



## 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, AudioCodes Interaction Insights and conversational AI.

## Complete Calling and Contact Center Experience for Microsoft Teams

### LivePlatform

#### Services for Multi UCaaS



Voice  
Calling



Contact  
Center



Recording  
Services



Conversational  
AI

#### Platform Framework Layer



Security and  
Compliance



Operational  
Management



Device  
Manager



Number Management  
and Multi-UC Porting



Authentication and  
Access Control



API Layer



Call Routing  
Management



Quality Monitoring  
and Analytics



Express Route  
Peering



AI-Based  
Operational Services

zoomphone



Microsoft Teams

webex  
by CISCO

# 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

## Voca CIC 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

### Meeting Insights 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 Services

- ✓ 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



## Tata Tele Business Services

"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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03/25 V.1

