World's Leading Voice Managed Service Provider

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Raise Your Voice
Our Purpose. Your Performance.

Your Voice Partner
for Contact Center
Migration & Innovation

Comprehensive Managed Voice
Services Suite for
Every Contact Center Platform

GENESYS
moments connected

AVAYA

Five9

Microsoft Teams

NICE

Anywhere365®

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Comprehensive Managed Voice Services Suite for Every Contact Center Platform:

Bring Your Own Carrier (BYOC)

Click-to-Call, WebRTC

Transform Chatbots to Voicebots

Softphones, Work From Anywhere

Microsoft Teams Integration

Compliance Local Recording

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Bring Your Own Carrier

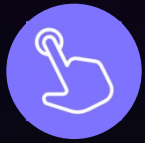→ Benefit from your existing carrier relationships and pricing

→ Reliable, field proven & scalable service architecture

→ Interoperability with hundreds of carriers, UC and CC platforms, digital applications

→ BYOC Service available in any geographical location

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Click-to-Call
Boost Your CX

Initiate a call to a live agent, by clicking on a button embedded in a web page, app or kiosk

→ Provide real-time customer service from anywhere in the world

→ Help customers complete online purchases
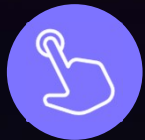
→ Increase conversions and revenue

→ Delight customers with excellent customer service

Click-to-call **boosts** revenues

→ From **$14.7** trillion in 2020
To **$47.2** trillion by 2027

Source: Metrigy "Click-to-Call's Rise in Digital Channel Adoption, Q1 2022"

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Click-to-Call
Ensuring
Operational
Efficiency

→ Reduces contact centers' prohibitive international and domestic toll-free line costs

→ Seamless integration with contact center incoming call handling (transfer, compliance, recording etc.)

→ Simple low-code integration into website/app

→ With caller's browsing context agent can focus on customer's needs and resolve issues more quickly

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Transform Chatbots to Voicebots

→ Connecting any contact center to any bot framework and speech engine

→ Fast and accurate voicebot response

→ Low code to no code SaaS self-service portal

→ Large cost reduction of speech services

→ Superior voice managed for enterprise peace of mind

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Work From Anywhere

→ Seamless and native connectivity with the contact center
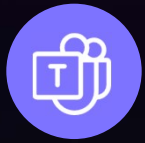
→ Secured and private

→ Scalable and resilient

→ Best voice quality including monitoring

→ Designed for leading contact center platforms

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Microsoft Teams Integration

→ Rapid migration to Teams

→ High-quality voice and video collaborations

→ Monitoring and management tools

→ Simple user management (MACD), analytics and reporting

→ Range of applications for enhanced productivity

→ Real-time voice communications support with any SIP-based IP-PBX

→ A selection of business phones and conference and video devices

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Compliance Local Recording

→ Fully compatible & seamlessly integrated to any contact center and Microsoft Teams environment

→ Interactions recordings can be stored locally on-premise

→ Supports multiple call types including internal, external and mobile calls, with as well as remote interactions with federated users

→ Connect to conference servers, Edge, front-end servers and more using the SmartTAP 360° Live plugins

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3 DECADES OF OPERATIONS

NASDAQ MAY 1999

OPERATING IN 100+ COUNTRIES

A world's leading enterprise SBC

66 OF TOP 100 SERVICE PROVIDERS

50 OF FORTUNE 100 ENTERPRISES USE AUDIOCODES TECHNOLOGY

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