



**Partner for cloud telephony journey**

Martin Piffl



Martin Piffl

Sales Manager CZ, SK & HU

[martin.piffl@audiocodes.com](mailto:martin.piffl@audiocodes.com)

# A leading provider of enterprise voice services for

UCC

Unified Communications & Collaboration

CX

Customer Experience



**29**

Years of Domain  
Expertise

**#1**

Market Share in  
Enterprise SBC

**#1**

Microsoft Teams  
Voice Partner



**65**

Fortune 100  
Enterprise  
Customers

**120+**

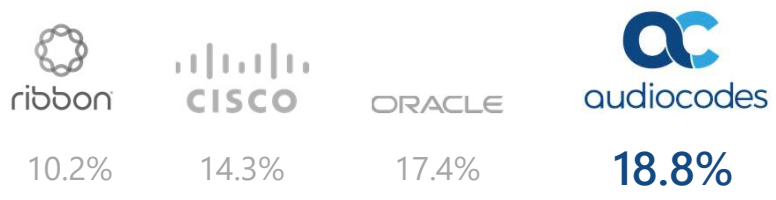
Countries

# We Are The Voice Company

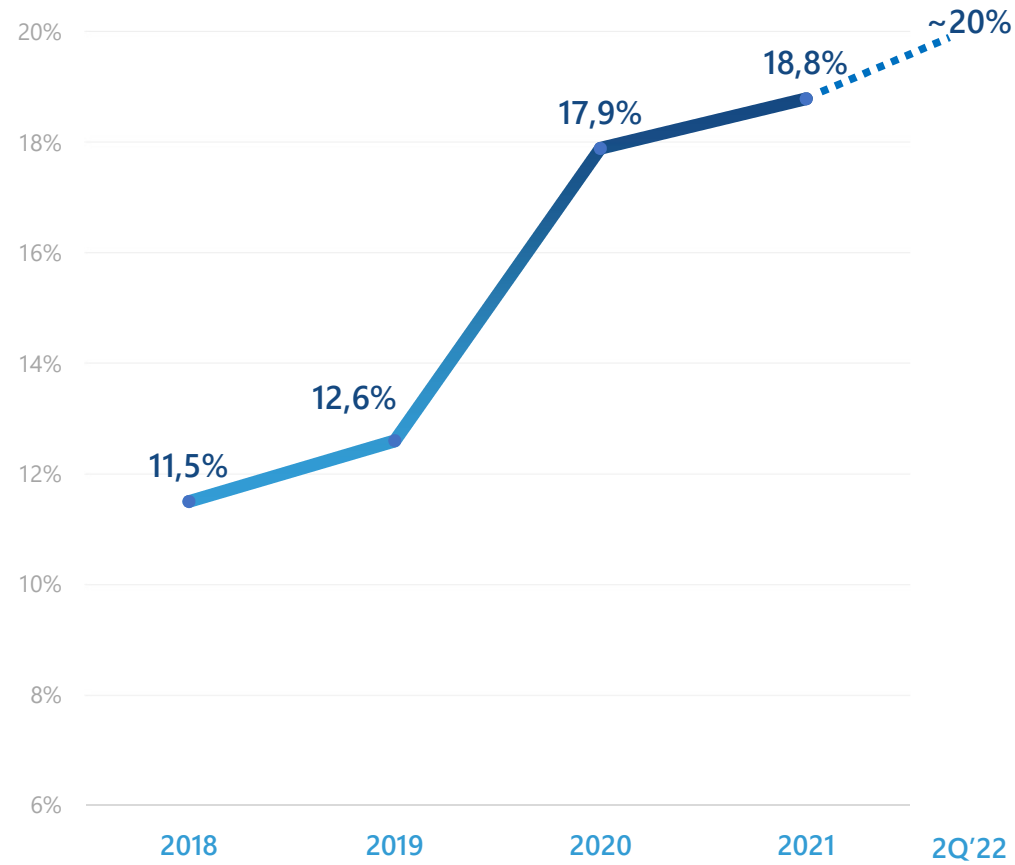




Cloud native and MS Teams Voice propelled AudioCodes to No. 1 revenue share in 2021



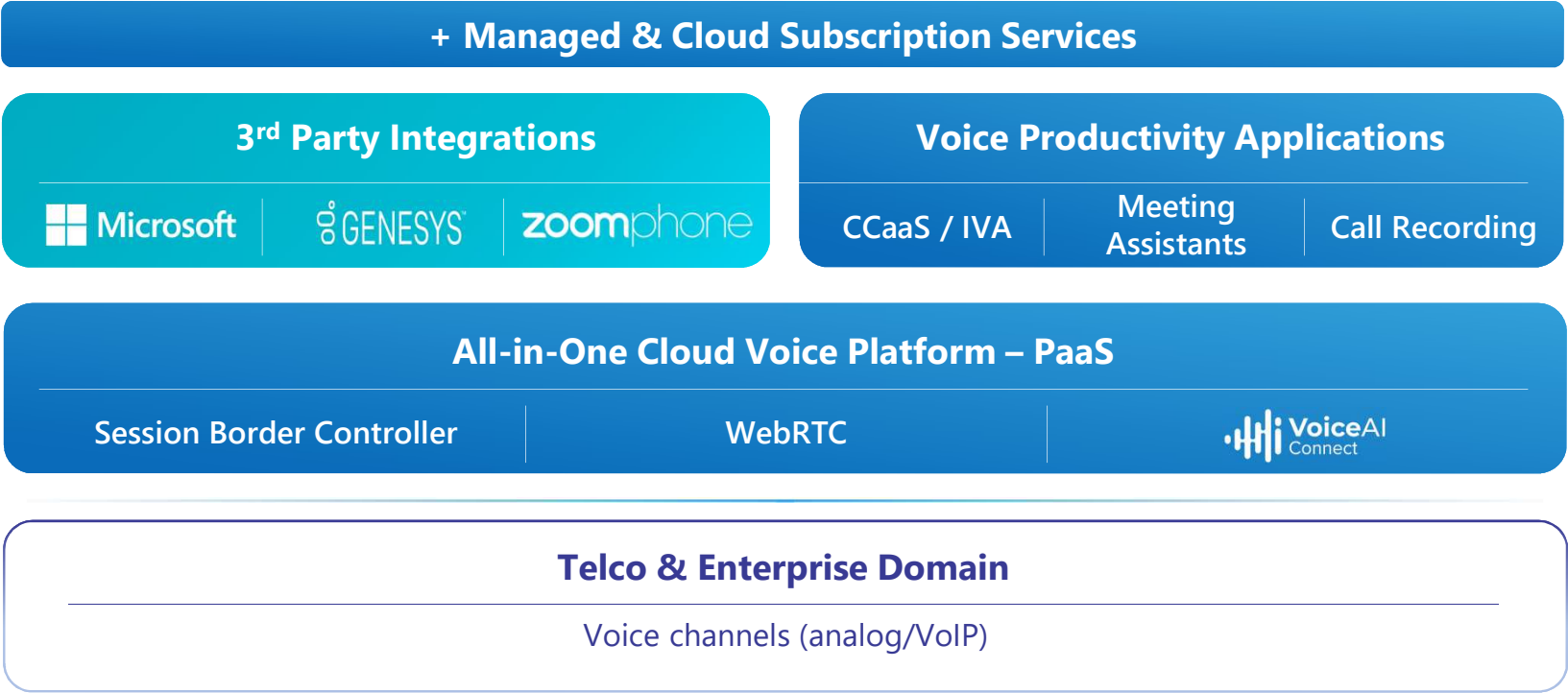
Enterprise SBC market share



Source: Omdia report "Enterprise SBCs and VoIP Gateways Market Tracker, March 2022

# Voice Platform as a Service (PaaS)

Democratizing Voice and Conversational AI Services



# Why Microsoft ❤️ AudioCodes?



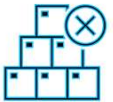
History of voice innovation – from conception to market adoption



Strong execution culture and impeccable reputation



Ability to solve the most complex issues, enhancing MS brand



Broad portfolio of complementary apps – shortens support cycle



Business stability and financial performance offers a piece of mind

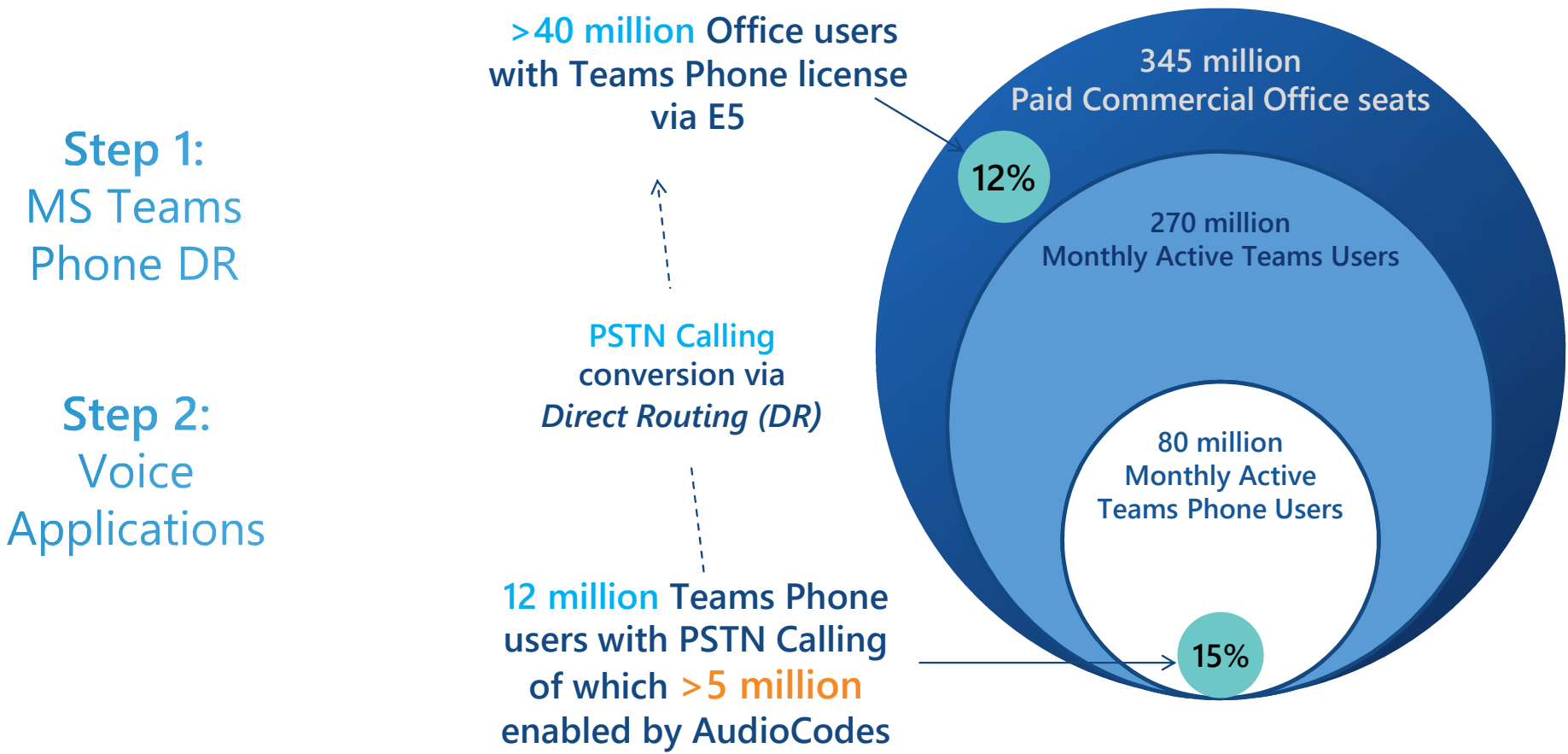


Swimming in our own lane

## *20 Years of Microsoft UC Voice Enablement Experience*



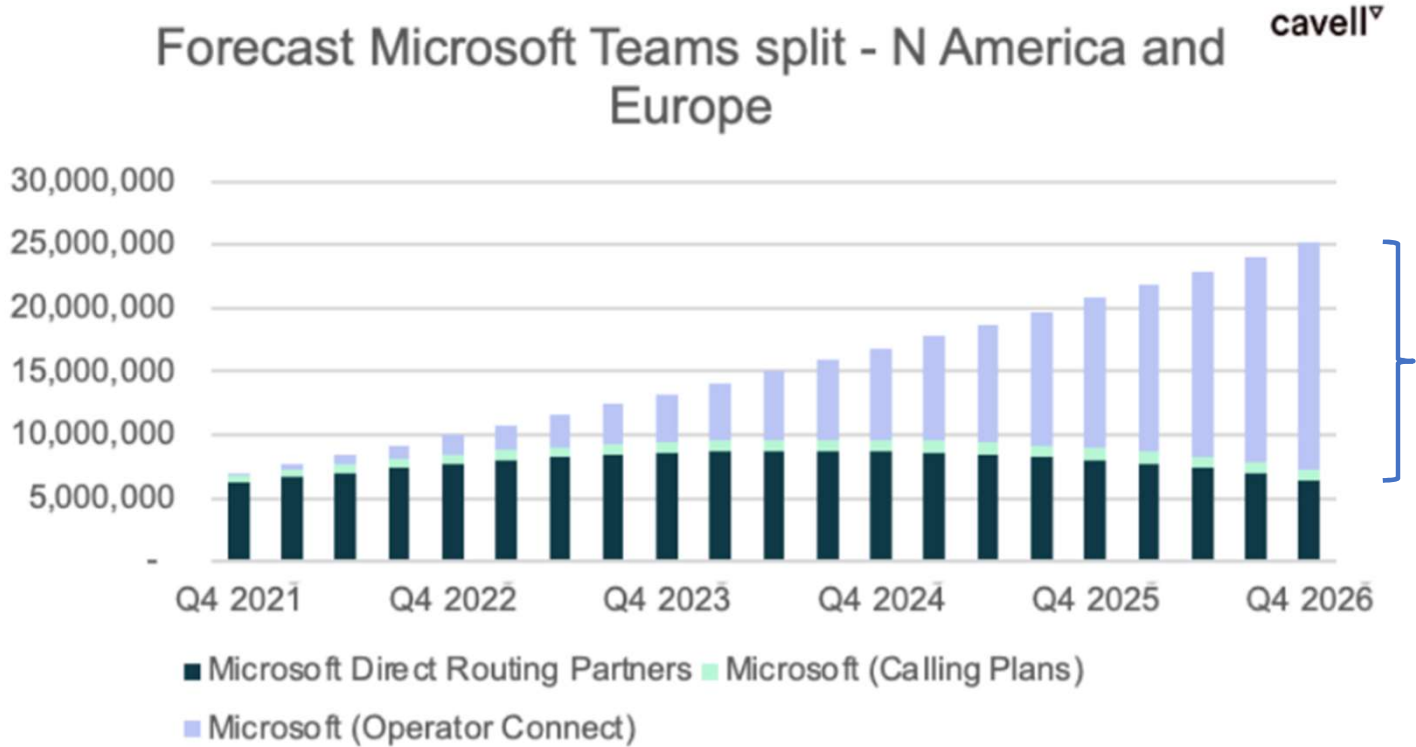
# Unlocking Teams Phone Opportunity



Source: Microsoft's fiscal 4Q'22 earnings (7/26/22)



# All Eyes on Operator Connect



Operator Connect  
expected to on-board  
**20 million users**  
globally by YE 2026

# 3 Key Digital Transformation Trends



**Transition to Cloud & Subscription-based Unified Communications & Collaboration Services**



Drivers

Affordability, Agility, Scalability



**Emergence of the Hybrid Workplace blend of Office & Home Working**



Business Continuity, Real Estate Savings  
Talent Acquisition & Retention



**Re-birth of Voice as primary interaction channel, driven by AI**



Improve the customer experience  
Optimise contact centre agent efficiency



AudioCodes products portfolio

# Meeting All Connectivity Requirements

## Management



Routing Manager



OVOC Quality Monitoring  
& Reporting



Device Manager



User Management

## Software & Hardware SBCs



Mediant 2600



Mediant 4000



Mediant 9000



Mediant Cloud, Virtual and Software Editions

## Hybrid SBC/SBA (Gateway & SBC)



Mediant 800



Mediant 1000



Mediant 3000

## Gateways/ATA



MP124/1xx



MP2xx



MP1288

# Management is Critical for Your Business Productivity

Holistic voice network and voice quality management platform, in a single, intuitive, web-based application



**One Voice Operation Manager (OVOC)** delivers a holistic approach to network lifecycle management by simplifying everyday tasks and troubleshooting, from detection to correction, assuring users' satisfaction and user productivity



**Device Manager** empowers IT with a powerful and intuitive management tool, allowing administrators to save time with device provisioning and management of business phone and meeting room devices





AudioCodes for TEAMS and  
Telephony Managed Service

**ac**audiocodes **live**  
for Microsoft Teams



# The Microsoft Teams UC Journey

## Customer Challenges



Lack of knowledge  
and expertise



Complex integration  
and numerous calling  
options that differ per  
needs



Uncertain TCO and  
time-to-market



Difficulty meeting SLA  
and ensuring voice and  
video quality

# AudioCodes *live* for Microsoft Teams

AudioCodes Live for Microsoft Teams is a managed service that simplifies the integration of Microsoft Teams with the PSTN and delivers collaboration, unified communications and enterprise telephony. It provides a seamless, rapid and cost-effective migration to Teams for high-quality voice and video collaborations

- PSTN connectivity – Direct Routing as-a-service
- Full integration with customer's voice services and applications
- Site resiliency and security
- Advanced user management portal and voice quality monitoring
- Service reporting and analytics
- User adoption and training
- Meeting and productivity solutions
- Business phones and meeting room devices

# AudioCodes<sup>live</sup> for Microsoft Teams Voice

## Essentials

From \$1.20  
Per user per month

- Managed Teams Direct Routing SBC
- Flexible deployment options for voice connectivity and calling

## Pro

From \$4  
Per user per month  
**Essentials, plus:**

- Self-service portal for employee lifecycle management
- Microsoft Teams account management and periodic reporting

## Premium

From \$8  
Per user per month  
**Pro, plus:**

- On-premise integration with existing voice equipment
- Fully managed service

## Custom

Custom Service

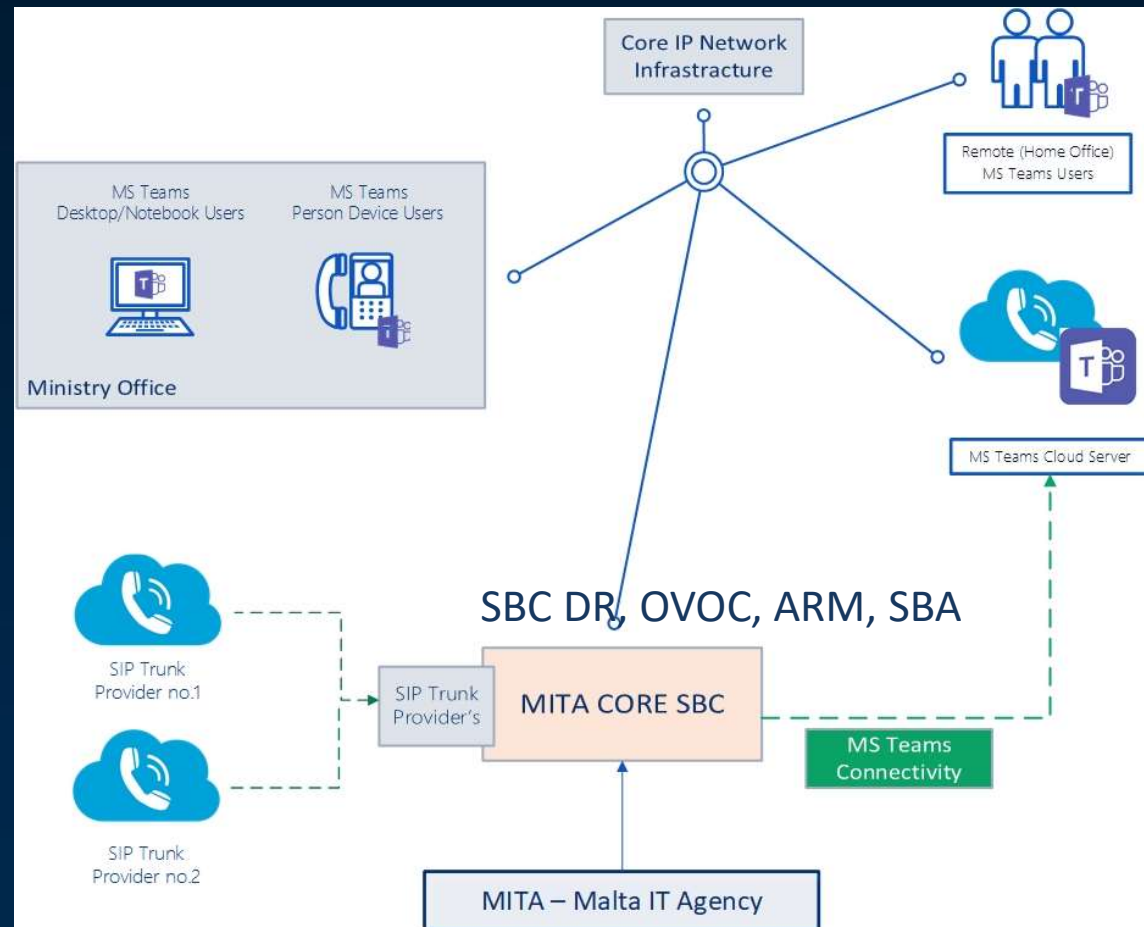
- Customize the service that is right for you and leverage our portfolio of products and capabilities.

Bring your own telephony contract (global)



# Malta Government

- 24k TEAMS users
- 15 ministries
- 40 embassies
- AUDC *Premium* customer



# AudioCodes<sup>live</sup> Cloud – SaaS multi-tenant platform **for Service Providers & MSPs**

## AudioCodes<sup>live</sup> Cloud

A SaaS solution that effortlessly onboards customers to Microsoft Operator Connect and/or Microsoft Direct Routing

- ✓ **Operator Connect management platform**
- ✓ **SBCs infrastructure included**
- ✓ **Operator onboarding & verification**
- ✓ **Monitor Operator Connect SLA Metrics**
- ✓ **24/7 Support (Microsoft Premier Support included)**



**Voice AI Connect**

# As AI Advances, So Does Conversational AI

---



Speech-to-text



Text-to-speech

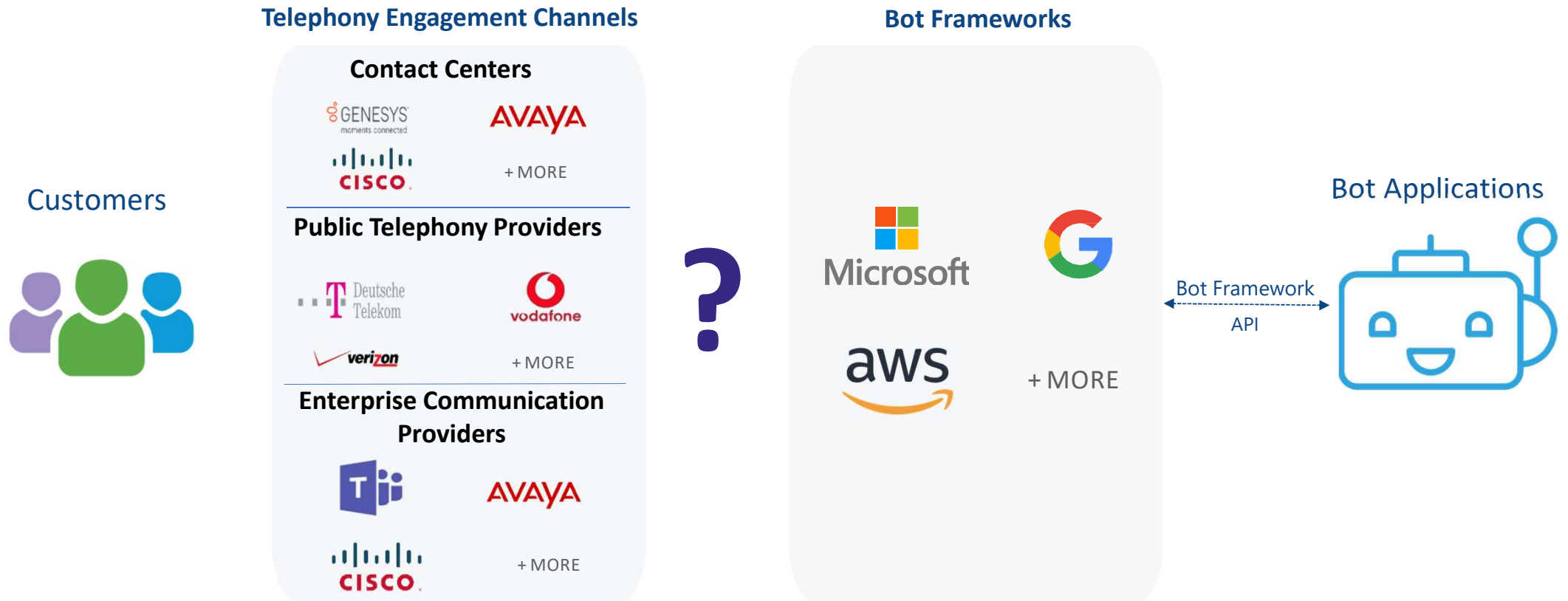


Natural Language  
Processing



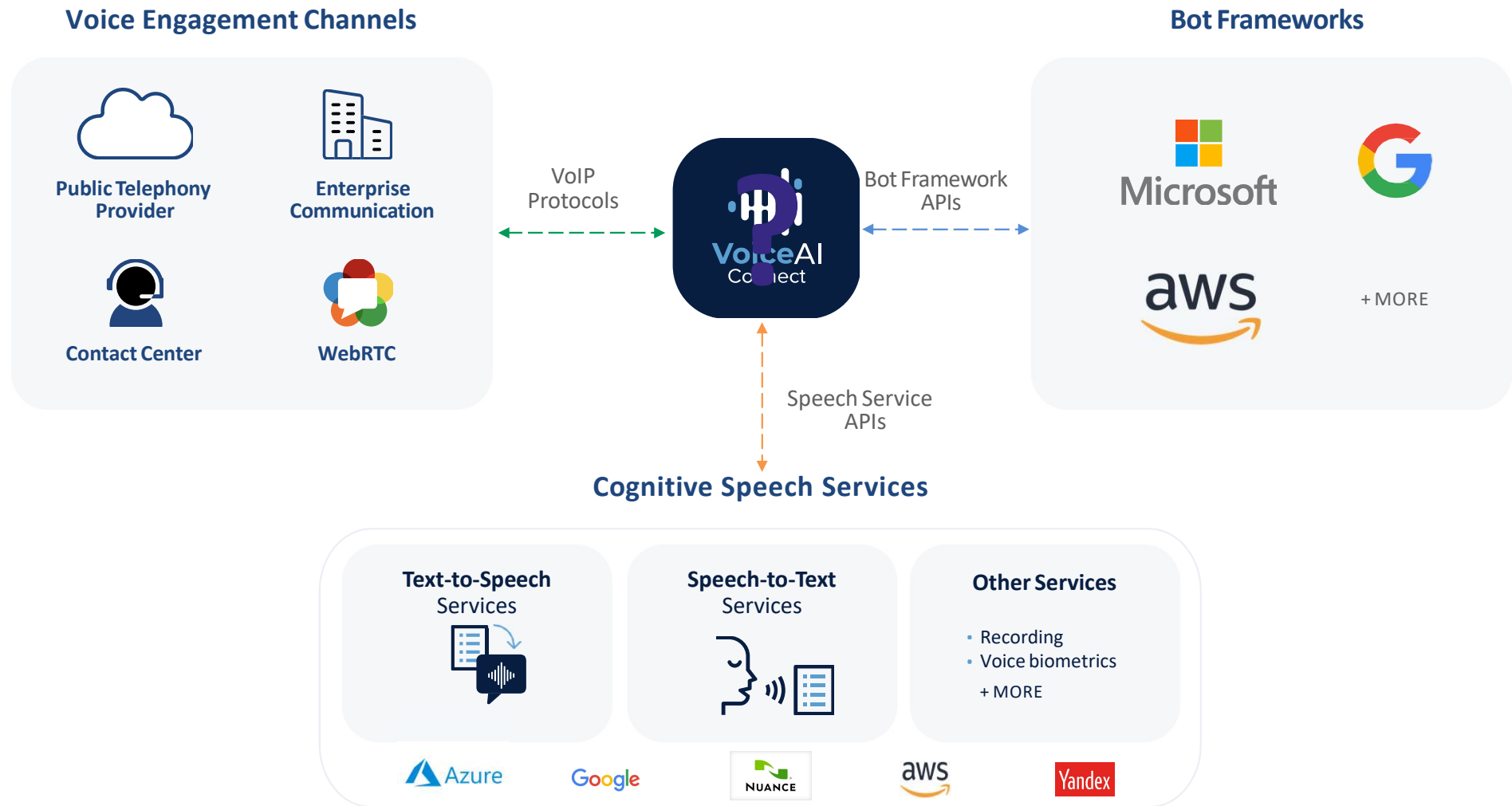
Bot  
Frameworks

# Telephony Channels and Conversational AI





# AudioCodes VoiceAI Connect – High-Level Overview



## Service Options



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

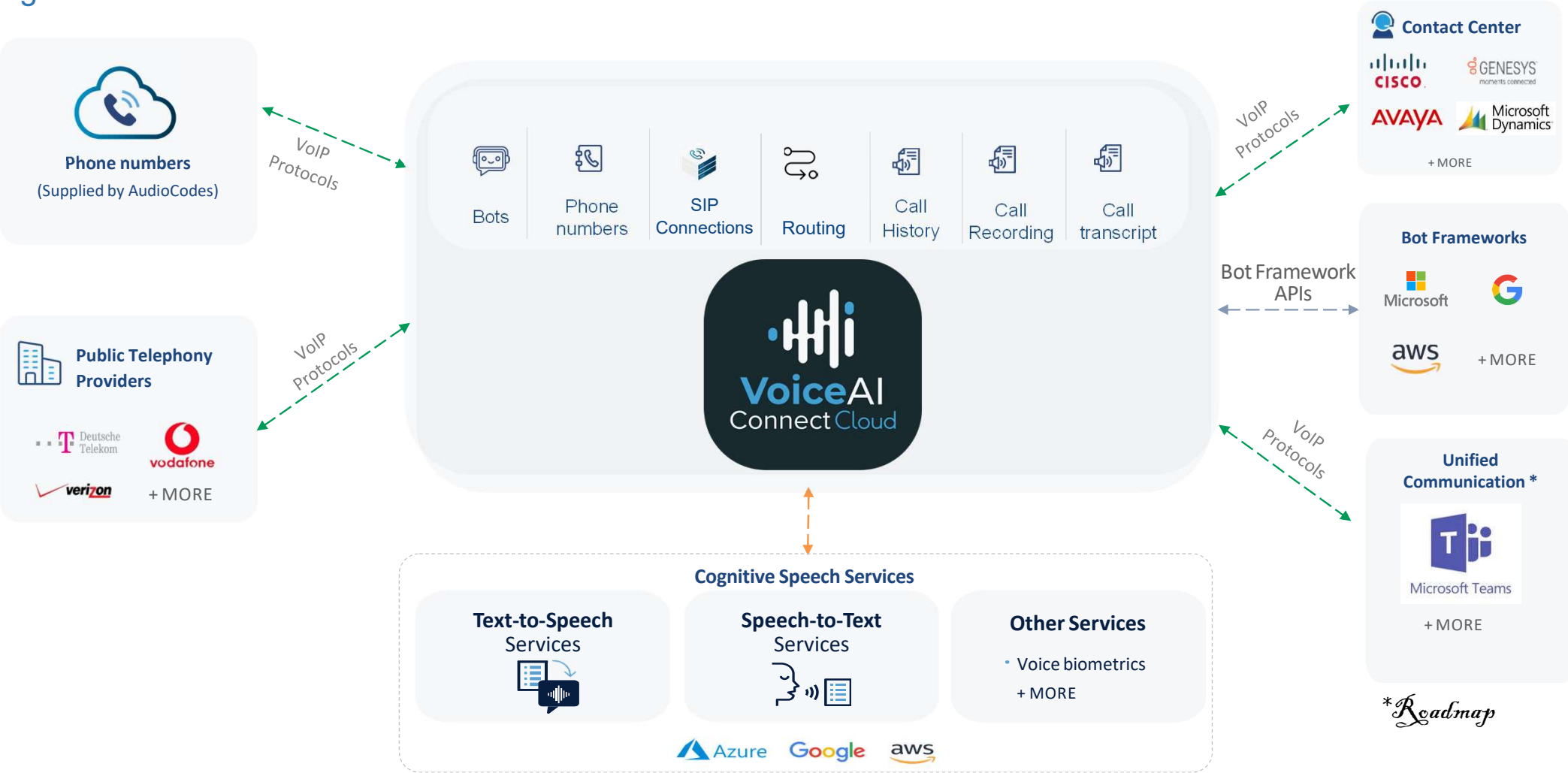


Can be deployed in any  
datacenter or cloud account  
as a dedicated setup

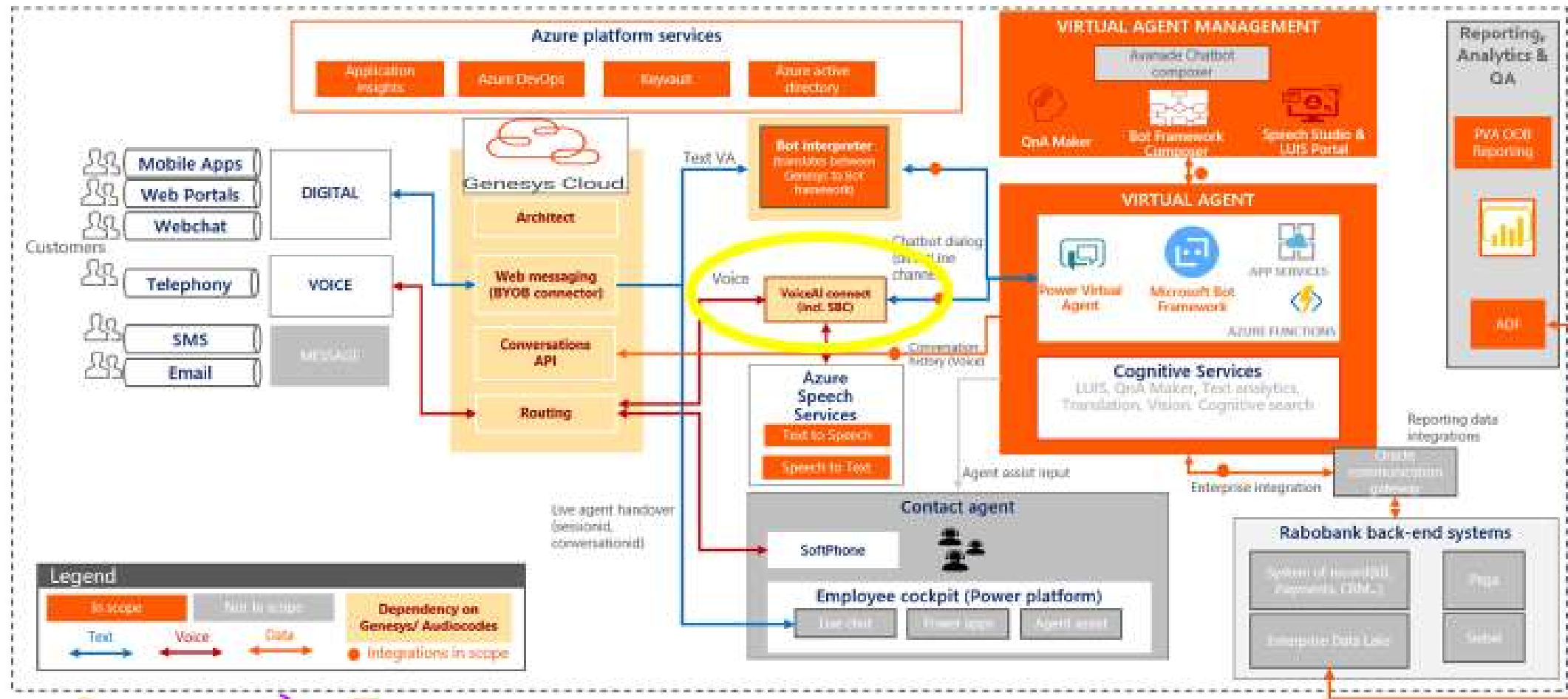
# VoiceAI Connect Cloud



Integrate voicebots with ANY communication solution



# CCaaS with Voice Cognitive services





 audiocodes

BYOC Voice Connectivity for Microsoft  
Dynamics 365 With **VoiceAI Connect Cloud**



 Dynamics 365

# Two Options for Dynamics 365 Voice Connectivity

---



Microsoft  
as a carrier

- > Phone numbers provided by Microsoft
- > Simple to setup
- > No need for 3rd-party connectivity solutions
- > Phone numbers available only in US and a few selected locations



Direct Routing  
using ACS

- > Maintain carrier relationships/ pricing plans (BYOC)
- > Keep existing phone numbers
- > Available in any geographical location
- > Connect to other CC and UC platforms
- > Requires a Microsoft-certified SBC



# Dynamics 365 Direct Routing Alternatives

---

## "Do It Yourself"

- > Engage with SI/reseller
- > Purchase certified SBC
- > Install SBC (cloud or on-prem)
- > Configure SIP Trunk & ACS connectivity
- > Ongoing maintenance/upgrades

## VoiceAI Connect Cloud

- > Sign up to service
- > Configure using easy-to-use wizard
- > Start calling

# Introducing VoiceAI Connect Cloud for Dynamics 365

Add BYOC voice connectivity simply and rapidly to Dynamics 365 Customer Service



## Easy, self-service set-up

- Up and running in a few minutes
- No technical expertise in voice networking required
- No need to deploy an SBC
- Pay-as-you-go via Azure Marketplace



## Protect your investment

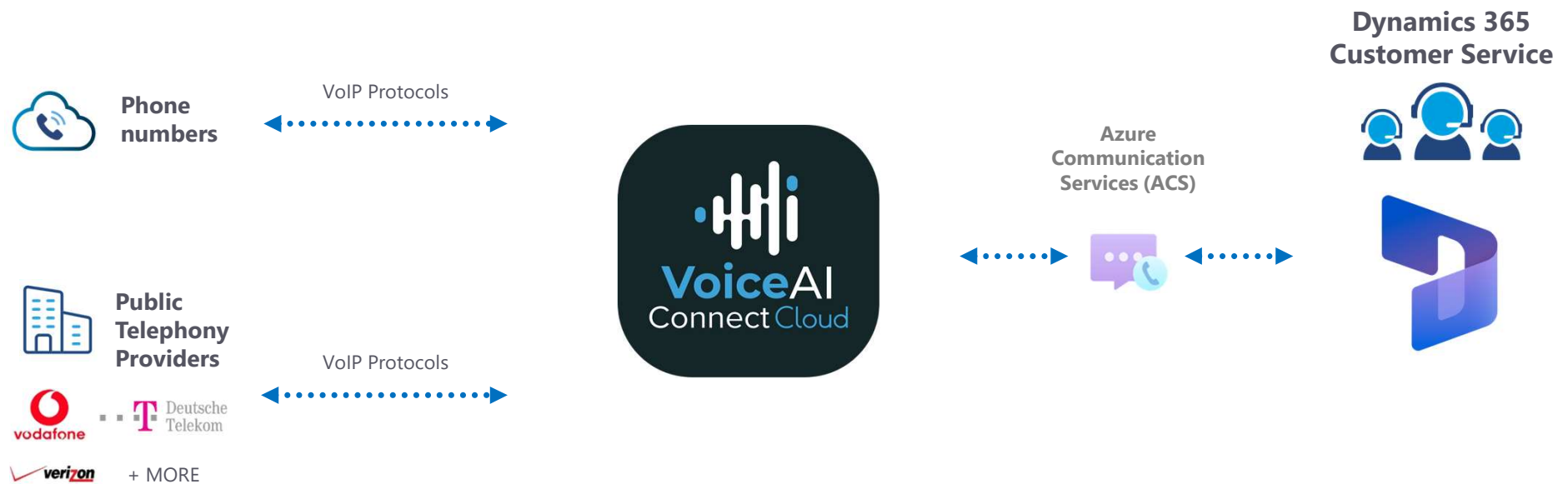
- Retain existing carrier connections, phone numbers and pricing
- Migrate from legacy contact center solutions
- Communicate with existing voice platforms, UC solutions



## Robust infrastructure

- Based on AudioCodes' ACS-certified SBCs
- Scalable, secure cloud service

# VoiceAI Connect Cloud – Service Architecture



# Try It for Yourself

---



Welcome to the AudioCodes VoiceAI Connect Cloud.

Here, with just a few quick steps, you will be able to instantly connect your bot with a local telephone from supported countries, enabling voice via the AudioCodes VoiceAI Connect.

If you need any assistance or information, please feel free to reach out to us at [saas.support@audiocodes.com](mailto:saas.support@audiocodes.com).

For more information on VoiceAI Connect Cloud, please click here.



Start your free VoiceAI Connect Cloud trial today!

→ Free trial

Any questions? Write to us:

[saas.support@audiocodes.com](mailto:saas.support@audiocodes.com)





CONVERSATIONAL INTERACTION CENTER



# VOICE

THE MOST FUNDAMENTAL FORM OF HUMAN COMMUNICATION



**USING MICROSOFT COGNITIVE SERVICES TO MAKE  
CONVERSATIONAL AI BUILT-IN AND EASY TO CONSUME**



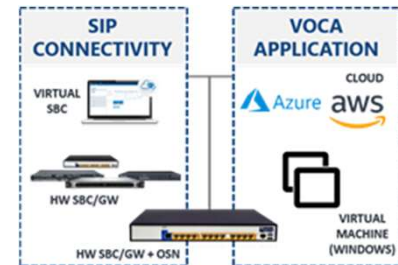
# VOCA – Agile Conversational IVR



Letting Callers talk  
through the IVR Menu  
(+DTMF fallbacks)



Easy & Intuitive System  
Management = IT Freedom



Zero to Service in a  
matter of days



IP OR  
ANALOG PBX



CONTACT  
CENTER



ENTERPRISE UC



WebRTC



SIP TRUNK

Instant Connection to Voice  
Ecosystem



# CONVERSATIONAL INTERACTION CENTER



CONTACT CENTER LITE + BUILT-IN CONVERSATIONAL AI





CUSTOMER EXPERIENCE  
TECHNOLOGY

# CONVERSATIONAL INTERACTION CENTER

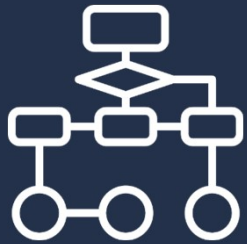
(large enterprise)

Lines of businesses are beginning to use CCaaS, which expands market opportunity to additional 30M users (on top of ~16M classic CC agents).

(any org. size)



# **EMPOWERING THE CALLER EXPERIENCE**



- + INTUITIVE USER EXPERIENCE
- + INFINITE IVR DESTINATIONS
- + 1-HIT INSTANT INTERACTION



**MULTI-LANGUAGE  
CONVERSATIONAL  
INTERFACE**



**NATURAL  
LANGUAGE  
UNDERSTANDING**



**UNIQUE SUPPORT  
FOR CUSTOM  
VOCABULARY**

(NAMES, LOCATIONS & PRODUCTS)



**OPTIMIZATION  
USING KEYWORDS  
& RECORDINGS**

# Voca Conversational Interaction Center

## Commercial Service Models

ALL COMMERCIAL MODELS AVAILABLE FOR BOTH  
CLOUD & ON-PREM DEPLOYMENTS

Voca channels  
(per language)

Implementation

SBC  
(free of charge)

AudioCodes Cloud Hosting  
(free of charge)

Monthly/Self-Managed per channel per month  
(12 or 36 months) (Standalone/HA)

Managed Service/Voca Live per channel  
(12 or 36 months) (Standalone/HA)

MULTI-TENANT FLOATING CHANNEL MODE AVAILABLE FOR SERVICE PROVIDERS



# **SmartTAP 360<sup>0</sup> Live for Microsoft Teams**





# SmartTAP 360° Live for Microsoft Teams

## Recording of all Interactions



### Compliance Recording

Meet corporate and govt regulations and business requirements



### Quality Recording

Drive agent efficiency & increase customer satisfaction



### Malicious Call Recording

Reduce exposure to fraud and minimize financial exposure



### Convenient Recording

Boost team collaboration with easy and automatic recording of meetings and user sessions



### AI Ready

AI analytics to enhance productivity with actionable insights



Certified for  
**Microsoft Teams**



- Record ALL modalities in MS Teams
  - Voice
  - Video
  - Chat
  - Screen-sharing
- Full-time and On Demand Recording
- Record from ANY device running MS Teams client
- Comprehensive recording profiles
  - Including from Teams Call Queues
- Flexible Deployment model
  - In AudioCodes Azure – Recording as a Service
  - In Customer Azure – Fully Managed Service
  - Hybrid in Customer / Partner DC or on-premise – Fully Managed Service
- Embedded Analytics
- Embedded custom evaluation forms
- Simple Subscription-Based PUPM pricing or capex
- SmartTAP 360° Live includes 24/7 Support with proactive monitoring
- Combine SIPrec and Microsoft Teams on the same platform

## Government & Education



### Public School Districts

- Parent/teacher calls
- Security threats

### Private Schools & Universities

- Campus security
- Fundraising

### Municipalities

- Security threats
- Community awareness

## Healthcare



### Hospital Departments

- HIPAA compliance
- Nurse/patient inquiry
- Doctor/nurse

### Physicians' Offices

### Long-Term Care Facilities

### Security/Back Office

### Claims

### Scheduling

## Financial & Insurance



### Compliance

- Dodd Frank regulations
- FSA

### Liability

- Funds transfer
- Brokerage functions
- Claims

### Back Office

- Help desks
- HR
- Internal

## Energy & Utilities



### Energy Traders

- Brokers and traders

### Dispatch

- Compliance and emergency services

### In-Field Communications

- Work crews
- Radio communications

### Threat Protection

### Customer Service

### Collections

# Advanced Key Compliance Features



Manual pause/resume  
for real-time PCI  
Compliance recording



Automatic recording  
notifications for compliance  
with regulations



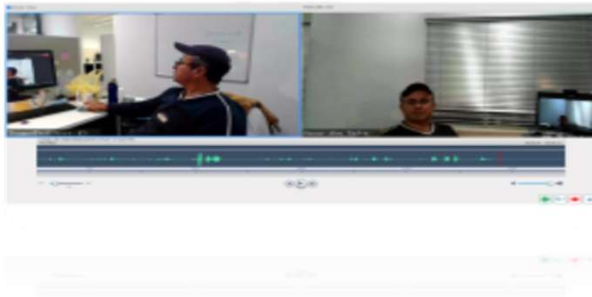
Dedicated deletion &  
retention policies with local  
(national) storage capabilities  
for GDPR Compliance



Select call types you are  
obligated to record (PSTN,  
federation, queues, all)  
Audit trail

# Modalities

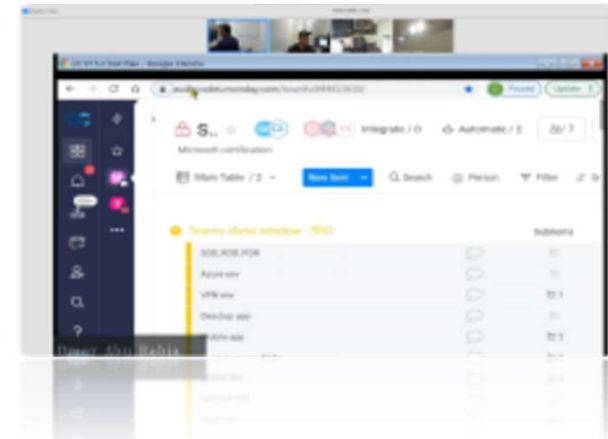
## PEER-TO-PEER VIDEO CALL



## TEAMS CHAT RECORDINGS – ATTACHMENTS, FILE TRANSFERS



## VIDEO CONFERENCE WITH SCREEN SHARING (UP TO 4 PRESENTED)



## TEAMS CHAT RECORDINGS – SNAPSHOT



# smartTAP 360° AROUND THE WORLD



# AudioCodes Devices for Microsoft Teams







Office Employee  
Hybrid/Hot  
Desking

Common Area

Admin

Meeting Room

Executive

## AudioCodes Phones and Personal User Devices



### C470HD Business Phone

The feature-rich C470HD is Ideal for managers or office



- Large color touch screen- allows you to see more avatars during a meeting
- Superior voice quality - hands-free speaker option for long meetings
- Small footprint on the desk - while getting more functions
- Full touch screen with all the necessary buttons for working with Teams (Hold, Transfer, Mute) located below the screen for easy access without obscuring your view of the screen

### C455HD with Expansion Module

The feature-rich C455HD is Ideal for managers and admins who spend a lot of time on calls.



- Color touch screen expansion module that holds up to 60 contacts for a unique touch experience
- Large keys and ergonomic design
- HD voice quality
- Hands-free and USB headset support

### Show Your Own Persona - At Your Best



**RXV Cam10** - Superb images for the best meeting experience, without compromising on quality by settling for a cheaper generic webcam

- Shows the user clearly and from a natural angle
- ePTZ and 3x digital zoom

### For a Superior Voice Experience



**RX15 Speaker** - Six-element microphone array and excellent sound quality

- Enjoy a superb voice experience, where you can hear and be heard clearly with no echo, thanks to a powerful microphone pickup.



C435HD



C450HD

All devices and peripherals can be managed by AudioCodes unique device manager management console



# C455HD

With  
Expansion Module

High-end business phone with a large color touch screen for a seamless Microsoft Teams experience and an expansion module.



Admin

## Feature

Hands Free	✓
USB Headset Support	✓
HD Voice Quality	✓
Touch Screen	✓
Bluetooth/Wi-Fi	✓
MSFT Teams Certified	✓
PoE (Power Over Ethernet)	✓
Better Together (Bluetooth based)	✓
Advanced Features - Call Park, Delegate	✓
Wall Mountable	✓

\* MSFT features are available based on your license



Ability to  
get up to 60  
contacts

Color  
touch  
screen  
expansion  
module

Unique  
touch  
experien  
ce

Watch C455HD  
video

# AudioCodes MTR Portfolio

## RXV100

Best-of-breed AudioCodes intellectual property wrapped around Lenovo compute

A meeting room Windows-based device occupying a unique position in the marketplace



- Comes in two flavors (audio/sharing or full package AV and sharing)
- A rotated 10" touch LCD enabling any user to view and control the meeting
- 360° mic pickup
- Crystal-clear sound quality so everyone in the room can be heard
- Superb video quality (ultra HD, 1080p, auto framing, EPTZ)
- One click join and full calendar on the screen

## RXVCam50 M/L

The ideal choice for a complete hybrid experience



- Great match for the RXV100
- Facial recognition powered by artificial intelligence ensures an enhanced and seamless experience for meeting attendees, allowing everyone to participate.
- Model M - Wider viewing with 104° FOV to everyone in the room and still maintain social distancing
- Model L - The "bowling alley room" with 83° FOV

## RXV81

A cost-effective collaboration bar

Android-based soon-to-be Android 12



- HD audio with a powerful six mic pickup and excellent speaker reach
- 4K HD video with ePTZ support and 5x zoom
- One click join and full calendar on the screen
- Quick and easy to deploy
- Can be used on an ad hoc basis as a USB A/V peripheral for any UC client
- Very competitive price

## RXV80

A purpose-built MTR device

Android-based soon-to-be Android 12



- Full-featured, rich HD video, and crystal-clear audio with a powerful four mic pickup
- Stylish design and straightforward mounting with minimal cable connections make deployment hassle-free
- One click join and full calendar on the screen
- Competitive price for a fully certified device
- Perfect for small rooms and for ad hoc meeting spaces

All MTR and peripherals can be managed by AudioCodes unique device manager management console



# RXV8

VIDEO  
BAR\*

A standalone MTR video bar with integrated A/V designed to work with any monitor in huddle rooms and small shared rooms, as well as in managers' and executives' personal offices.

- Participants: 5-6 (2 options)
- Video features: Full HD with 110° field of view, EPTZ with 5x zoom
- Built-in integrated audio: 6 mics with 4.5m pickup for mid-size rooms and a 10W speaker
- Bluetooth Remote Control
- Dual band Wi-Fi
- Supports a touch screen or non-touchscreen display (not included)

\* Pending Certification



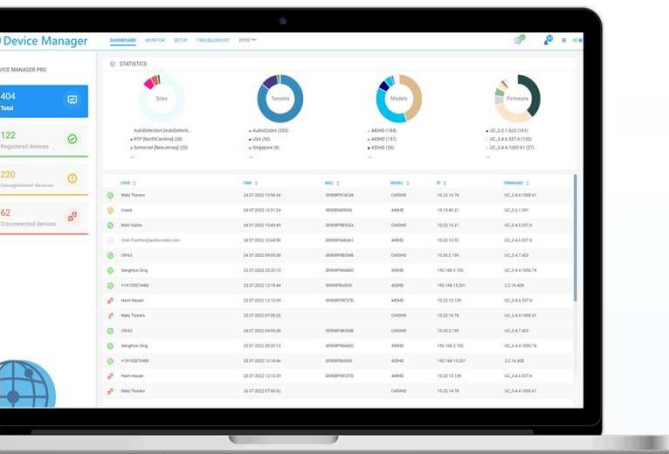
RXV81RC



# Device Management Is the Key to Success



Web-based lifecycle management and monitoring for cloud or premises-based VoIP deployments



Monitor, manage and control your devices



Measure your devices' voice quality



Get alarms/notifications if devices are disconnected from the network



Perform remote locking or restart a device



Easily deploy and upgrade the devices' software from a centralized location



OVOC can run on a public cloud (Azure, AWS) or on-premises, while the managed devices can be located either in the office or at home.

# Audio Codes Live Devices-as-a-Service



Focus on growing your company and let us make sure your devices are running smoothly.



The technology is evolving rapidly, so you can get the most up-to-date devices with AudioCodes Live Devices-as-a-Service.



Full management, updates and support from AudioCodes experts.



Advanced Hardware Replacement so you can quickly replace a malfunctioning device.



Ongoing health checks to make sure you won't miss a call.

## We do the Telephony

So you can Focus on the rest





# Our software and services are deployed in the top global enterprises

9/10  FORTUNE TOP 10 ENTERPRISES

8/10  GLOBAL TOP TELECOM OPERATORS

4/10  TOP MULTINATIONAL BANKS



# We Are The Voice Company



The background of the slide features a grayscale image of a person's hand in a suit, reaching out to interact with a glowing, circular digital interface. This interface is composed of various white icons on a light gray background, including a shopping cart, a bar chart, a classical building, an envelope, a padlock, a medical bag, and a clock. The overall aesthetic is high-tech and professional.

**ac** | Thank You

[martin.piffl@audiocodes.com](mailto:martin.piffl@audiocodes.com)