

AudioCodes Live Hub for Microsoft Voice Services

A self-service portal for connecting and orchestrating multiple enterprise voice communications services

AudioCodes Live Hub is an intuitive, self-service portal for orchestrating multiple enterprise voice communications services. With just a few clicks, Live Hub lets you connect voice engagement channels (for example, SIP trunks), business voice applications such as Microsoft Teams, Dynamics 365 contact centers and conversational AI platforms like Microsoft Copilot Studio, while enriching them with cognitive voice services (for example, Microsoft speech-to-text, text-to-speech and voice analytics).

Live Hub Services



Microsoft Teams

Direct Routing connectivity with full Teams Phone lifecycle management:

- ✓ Connect Teams to any SIP trunk (Bring Your Own Carrier)
- ✓ DID and Teams user management, call routing plans and policies
- ✓ Connect Teams to any contact center



Microsoft Dynamics 365

Enhance Dynamics 365 Customer Service with advanced voice and AI capabilities:

- ✓ Connect your SIP trunk to Microsoft Dynamics 365 in just a few clicks
- ✓ Connect voicebots developed on your platform of choice
- ✓ Connect Microsoft Dynamics 365 to Microsoft Teams



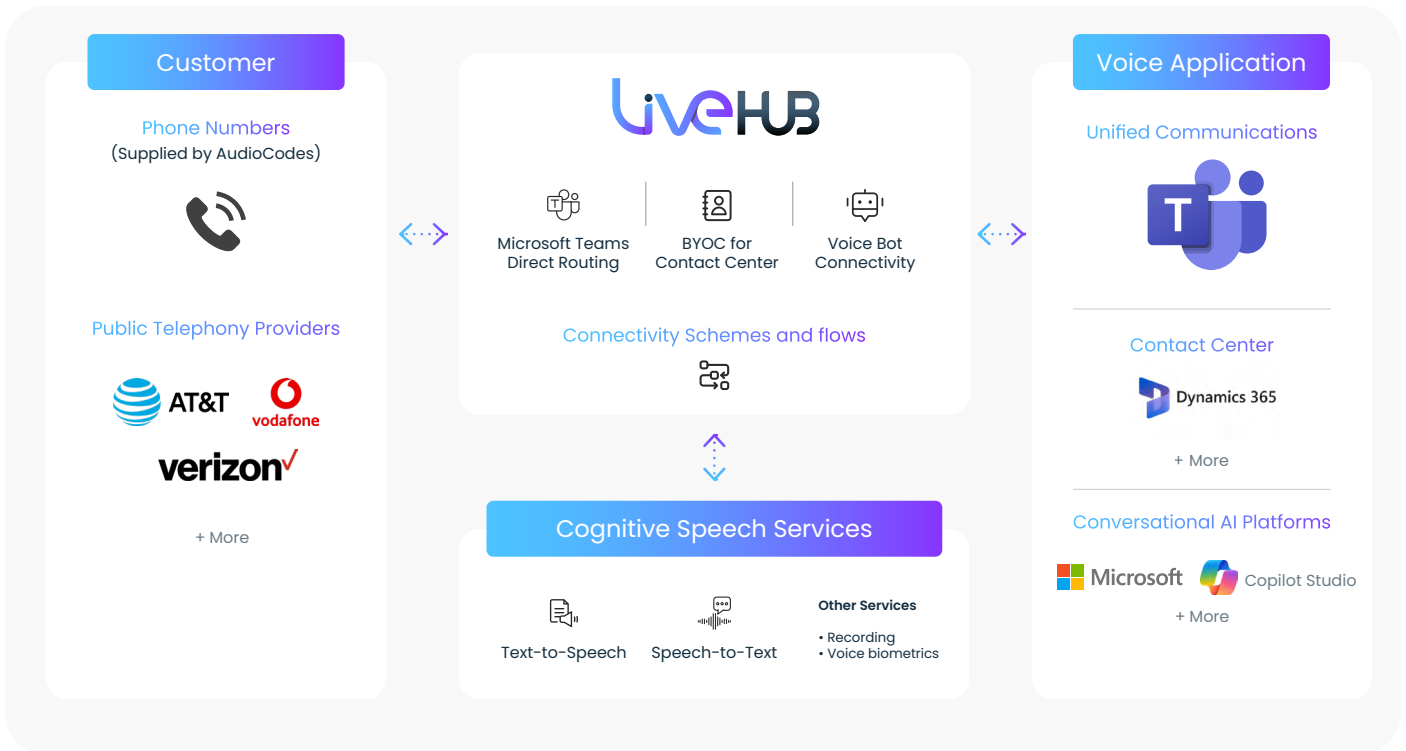
Microsoft Copilot Studio Voicebots

Boost contact center engagement with voicebots, conversational IVRs and agent assistants developed with the Microsoft Copilot Studio:

- ✓ Connect your Microsoft Copilot Studio to any contact center
- ✓ Voice-enable your bot with Microsoft Azure speech services
- ✓ Real time transcription, post call summarization and sentiment analysis

Powerful monitoring and reporting

Connect and Enrich Enterprise Voice Services the Easy Way



Live Hub At-a-Glance

Benefits

- ✓ Intuitive, self-service operation, no coding or VoIP experience required
- ✓ Rapid service setup and launch with no upfront costs
- ✓ Seamlessly transition from a proof of concept to production
- ✓ Flexible pricing options including pay-as-you-go and volume discounts
- ✓ Pre-defined integration with Microsoft Teams for fast deployment
- ✓ Try it out with free credit

Features

- ✓ Predefined voice integrations that enable you to connect with just a few clicks
- ✓ Define complex call flows in an intuitive way
- ✓ Call recording and transcription
- ✓ Open API for customized integrations
- ✓ Available on Azure Marketplace



Get Started via
Azure Marketplace



Sign in to AudioCodes
Live Hub portal

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