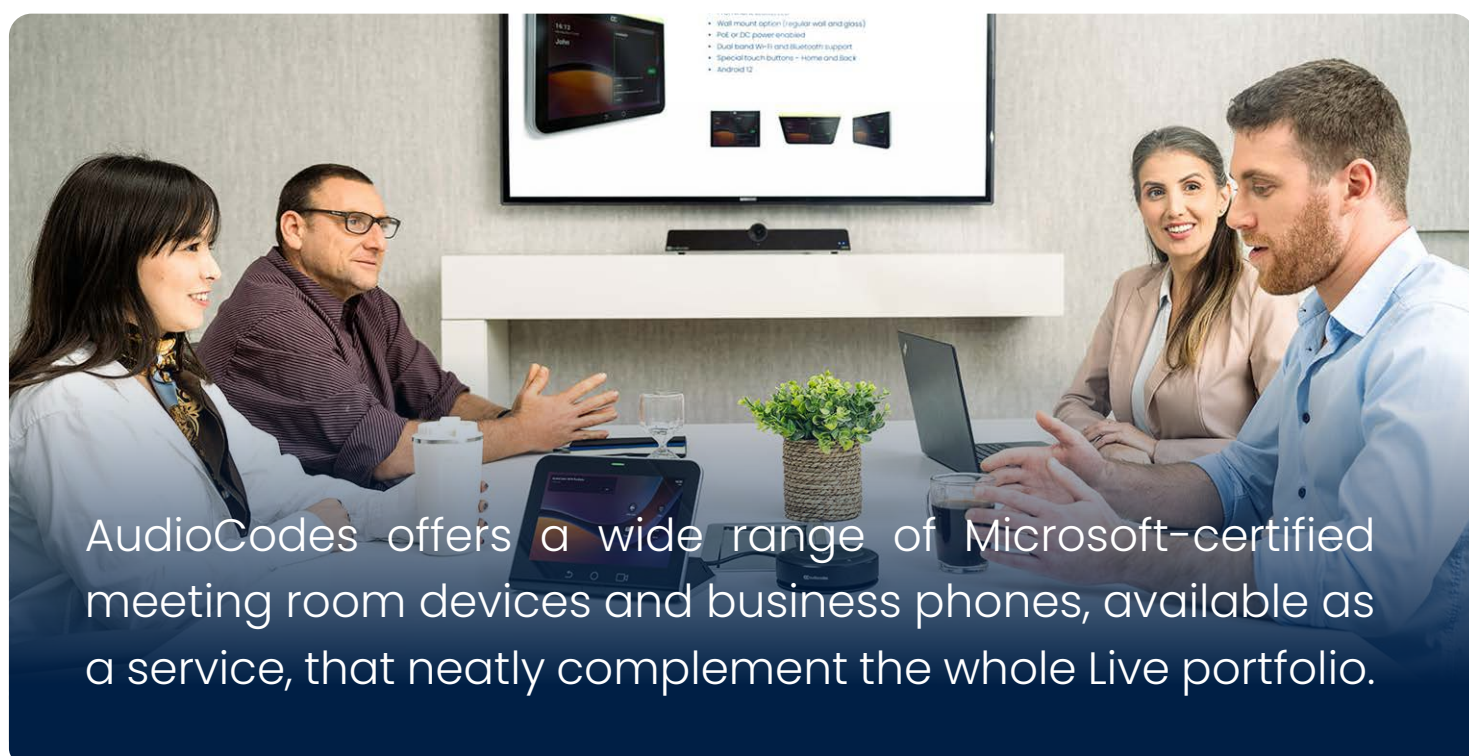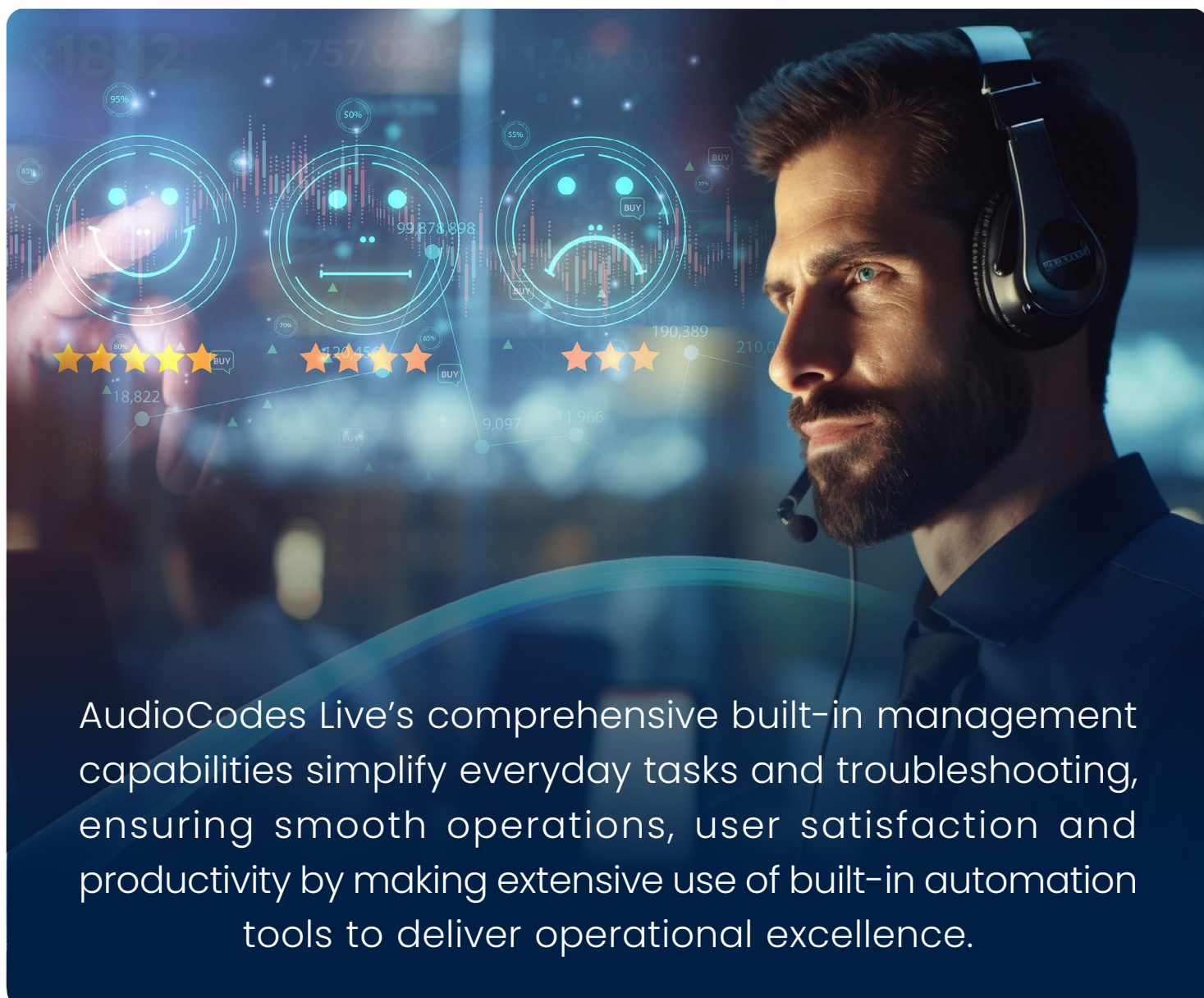
Powerful and Intuitive Management

A key element of AudioCodes Live is its comprehensive built-in management capabilities, which include a multi-tier onboarding portal, user management, device management, analytics and 24/7 global support.

These simplify everyday tasks and troubleshooting, ensuring smooth operations, user satisfaction and productivity by making extensive use of built-in automation tools to deliver operational excellence. Its intuitive self-service portal enables customers to deploy, monitor and manage applications and services, users, calling policies, meeting room devices and business phones on a multi-regional basis.

In this way, IT teams in different regions can manage and operate their own environment, while those based at headquarters can take care of the company's general policies and oversee the high-level operational view of the global enterprise. This could include, for example, pre-staging device introduction and provisioning to enable IT managers to perform device-based management, such as language definition, before assigning it to a specific user or branch.

AudioCodes Live's comprehensive built-in management capabilities simplify everyday tasks and troubleshooting, ensuring smooth operations, user satisfaction and productivity by making extensive use of built-in automation tools to deliver operational excellence.

Streamlined Service Delivery via AudioCodes Live Platform

AudioCodes Live for Microsoft Teams services are delivered by [AudioCodes Live Platform](#), a robust SaaS solution based in Azure. Live Platform's built-in automation and service management tools allow enterprises to accelerate deployments and streamline operations. This enables IT departments to efficiently manage all routing, users, calling policies and devices through a single interface from any location. Live Platform leverages Microsoft Azure's cloud capabilities to offer global coverage, virtually unlimited scalability and high availability.

AudioCodes Live Platform is also available via our global community of service providers and partners.
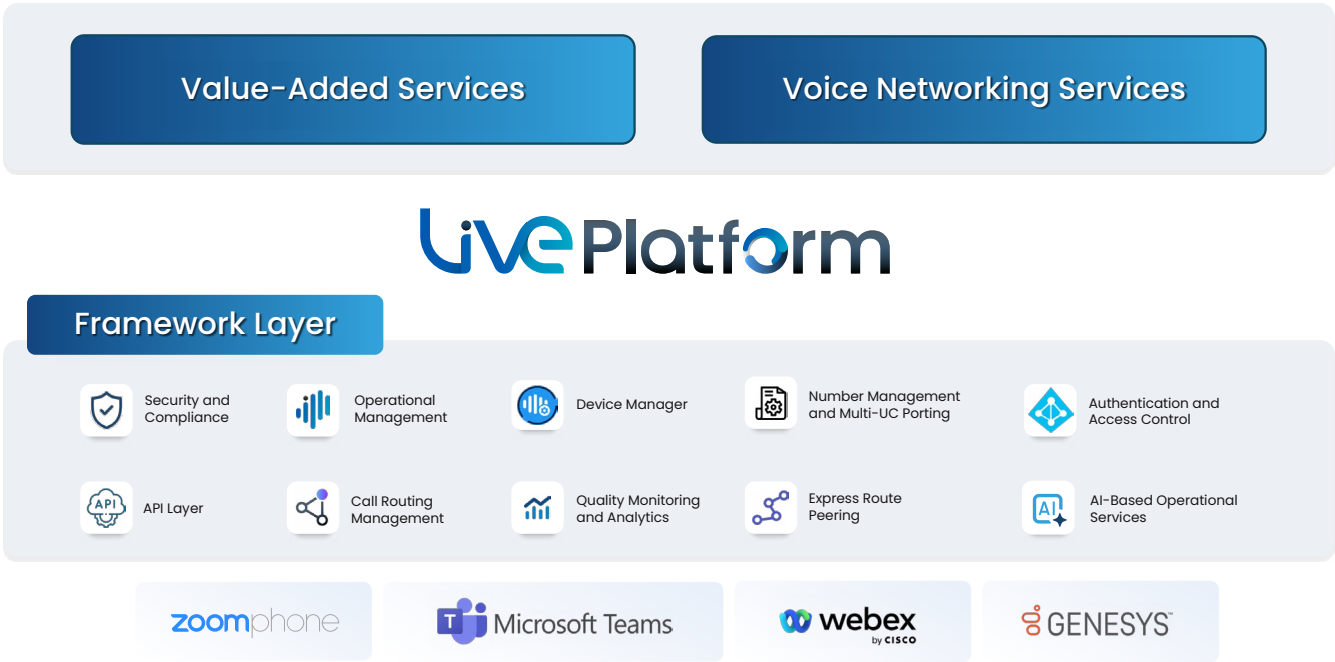
What Are the Benefits of AudioCodes Live for Microsoft Teams?

AudioCodes Live for Microsoft Teams is the ideal offering for enterprises that want to consolidate and optimize their UCaaS and CCaaS experience with Teams. Its benefits include:

- ✓ **Complete Voice and Contact Center Experience:** Including Direct Routing, Teams-native contact center, recording, meeting and productivity applications, all under the same umbrella and all certified for Microsoft Teams.

- ✓ **Service Automation:** Simplified and accelerated deployment, onboarding and management of voice services, using automated tools and self-service portals.

- ✓ **AI Enhancement:** AI and Azure cloud services are leveraged to improve the user, agent and customer experience, with features such as natural language understanding, speech-to-text, text-to-speech, conversational IVR and conversational analytics.

- ✓ **Security and Compliance:** All voice interactions are secure and encrypted using Azure's built-in security, scalability and reliability for enterprise-grade standards.

- ✓ **Cost Efficiency:** Operational and training costs are reduced by eliminating the need for multiple systems and vendors, and offering flexible pricing models and device bundles.

- ✓ **Expertise and Support:** AudioCodes Live is backed by AudioCodes' 30 years of domain expertise and close cooperation with Microsoft, providing customers with the best Microsoft Teams voice and contact center solutions and support.

- ✓ **Available on Azure Marketplace:** AudioCodes services can be purchased quickly and easily via Azure Marketplace.
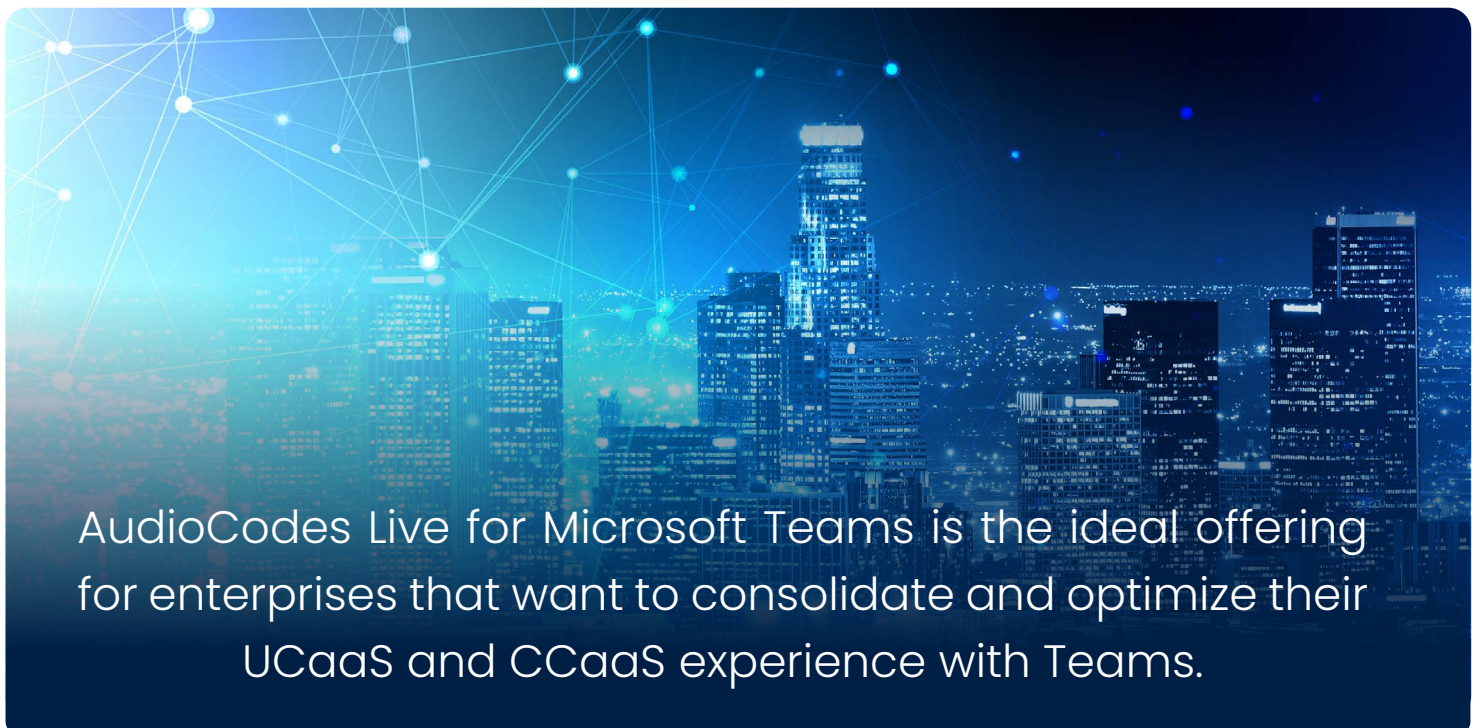
AudioCodes Live for Microsoft Teams is the ideal offering for enterprises that want to consolidate and optimize their UCaaS and CCaaS experience with Teams.

Here's What Our Customers Are Saying

Here is just a taste of what some of our enterprise customers are saying about the AudioCodes Live complete calling and contact center experience for Microsoft Teams.

Berry

VANDERLANDE

UCF — UNIVERSITY OF CENTRAL FLORIDA

Robert Kuper,
Telecommunications Engineer

"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."

Levent Günsüren,
Service Owner UC

"Voca CIC, powered by AudioCodes, has transformed our customer service at Vanderlande. Integrating our contact center with Microsoft Teams has not only optimized call flows and reduced agent onboarding time but has also utilized conversational AI for valuable customer insights. This resulted in enhanced customer support and satisfaction, backed by improved uptime and a highly responsive support system."

Keith Honaker,
Lead UC and Head Artchitect of Contact Centers

"I'm finding that Voca CIC is more accepted than other products we've implemented in the past because of how easy it is to use. It has saved us hundreds of hours and months of planning. The scalability of Voca assures us we can take on any project the University has. On top of that, the reliability, it has been such a stable product that we haven't had any downtime."

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AudioCodes Has It All Covered

AudioCodes has been partnering with Microsoft in the field of voice communications for over 15 years. We specialize in developing advanced voice and contact center solutions tightly integrated with the Microsoft UC ecosystem, enabling organizations to increase productivity and boost both employee and customer experience. As of today, AudioCodes has the widest portfolio of Microsoft-certified products and solutions for the Teams ecosystem in the industry.

Based on more than three decades of field-proven voice communications experience, AudioCodes Live for Microsoft Teams really is the complete, productivity-boosting calling and contact center experience for Teams that you've been waiting for.

Live
for **Microsoft Teams**

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Looking for a complete Microsoft Teams calling & contact center experience?

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