



Let your bot do the talking

VoiceAI Connect

**Thomas Bersimis
Regional Sales
Engineer**



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To Do List :

Reducing the number of contacts reaching agents

1.

2. Improving agent efficiency and cutting costs

3.

Improving customer experience



As AI Advances, So Does Conversational AI



Speech-to-text



Text-to-speech

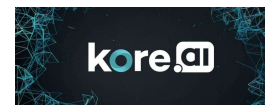


Natural Language
Processing



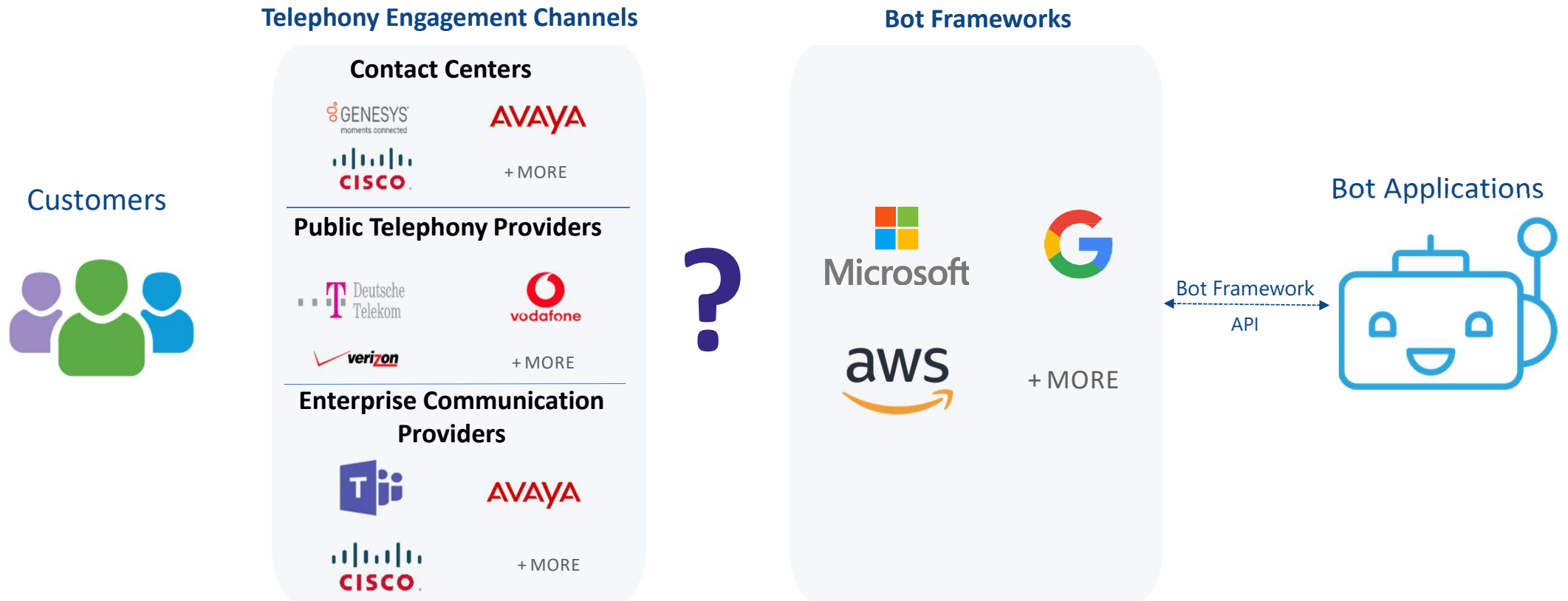
Bot
Frameworks

Conversational AI Technology Providers



+ MORE

Telephony Channels and Conversational AI



Telephony System Integration Is Complex

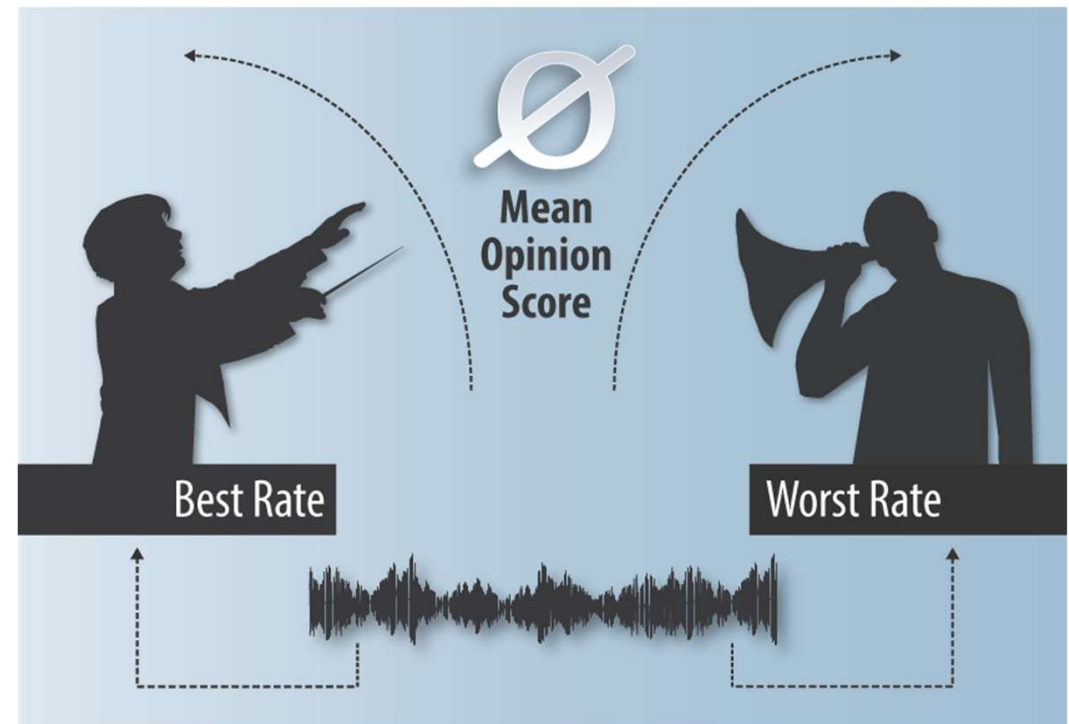
- Complex traditional VoIP vs HTTP
- Various voice codecs
- Various protocols (SIP, RTP, ICE, STUN, TURN...)
- Each vendor implemented its own flavor
- Security, privacy, firewalls, NAT traversal
- High availability and scalability (VoIP is stateful protocol)



IT admin would require connectivity to its existing provider and version

Speech-to-Text Engines Are Sensitive to Voice Quality

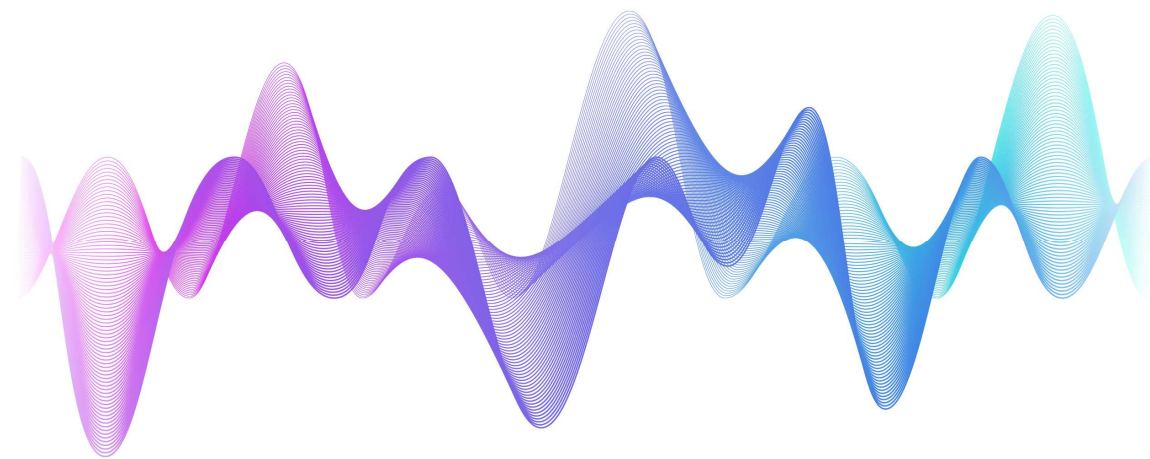
- Telephony
 - Works with low definition codecs
 - Multiple hops, may lead to
 - Bad voice quality
 - Conversational delays
- Bad voice quality → inaccurate speech recognition
- Inaccurate speech recognition → bad user experience



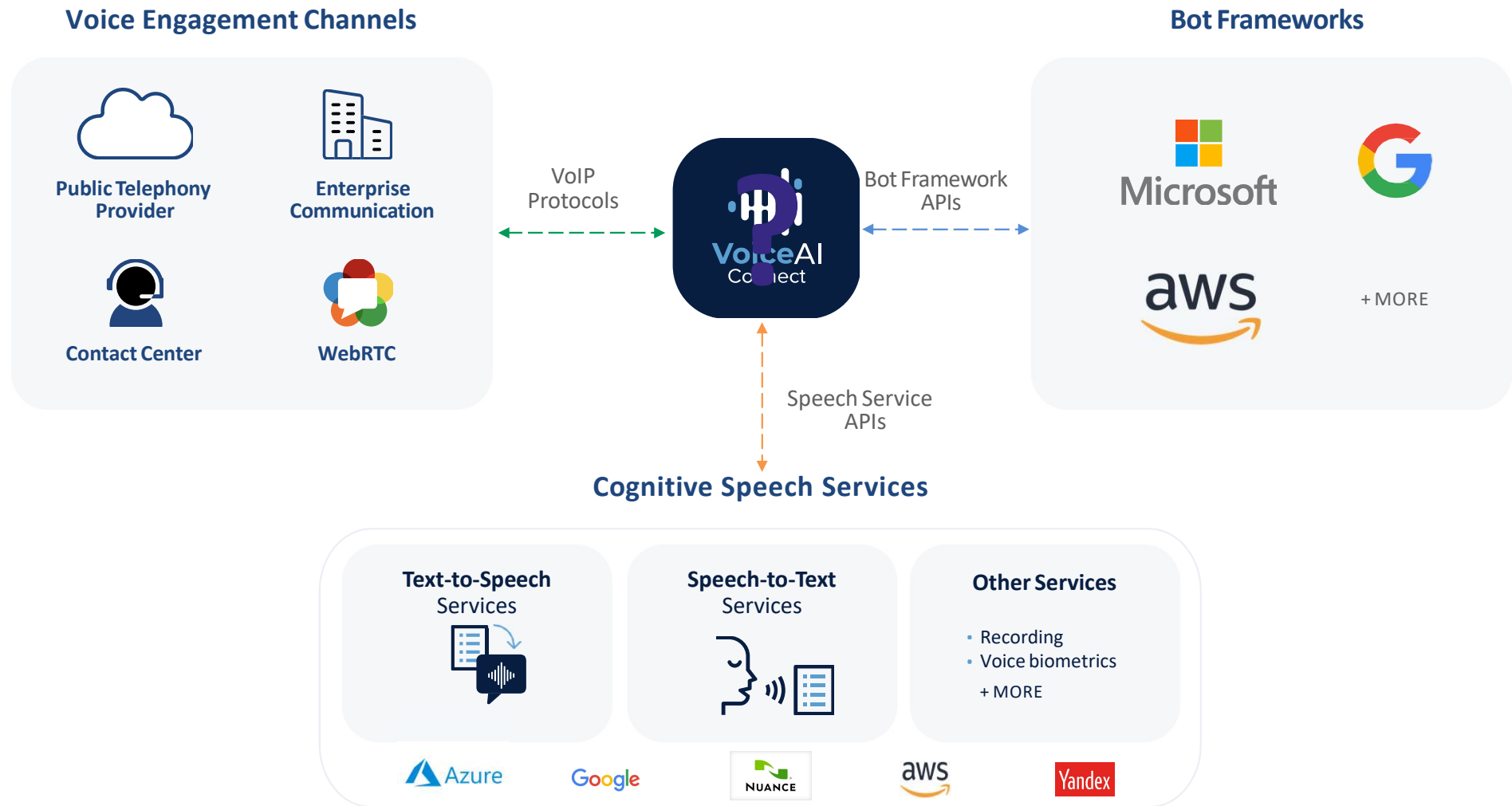
Multiple Speech Providers & Bot Frameworks



- Multiple bot frameworks and middleware
- Multiple speech-to-text and text-to-speech providers
- Which one is the best for my needs?
- How to optimize the cost?
- How to easily migrate?
- How to implement on-premise deployments?



AudioCodes VoiceAI Connect – High-Level Overview



Service Options



A self-service portal
(SaaS) that allows you to
call your bot in just few
clicks

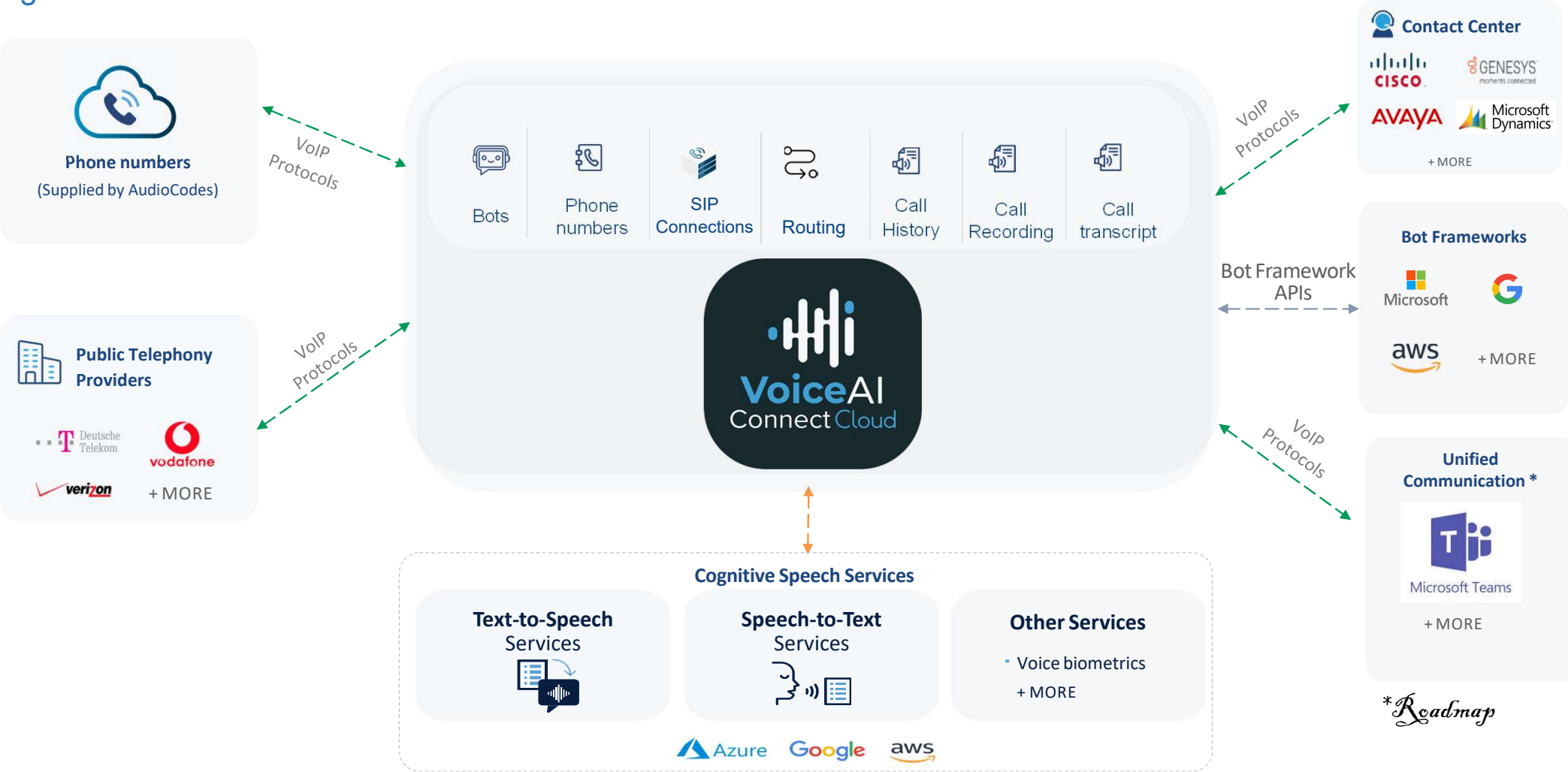


Can be deployed in any
datacenter or cloud account
as a dedicated setup

VoiceAI Connect Cloud



Integrate voicebots with ANY communication solution



VoiceAI Connect Enterprise Edition

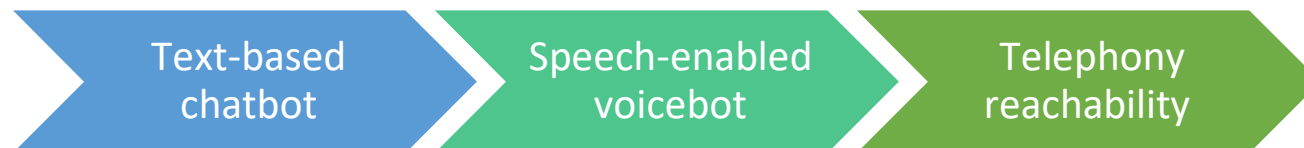


- Offered in multiple deployment options
 - Shared multi-tenant setup on an AudioCodes account
 - Dedicated setup on an AudioCodes account
 - Dedicated setup on customer public cloud account or a private data center.
- Can be customized to suit any customer's specific needs
- full set of capabilities
 - Bring your own carrier, contact center, UC, STT & TTS providers
 - Agent assist, outbound calls, call recording
- Offered as a fully managed service



VoiceAI Connect Benefits



- Extends your bot usability to voice and telephony use cases
- Easily connects any telephony system to any bot framework
- Control telephony and speech engines from any bot framework with simple APIs
- Choose your cognitive services vendors
 - Best voice quality and reduced voice latency
 - Reduces consumption and cost of STT/TTS services
 - Choose your deployment option



- <https://voiceaiconnect.audiocodes.com/pricing-cloud-edition>



Pay-as-you-go

No commitment.
Rapid service setup and launch.

TRY NOW

Enterprise Pricing



- Setup fee - one time fee (priced per the deployment option)
- Two options for per month payments
 - Sessions based – a package of maximum simultaneous sessions
 - Minutes based – pay for accumulated minutes
- MOQ per of sessions\minutes based on the deployment option
- Minimum commitment of 12 months
- STT\TTS and bot-framework resources are consumed from the customer account

AudioCodes and Voice.AI Connect



- Connectivity and voice is what AudioCodes is doing for the last 28 years
- AudioCodes management consider Voice.AI as strategic to AudioCodes
- VoiceAI connect is the natural next step for the successful SBC business line
 - Based on successful SBC architecture deployed for 15 years with a team of over than 100 developers
 - Dedicated R&D team of more than 20 developers
 - Committed rich roadmap
- Managed service utilizing AudioCodes professional services team's vast field experience
- Single vendor responsible for all voice integration aspects



Thank You

Stay in the loop

