

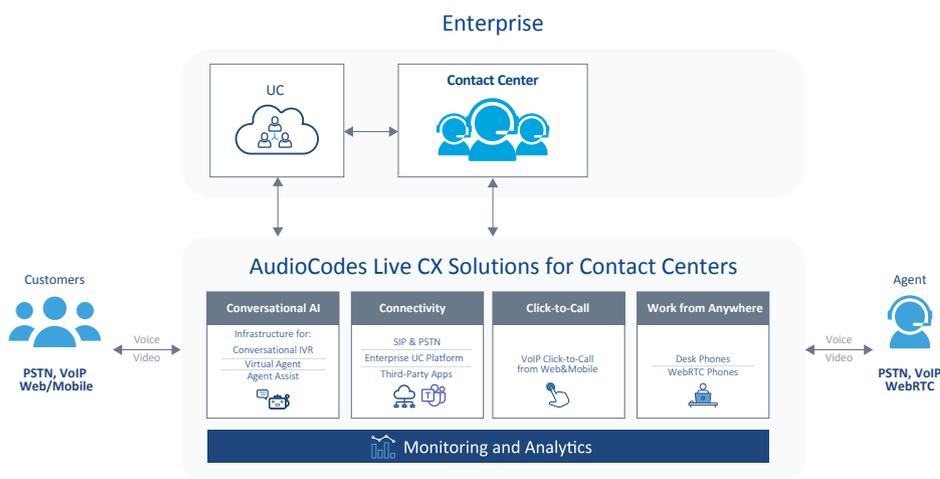


AudioCodes Live CX

The Fast Lane to Innovation for Your EXISTING Contact Center Platform

The global contact center market's main goal is to maintain a consistently quick, personalized and exceptional user experience. To achieve this aim, more and more contact centers are outsourcing the IT and technology side to managed services experts so that they can concentrate on their core business and strategy instead.

AudioCodes' Live CX is a portfolio of managed services that enables our customers to innovate and modernize their contact centers with a modular suite of voice and video solutions. With Live CX, you can focus on your core business and let us worry about the IT resources, training and other potential headaches. At the same time, you enjoy a significant cost reduction and, most importantly, provide a better experience for your customers and agents.



AudioCodes Live CX is available via AudioCodes' global community of partners and service providers, based on our field-proven technology used by hundreds of contact centers around the globe.

AudioCodes Live CX for Contact Center Solutions

Connectivity

- **SIP Trunk Connectivity (BYOC)** – The AudioCodes SIP Trunk connectivity solution forms an effective demarcation point between the contact center's VoIP network and the service provider's SIP trunk, performing SIP protocol mediation and media handling, while securing the enterprise VoIP network. The SIP Trunk connectivity solution is designed to be deployed either on-premise or in cloud contact centers.
- **Microsoft Teams Direct Routing Integration** – The AudioCodes certified Microsoft Teams Direct Routing connectivity solution enables the integration of Microsoft Teams with the contact center infrastructure under the Microsoft "Connect" model. It provides secured, high voice quality integration with Microsoft Teams to enable voice collaboration between agents and Teams users within the same organization.
- **Connectivity to Third-Party Applications** – AudioCodes Live CX has out-of-the-box integration with many voice applications that complement and enhance the contact center business flow, allowing customers to navigate seamlessly between a variety of applications. These voice applications can include voice biometrics, recording, analytics, voice activated credit card processing and much more.



Work from Anywhere

AudioCodes Live CX supports contact centers that want their agents to be able to work safely and efficiently from home or other remote locations. Based on AudioCodes' WebRTC technology, this solution allows the agent to start working from a remote location without installing plugins or downloading an application. All the agent needs to do is open a web browser, browse to a supplied link and start working, exactly as if he or she was in the company's offices. The Work from Anywhere solution also includes a WebRTC-based softphone client for contact center agents. The client can be used either as a standalone application or in conjunction with a contact center agent's desktop application.



Click-to-Call

The click-to-call solution leverages WebRTC technology to enable customers to initiate VoIP calls over the internet directly from the company's website or mobile application. Customers continue browsing undisturbed, with the voice call becoming an integral part of the experience. During the call, company agents can share screens with callers to collaborate in real-time for superb customer service.



Enabling Conversational AI (Voice Bots)

Most bot frameworks offer connectivity to various text engagement channels. But although some offer voice APIs, none of them supply native telephony connectivity. AudioCodes VoiceAI Connect creates a communication hub between the contact center and any bot framework and cognitive speech service to support virtually all voice-bot use cases such as virtual agents or agent assist. Based on a best-of-breed approach, VoiceAI Connect allows you to pick the bot framework and cognitive speech service (speech to text, text to speech, speaker verification etc.) providers of your choice.

Managed Services Highlights

The AudioCodes Live CX service starts with the design phase, where we carefully work through your vision. Next up is the planning stage, where we schedule all the necessary tasks. We then deploy the solutions, and commence the daily operation of the service. All this is offered on a simple 12/36-month pricing program, with shorter terms and volume discounts available.

 <p>DESIGN</p> <p>With a consultative approach in a discovery workshop, our experts will help you develop your vision for modernizing your contact center, clearly identifying the scope, concept, budget and required operational aspects of rolling out your innovative contact center solution.</p> <p>Outcome: High level design document.</p>	 <p>PROJECT PLANNING</p> <p>Now that we have clarified the vision, requirements and the parameters of success, we are ready to start detailing the roll out plan. This is where we will coordinate installation, configuration, cut-over practices, training, and delivery procedures and schedule.</p> <p>Outcome: Project plan document.</p>
 <p>DEPLOYMENT</p> <p>Here we deploy and configure the session border controllers (SBCs), WebRTC gateways and other solutions for connecting your customers and agents to the contact center environment. Our engineers will make sure the process is quick and smooth. When required, we will also mobilize our on-ground staff to deliver, deploy and configure the products required to bring your service to life.</p> <p>Outcome: Our engineers are smoothly rolling out your service and delivering regular progress reports.</p>	 <p>OPERATION</p> <p>We now have your service up, configured and running. Your organization can start reaping the benefits of advanced customer collaboration and remote working. Behind the scenes, we continue to monitor the service, identify faults and apply corrective measures, and continuously manage the lifecycle of your project.</p> <p>Outcome: Your service is up and running, and we are delivering periodic status reports.</p>

Find out more about [AudioCodes Live CX](#).

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