Webex Cloud Connect for Resellers

Enhance your UC voice offering with quick and easy Cloud Connect service delivery

Webex Cloud Connect is a cloud-based, multi-tenant connectivity solution that enables resellers to quickly and securely connect customer voice services to Webex Calling, simplifying deployment, management and scalability.

AudioCodes' Cloud Connect for Resellers service enables partners to offer certified Webex Calling PSTN services without building, hosting or managing complex voice infrastructure. As a Cisco-Certified Calling Provider, AudioCodes delivers global Cloud Connect PSTN coverage, 99.999% voice quality and scalable deployment.

What's in it for resellers?

Accelerate and Simplify Customer Onboarding

- Onboard customers in minutes, compared to a long process with Webex Local Gateway.
- While Local Gateway has limited number of sessions, Cloud Connect uses private peering with much higher capacity.
- Manage users and phone numbers through the intuitive, white-label AudioCodes Live Platform portal.
- Leverage advanced management and monitoring tools, including migration templates, backup and restore capabilities.

Bring Your Own Carrier (BYOC) Flexibility

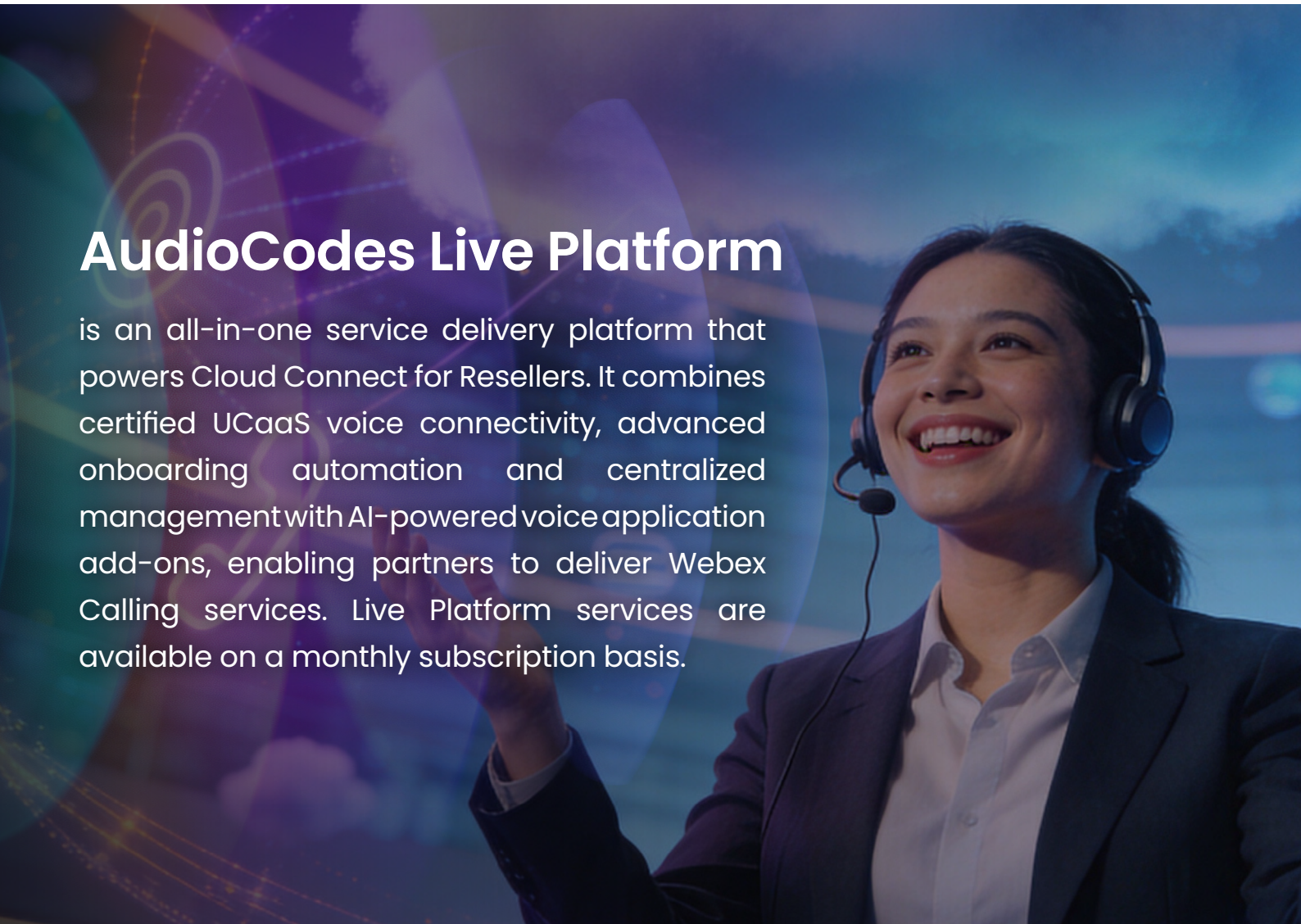
- Offer your own trunk, an AudioCodes calling plan or enable customers to retain existing carrier contracts and avoid vendor lock-in.
- AudioCodes verifies and monitors BYOC trunks to ensure SLA compliance and consistent voice quality.
- Confidently deliver Cloud Connect services without compromising reliability or performance.

Enhanced Market Visibility and Webex Alignment

- Offer UCaaS customers a voice-AI-ready, high-quality PSTN connectivity service for Webex Calling.
- Become part of the Webex Cloud Connect ecosystem, gaining industry credibility and exposure to new opportunities.
- Strengthen your Webex Cloud Calling alignment while expanding your service portfolio and revenue potential.
- Leverage the new Webex Hybrid Services to deliver PSTN via the cloud to Cisco UCM customers.

Webex Cloud Connect vs Webex Local Gateway comparison

Feature	Webex Cloud Connect	Webex Local Gateway
Infrastructure	Cloud-native. No on-premises hardware required.	On-premises. Requires a supported SBC, such as an AudioCodes Mediant SBC.
PSTN Provider	Limited to Cisco-certified partners, such as AudioCodes.	Any SIP trunk provider worldwide that supports SIP trunking.
Complexity	Low. Simple configuration via Webex Control Hub and AudioCodes Live Platform.	Higher. Requires managing hardware, firewalls and SIP configurations.
Onboarding Time	Fast. Can be provisioned or demonstrated in minutes.	Slower. Requires hardware racking, cabling and manual configuration.
Ideal For	Cloud-first companies and global offices without local IT staff.	Organizations with existing infrastructure or those that require a local breakout or connectivity with other platforms.



AudioCodes Live Platform

is an all-in-one service delivery platform that powers Cloud Connect for Resellers. It combines certified UCaaS voice connectivity, advanced onboarding automation and centralized management with AI-powered voice application add-ons, enabling partners to deliver Webex Calling services. Live Platform services are available on a monthly subscription basis.

Why AudioCodes?

Trusted Voice Leader – Over 30 years of proven voice expertise, global support in 120+ countries and trusted by 65 Fortune 100 companies.

Market-Leading Technology – Industry-leading enterprise SBCs with flexible deployment options and seamless Webex Calling integration.

Built for Automation & Scale – Powerful automation for deployment, onboarding, monitoring and lifecycle management.

Multi-UCaaS Ready – Native support for Webex and other leading UCaaS platforms, enabling partners to expand services and unlock new revenue without building their own voice infrastructure.

Voice AI Ready – A future-proof voice platform designed to support AI-driven interactions, advanced analytics and intelligent automation across enterprise communications.

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2/26 V.1