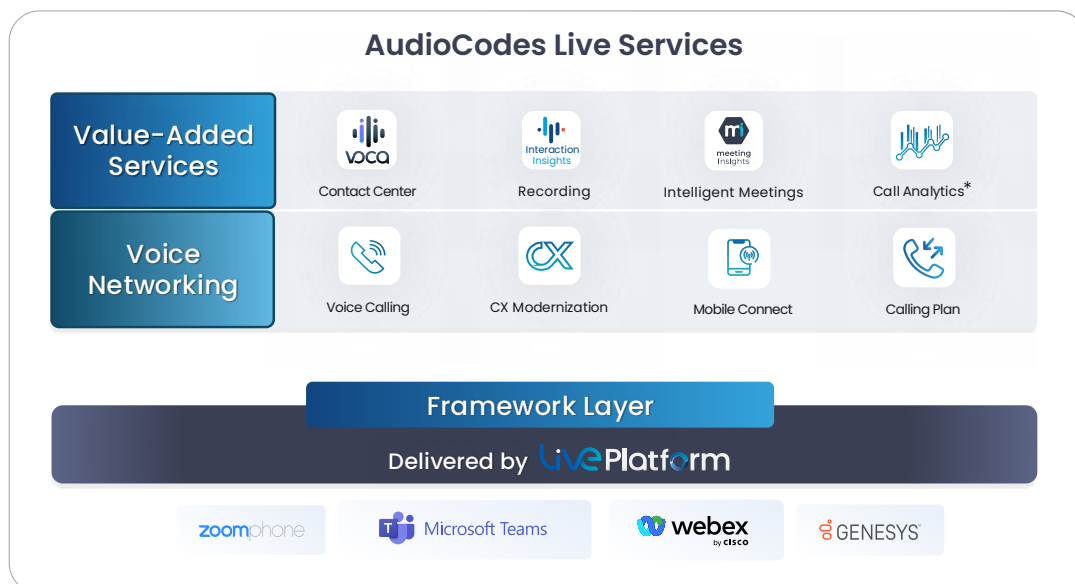# AudioCodes Live Platform

Driving our partners' success with streamlined service delivery

AudioCodes Live Platform is a unique service delivery platform that combines certified voice solutions for unified communications and contact center environments, while leveraging AI and cloud services to enhance user, agent and customer experience.

Complemented by advanced onboarding automation and management tools, this innovative, cloud-based solution delivers seamless PSTN connectivity for Microsoft Teams, Webex Calling and Zoom Phone. Live Platform also offers a range of AI-powered value-added services designed to enhance employee experience (EX) and customer experience (CX).

Seamless Delivery of UCaaS Voice Connectivity and Value-Added Services

AudioCodes Live Services

Value-Added Services
- Contact Center (VOCA)
- Recording (Interaction Insights)
- Intelligent Meetings (meeting Insights)
- Call Analytics*

Voice Networking
- Voice Calling
- CX Modernization
- Mobile Connect
- Calling Plan

Framework Layer
Delivered by Live Platform

zoomphone | Microsoft Teams | webex by cisco | GENESYS

* Roadmap

Live Platform Key Benefits

Increase Margins with Value-Added Services:
Simplify delivery of a range of innovative, AI-powered services

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

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 a secured cloud infrastructure

Optimize Costs:
Reduce operational and training costs with fewer systems to deploy and manage

Live Platform Services

Seamless Delivery of UCaaS and CCaaS Voice Calling

✓ Reliable PSTN connectivity for leading UCaaS offerings and contact center platforms:

Microsoft Teams: Direct Routing and Operator Connect

Webex Calling: Cloud Connect, Webex Go and Local Gateway

Zoom Phone: Zoom Cloud Peering Partner and Zoom Phone Provider Exchange

✓ Flexible deployment options with support for multi-site/multinational organizations and local survivability

✓ Seamless integration with legacy voice platforms, analog devices and local PSTN breakout

Tap Into Lucrative New Revenue Streams with AudioCodes' Value-Added Services

VOCA
AI-First Teams-Certified Contact Center

✓ AudioCodes Voca CIC is an award-winning certified, omnichannel Teams contact center solution

✓ Built in Azure with Teams Phone extensibility support and ready-to-use conversational AI

meetinginsights
Meeting Insights Intelligent Meeting Solution

✓ An AI-powered intelligent meeting solution that captures, analyzes and organizes every meeting

✓ Enables company-wide information sharing and more effective decision-making

Interaction Insights
Interaction Insights Compliance Recording

✓ Cloud-based SaaS solution for recording calls in Microsoft Teams environments

✓ Ideal for use cases such as regulatory compliance, quality assurance, malicious call handling and convenience recording

Built-in Lifecycle Management Tools

✓ Streamline operations with a multi-tier, multi-tenant portal for automated customer onboarding and real-time analytics

✓ Seamless user management through policy automation and phone number lifecycle control

✓ Centralized management and monitoring of IP phones and meeting room devices

Read what our customers have to say about AudioCodes Live Platform

TATA Tele Business Services | DO Big

"With AudioCodes Live Platform, our Smartflo UCaaS solution is revolutionizing how Indian enterprises adopt Microsoft Teams-based services. The platform's speed, automation and reliability give us a competitive edge in a rapidly evolving market."

Amit Thakkar, Vice President, Tata Tele Business Services
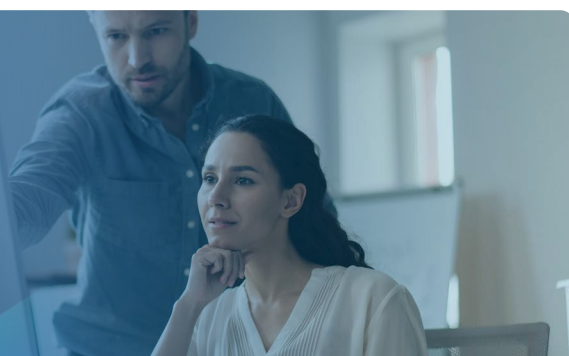
Contact us to find out how AudioCodes Live Platform
can revolutionize your UCaaS

audiocodes

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