



# One Voice for MS Teams

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5/ 2024

# A leading provider of enterprise voice services

30

Years of Domain  
Expertise

#1

Market Share in  
Enterprise SBC

#1

Microsoft Teams  
Voice Partner



65

Fortune 100  
Enterprise  
Customers

120+

Countries



**UCC**

Unified  
Communications  
& Collaboration



**CX**

Customer  
Experience

 audiocodes

# AudioCodes' Successful Journey with Microsoft

2006

2024

Microsoft



OCS

## Products

- Gateways
- SBCs

## Services

- Remote support



Lync

## Products

- Management App (OVOC)
- Certified IP Phones
- SBA
- SPS

## Services

- Implementation services
- Hardware replacement services
- Deployment Services



Skype for Business

## Products & Solutions

- Call Recording
- Certified IP Phones
- IVR
- Fax to mail
- CloudBond 365
- CCE

## Services

- Complete set of professional services



Teams

## Products & Solutions

- Direct Routing
- Meeting Room Systems
- Native Teams UC Devices
- AudioCodes Live Teams
- AudioCodes Live Cloud
- AudioCodes Live Express
- Operator Connect
- Voca Contact Center for Teams
- Meeting Insights
- Teams SBA

## Services

- Managed Services
- Professional services



Leading voice partner in the Microsoft UC ecosystem



First partner to offer Microsoft Teams Direct Routing



The one & only cloud native SBC on Azure for highly scalable services



The only Partner to offer end to end Products & Services for Microsoft Teams

# We Are The Voice Company





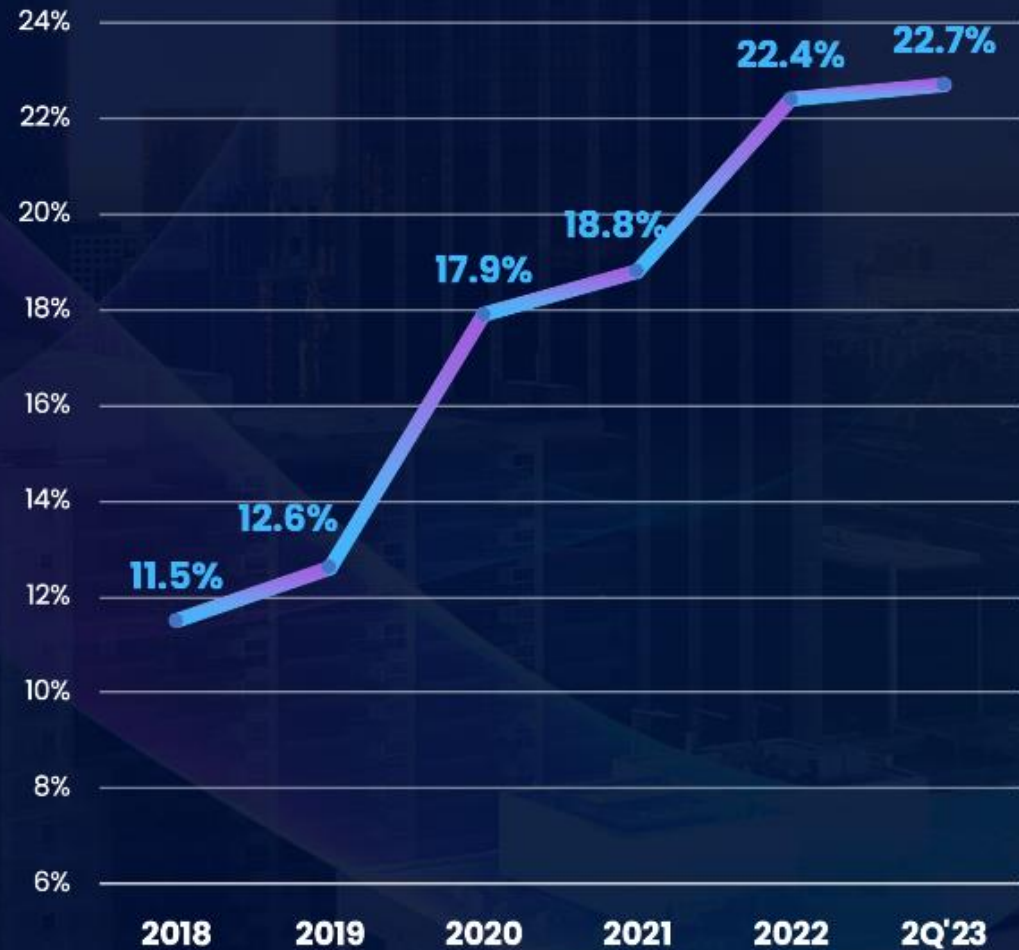
SBCs and GW

Cloud native and MS Teams Voice propelled AudioCodes to continue to gain revenue share



Source: Omdia report "Enterprise SBCs and VoIP Gateways Market Tracker, September 2023

Enterprise SBC market share



## 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

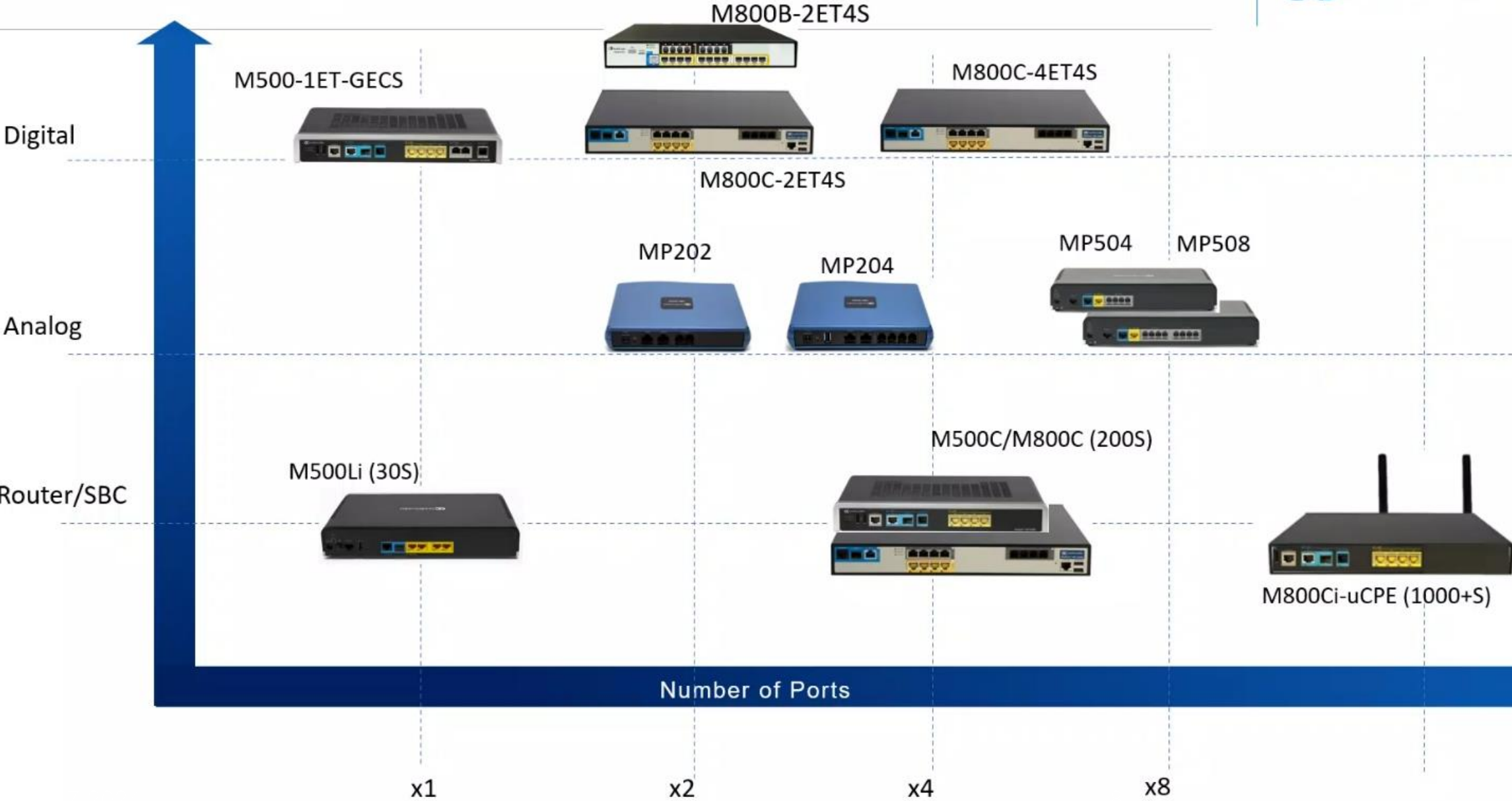


MP2xx



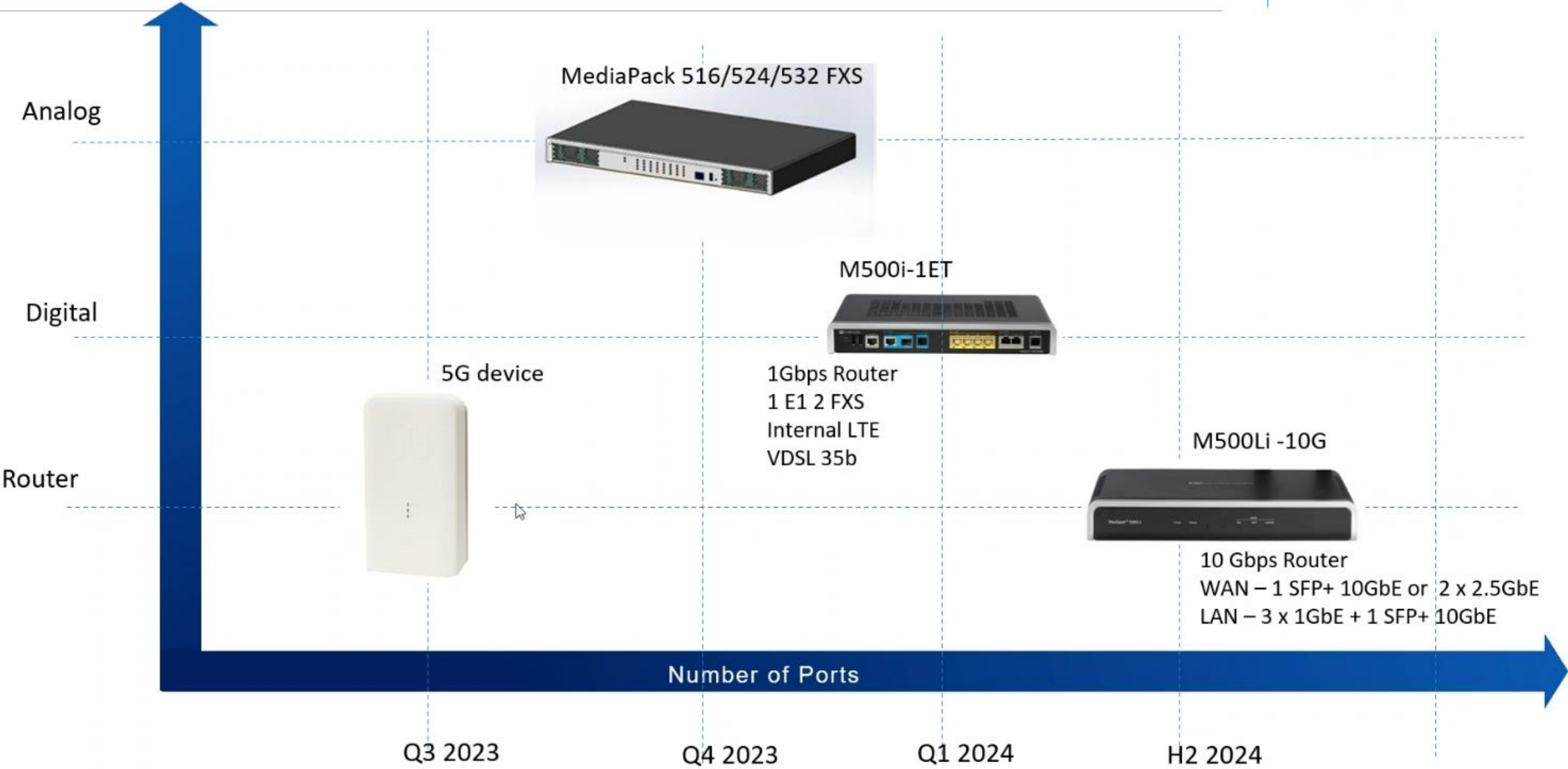
MP1288

# Current SP CPE Product Segmentation





# CPE Roadmap



# M5G-EA (Extended Access)

- Sub-6 GHz band, up to **1Gbps with worldwide coverage**
- Compatible with any AudioCodes Mediant device through a single Ethernet cable
- Backward compatible to 4G/LTE networks
- **Fully managed** by the Mediant CPE (M500Li, M800C, M800Ci)
- Can be installed remotely (**up to 100m**) from the Mediant device, in an area of good cellular reception (Wall Mount, Pole Mount)
- **Outdoor IP65** dust & waterproof with working temperature -40 °C - 55 °C
- **Powered by PoE** or local external PS



## • Applications

- High speed access for remote locations
- Secured high speed VPN for branch offices/remote workers

# MediaPack 532

- New design to support higher port density with 16,24,32 FXS ports
  - Same software version as the MediaPack 504/508
  - Metal enclosure
  - Dual PS AC and DC
  - Dual WAN & dual LAN
  - MP-5xx Assembly options :
    - 32 FXS ports on 2x 50 pin connector
    - 24 ports on 1x 50 pin connector
    - 24 ports on RJ11
    - 16 ports on RJ11

## • Front:

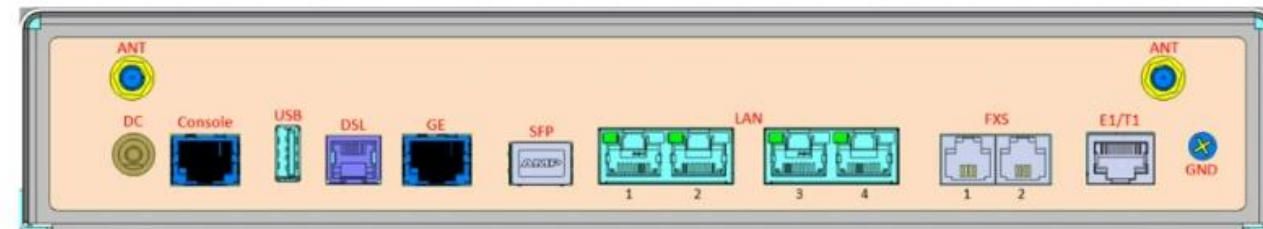


## • Back: D-SUB 50pin (Champ)



# M500i 1ET

- Next Generation for the Mediant 500
- 1 Gbps router with 1E1 and 2 FXS
  - Share same software with the M500Li
  - Support same features as the M500Li
  - Support all WAN options
    - Copper and SFP for fiber or GPON
    - Internal LTE
    - VDSL 35b
- Metal enclosure





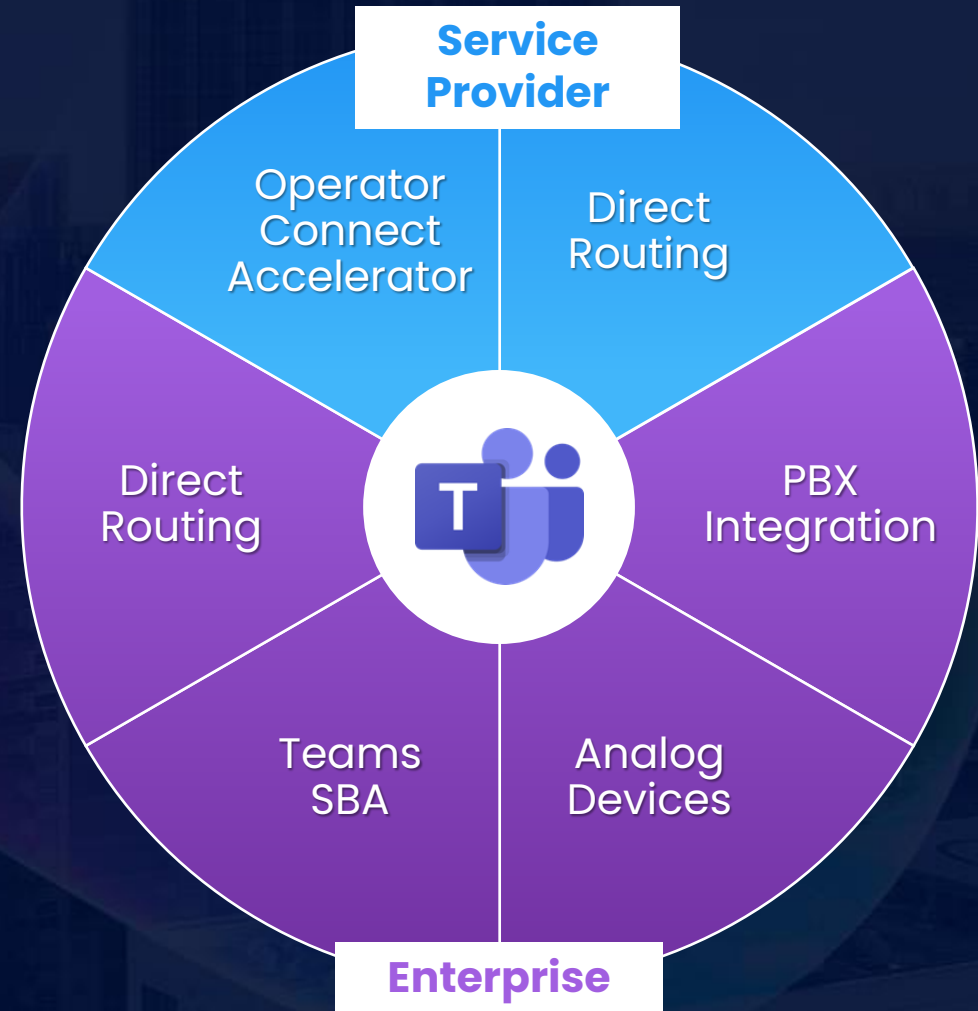
Live for MS Teams

# Teams Phone System Voice Connectivity

Our solutions help to **simplify and accelerate** the adoption of Microsoft Teams Phone System

## The AudioCodes Advantage:

- Leading global provider of enterprise SBCs and Teams voice connectivity solutions
- Scalable and robust Microsoft-certified voice connectivity solutions
- Offerings for enterprise and service provider customers
- Versatile portfolio of voice solutions for Teams to suit any voice network setup
- Global team of highly experienced professional services experts



# AudioCodes *Live* Subscriptions Overview

## *Live* for Teams

A portfolio of **managed services** for large enterprises

**Dedicated infrastructure** hosted by the customer or AudioCodes

Simplifies the integration of Microsoft Teams with the PSTN via **Direct Routing** enterprise telephony

AudioCodes managed service

## *Live* Express

A SaaS multitenant platform for VAR / SIs / MSP partners

**Shared infrastructure** hosted by AudioCodes

Fast provisioning and onboarding business customers to Microsoft Teams Phone System via **Direct Routing** self-service portal

AudioCodes-branded solution

## *Live* Cloud

A SaaS multitenant platform for service providers

**Dedicated infrastructure** hosted by the SP or AudioCodes

Enabling carriers to easily onboard customers to Microsoft Teams Voice via **Operator Connect** or

Direct Routing  
**White-label, multi-tier solution**

Delivered as a per-user-per month subscription plan

# Voice Applications for Teams

## Compliance Recording

### AudioCodes SmartTAP 360° Live

- An intelligent, secure enterprise compliance-recording solution
- Capture and index any customer or organizational interaction
- Certified by Microsoft

[Read more...](#)

## Conversational Contact Center

### AudioCodes Voca CIC

- A modern contact center solution, tightly integrated with Microsoft Teams voice
- Deliver a top-notch service experience for callers over your existing Teams voice infrastructure.

[Read more...](#)

## Conversational IVR

### AudioCodes Voca

- An agile, AI-based conversational IVR solution
- Instantly automate main-line call flows using simple, intuitive voice requests
- Custom vocabulary support.

[Read more...](#)

## Meeting Insights

### Meeting Insights

- Elevate Teams meeting productivity and team collaboration with an innovative in-meeting experience and post-meeting review
- Full meeting transcription, AI-generated meeting summaries, speaker identification, and key-phrase detection

[Read more...](#)

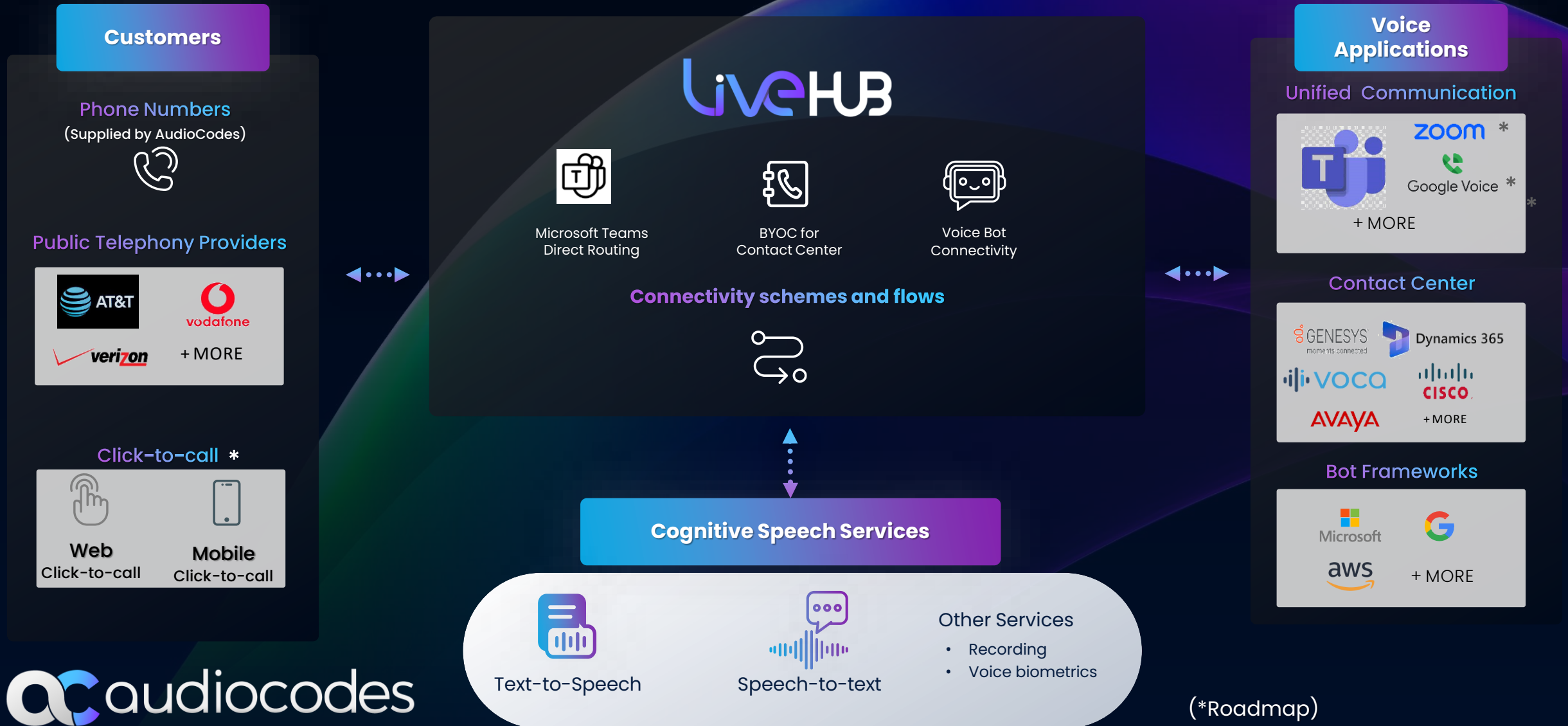




liveHUB

Self-service portal  
Connecting enterprise voice services

# Connect and Enrich Enterprise Voice Services the Easy Way



# Microsoft Teams Direct Routing as a Service



# Voice bot connectivity



# BYOC for contact centers



## Live Hub Benefits

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Easy-to-use with self-service web portal, no coding or VoIP experience required



Rapid service setup with predefined SIP trunk and contact center provider templates



No equipment or software to install or maintain



Flexible service customization (connect to your application with open API, call routing)



Convenient payment options (pay-as-you-go, volume discounts)



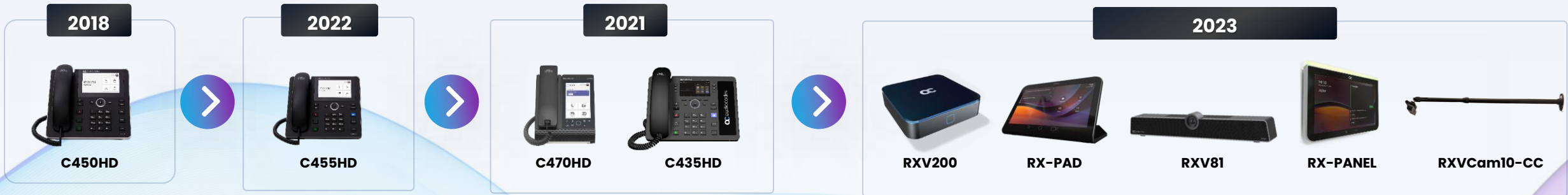
Easy, cost-effective platform for POCs and trials that can transform seamlessly to production



Teams phones and  
MTRs

# AudioCodes Native Teams Devices Journey

## Constantly Expanding Portfolio of Certified Devices



## Significant Customer Wins





# Android First with Robust Security

**Leveraging Android openness, agility & cost-effectiveness**

**Built-in device security with hardened OS**

**First to deliver Android 12 MTRs**



# AudioCodes Device Security Hardening

- **No** Google Play services
- **No** Third-party applications (Kiosk mode)
- **No** WEB server
- **No** SSH open by default

Firmware is signed, signature is verified during update

File system is encrypted

Certified for Microsoft GCC & GCC-H

**AudioCodes TAA phones were selected over Poly in a few US government agencies after security testing and code scan**



**Device management is only via MSFT TAC or AudioCodes Device Manager over SSL with certificates.**

# RX-PAD Room Controller

**The Intelligent Heart of the AudioCodes MTR Experience –**  
Intuitive Touch Control of Teams Meetings



**Human presence sensor**  
saves power, “welcomes”  
user to the room



**Meeting Status  
Indicator**



**Enhanced security  
and performance** with  
Android 12



**Simple meeting control with  
dedicated touch buttons –**  
Home, Back and Camera control

# RXV200 Bundles – Microsoft Teams Rooms for Android



**RX-PAD**



Meeting Room Controller



**RXV200**



Android-based Intelligent A/V Hub

**RXV200-B20**

Small room up to 10 users



**RXVCam50M**

4K camera  
10x digital zoom, auto framing  
100° field of view



**RX15**

2.5m pick-up

**RXV200-B40**

Large room up to 16 users



**RXVCam50M**

4K camera  
10x digital zoom, auto framing  
100° field of view



**RX40**

6m pick-up with 2 satellite mics

# RX-PANEL Android Meeting Room Scheduler



Clearly displays meeting room availability and meeting details



Schedule meetings on the spot



Compatible with Android and Windows-based MTR devices



Android 12 for enhanced security

# RXV Cam10-CC Content Camera

AudioCodes  
**RXV Cam10**



Microsoft Teams

Certified



AI enhancements highlight content, hide the presenter



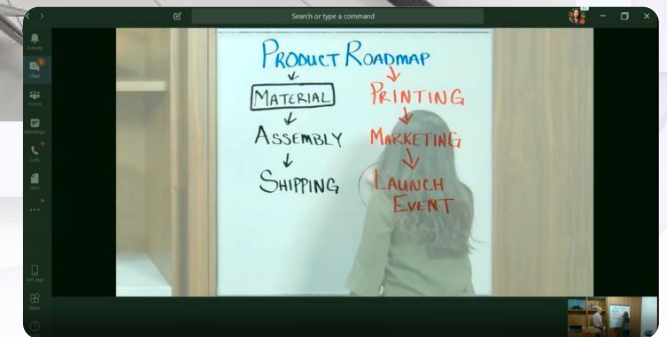
Automatic frame adjustment ensures all whiteboard content can be viewed by all meeting participants



Share whiteboard content between physically present and remote meeting participants



 audiocodes



# A/V Peripherals to Complete the Portfolio

## RXVCam-50 M/L

Powerful video cameras with excellent image clarity, designed for meeting rooms of any size.



## RX40 Audio Bar

An intelligent USB-powered external speaker with two satellite mics covering medium to large rooms with superior audio performance



## RX15 Speakerphone

Exceptional sound quality for personal offices and meeting rooms.



## RXV100 Windows-based Room Experience Hub

Superior video and audio quality that turns any large space into a smart meeting room.

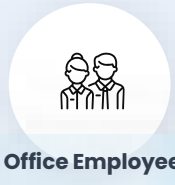


# C470HD

Full touch, feature-rich, executive high-end business phone for Microsoft Teams.



Executive



Office Employee



Easy to sanitize

Small footprint with a big high quality screen

Most used big feature keys are fixed on the lower part of the home screen for max ergonomic usage

Big acoustic chamber to deliver wide frequency clear sound

## 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



# C455HD

High-end business phone with a large color touch screen for a seamless Microsoft Teams experience



Executive



Office Employee



High resolution screen

Large keys

Ergonomic design

Small footprint

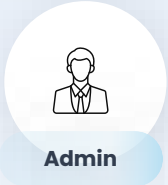
## Feature

- ✓ 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

# C455HD

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



Ability to get up to 60 contacts

Color touch screen expansion module

Unique touch experience

## 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

# C435HD

A native Microsoft Teams entry-level/common area phone.



Common Area Users



Office Employee



## 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

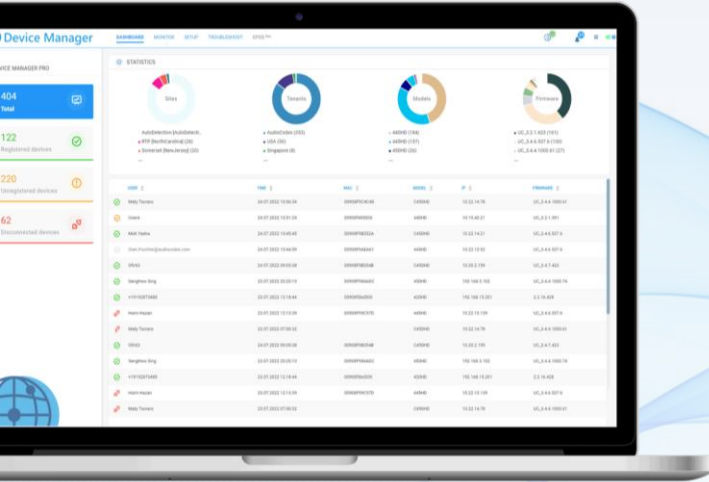
A photograph of two men in an office setting. One man is standing and leaning over a desk, while the other is sitting at the desk. They are both smiling and looking at a computer monitor. The background shows a window with a view of a city. There are decorative purple and blue wavy lines at the bottom of the image.

## Device Manager

Centralized management and monitoring of RX suite devices

# Device Management - The Key to Operational Success

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



Monitor, manage and control your devices

Perform remote locking or restart a device

Measure your devices' voice quality

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

Get alarms/notifications if devices are disconnected from the network

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.

## Flexible Purchasing Options

From CaPex to Full Device-  
as-a-Service



# AudioCodes Live Teams – Voice-as-a-Service

Service package includes:

- ✓ Purchasing on a 36-month lease basis
- ✓ Remote deployment (optional on-site installation)
- ✓ Customized templates via the Device Manager
- ✓ Device Manager training for the customer IT team
- ✓ Self-service portal to manage devices
- ✓ Periodical software upgrades (twice a year)
- ✓ Certification warranty (AudioCodes commitment for hardware replacement should Microsoft decide to decertify a device)
- ✓ ACTS and AHR bug fixes and warranty:
  - Essentials (minimum order quantity of 500 units)
  - Pro/Premium (minimum order quantity of 200 units)



Meeting Insights



# Challenges



1. Most knowledge and information shared during a meeting is not captured
2. Critical knowledge to help your business is siloed, not centralized, and hard to find
3. The data shared in strategic meetings isn't available for generative AI system

# How Meeting Insights makes knowledge retention and sharing easy

## Built-in AI-based Feature Set for Seamless Meeting Overview & Distribution



# Who is Meeting Insights best for?

Senior Leadership

Product

Sales

HR/Recruiting

Project  
Management

IT  
Departments

Marketing/  
Design



# What you WON'T find with a Microsoft Teams native recording

- 1 A central space where your company-wide meeting recordings are accessible for everyone.
- 2 The ability to review an hour-long meeting in 5 minutes.
- 3 Centralized and encrypted storage of all the information and knowledge shared during any company meeting.
- 4 A sync between your recording and meeting notes, action items, speakers, and decisions made.

# Roadmap for 2024

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- **Features Roadmap**

- **Ai Powered insights**
  - Persona based prompts - Accurate, extensive, and optimized for different personas (Summary, etc...)
  - Improved transcription (Glossary based)
  - Smart notification - Automatically delivered into your inbox
  - Preparation for next meeting
  - Summary per topic
  - Summary per speaker
  - And more...
- **AI powered MTR meeting recording**
- **SFDC integration**
- **More languages support (per market demand)**
- **BYOS (Bring Your Own blob Storage)**
- **And many more...**

# Product unique values

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- Designed to be the organizational meeting repository platform (just like outlook for Emails)
  - One repository for all platforms/devices (IP phones, MTRs, Teams, Zoom, etc...)
- Meeting insights put an emphasis on the easy and automatic unbiased and transparent knowledge sharing, assisting management for better decisions making
- Organizational analytics to understand stats and trends of the organizational meeting space



SmartTAP

# 360° Enterprise Interactions Recording & Capturing



- **Record Everything** - Full 360° enterprise interactions capturing of voice, video, desktop sharing and IMs
- **Capture Anywhere** - Supports internal, external, mobile interactions, and interactions with remote & federated users
- **Built for Microsoft UC and More** - Fully certified for Skype for Business and now for Microsoft Teams





# Compliance & Recording Solution Drivers



## Compliance Recording

Meet corporate and government regulations and business requirements

Minimize legal exposure and reduce related regulatory costs



## Quality Recording

Drive agent efficiency and increase customer satisfaction

Optimize multi-channel service deliver and improve revenues



## Malicious Call Recording

Align with corporate driven security standards and enterprise requirements

Reduce exposure to fraud and minimize financial exposure



## Convenient Recording

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

Integrate with external applications using the SmartTAP 360° Live API



## AI Ready

Collect voice communication data for later-stage AI or Speech Analytics applications

Enhance productivity with actionable insights resulting from everyday communications

# Advanced Key Compliance Features

**MiFID II**  
Markets in Financial  
Instruments Directive

**GDPR**

**E-Discovery**



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

# When Agility meets ease of use



HYBRID

CUSTOMER  
AZURE



AUDIOCODES  
AZURE

Comprehensive analytics layer based on cloud cognitive services allowing enterprises to base business decisions on real-time KPIs using:

- Full call transcription
- Search in transcription
- Rest API – add transcription to org Business Intelligent systems
- Sentiment analysis
- Automatic categorization (based on predefined words)



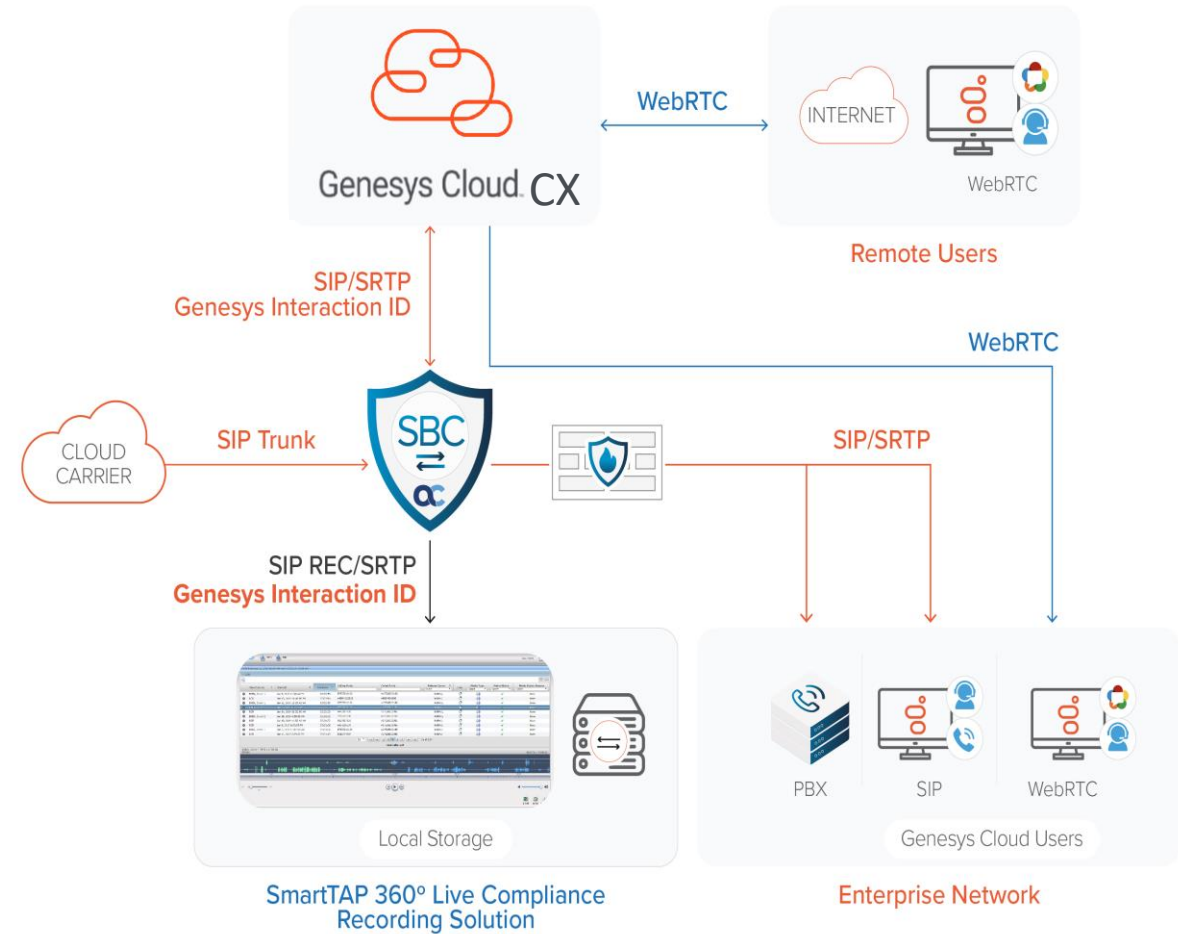
24/7 managed application using advance cloud technologies for achieving highest availability possible

- Proactive monitoring by AudioCodes NOC
- Periodic Reporting
- Software Upgrade Service
- Restore Service

# Recording as a service for Genesys Cloud

Enabling local or country-specific recording for multinational enterprises operating in countries with strict compliance regulations

Implementing local recording in any geographical location in line with an organization's own interactions recording policies.





VOCA CIC





# CONVERSATIONAL INTERACTION CENTER



CONTACT CENTER LITE + BUILT-IN CONVERSATIONAL AI





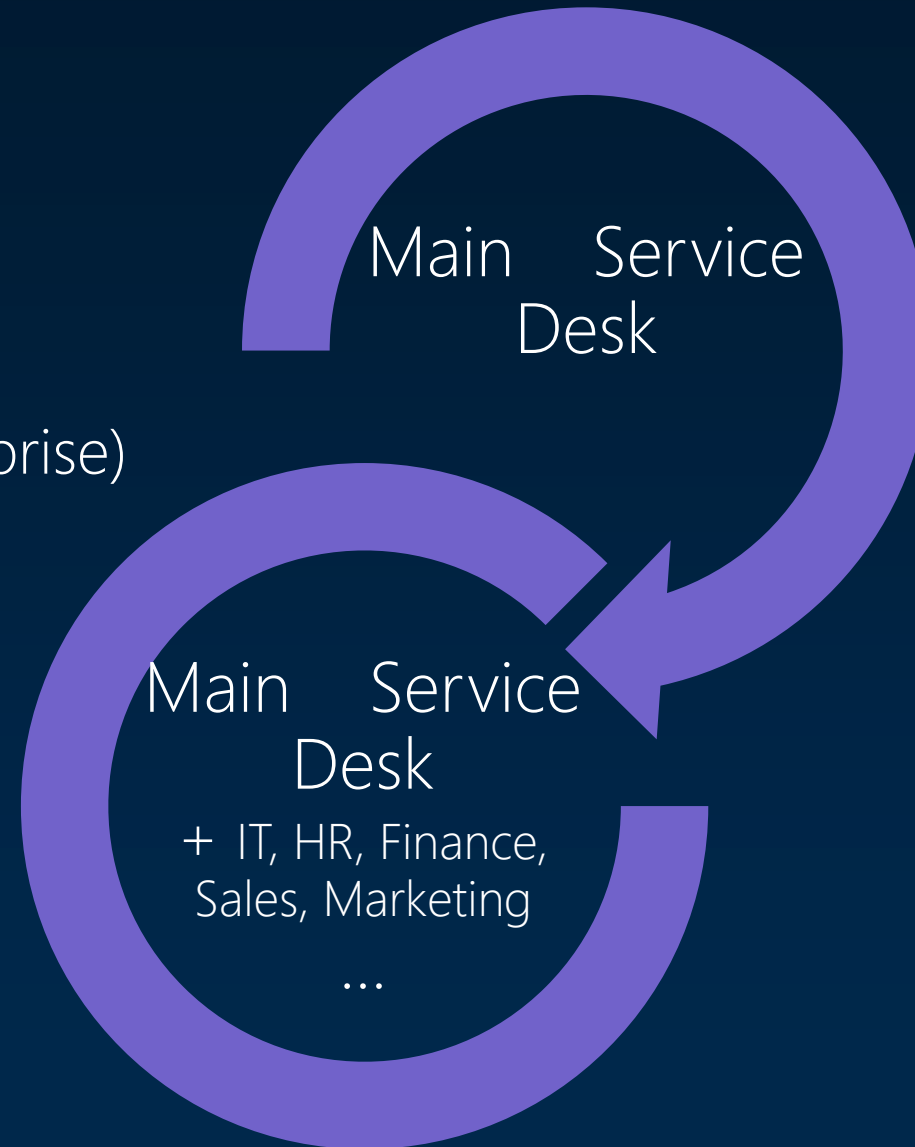
CUSTOMER EXPERIENCE  
TECHNOLOGY

# 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)



# Voca Conversational Interaction Center

## Competitive landscape

### Peer Group

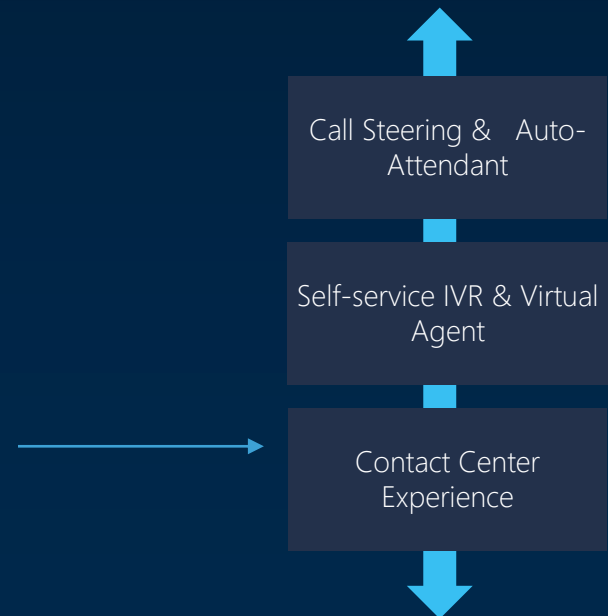
mida solutions Landis Technologies LLC  
Anywhere365  
tendfor Luware

### Non-Teams & Premium CC

talkdesk GENESYS  
Five9 CISCO  
NICE ZOOM

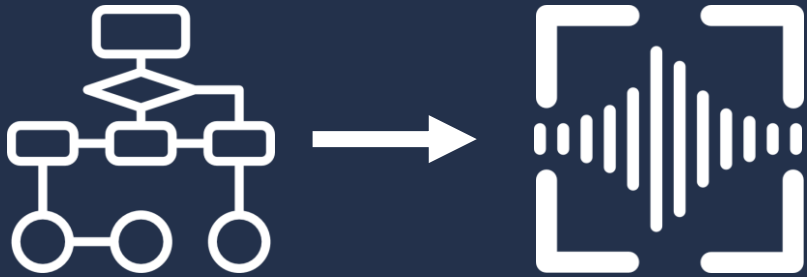


Multi-platform Call Steering & IVR	Built-in CAI	Managed Service offering
Native Teams/MSFT CCaaS	Best ACS/CC – Power Model	Flexible commercial model (AA <-> IVR <-> CC)



We seem to have a **rare blend** of a **modern, clean-slate, lightweight CCaaS** with **built-in CAI** capabilities, served to customers under a **unique commercial model**.

# **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



Azure-native integration  
with Microsoft Teams



UC



CC

CONVERSATIONAL CALL STEERING & AUTO-ATTENDANT

SELF-SERVICE VISUAL FLOW DESIGNER

ACTIONABLE CALL QUEUES

PRESENCE-BASED ROUTING

SKILL-BASED ROUTING

HISTORICAL ANALYTICS

AGENT & SUPERVISOR DESKTOP

REAL-TIME DASHBOARD

CALL RECORDING

BUILT-IN CONVERSATIONAL AI

OMNICHANNEL – Email, Webchat and Social media

NEW

Multi-platform  
Microsoft Teams

# Voca Conversational Interaction Center

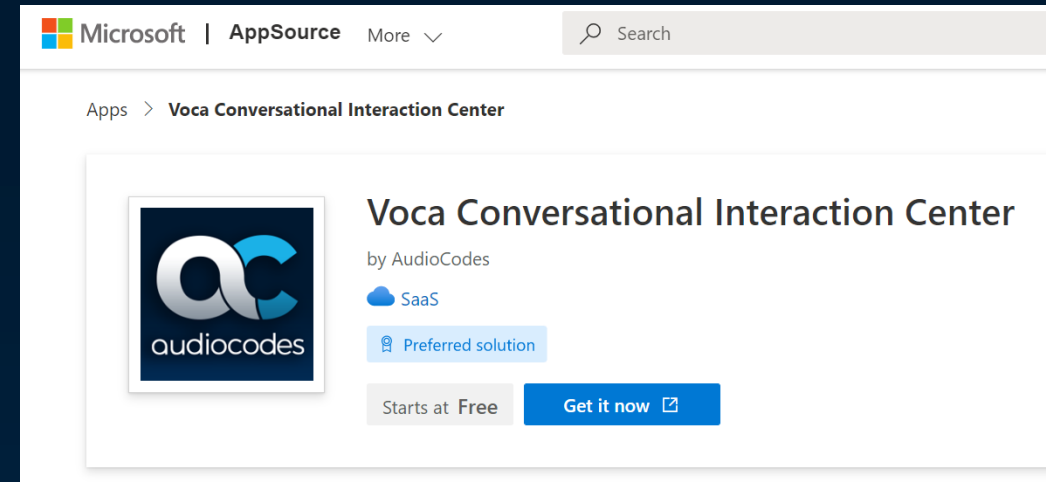
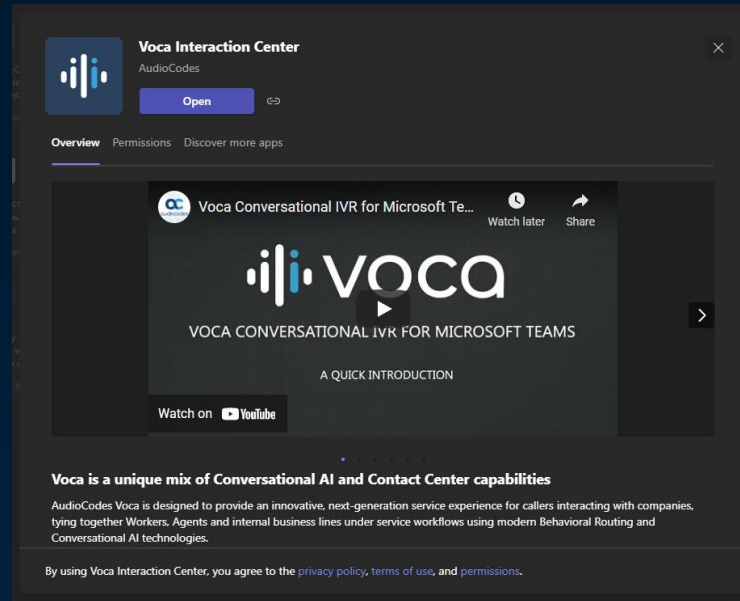
## Microsoft Teams AA/CQs comparison





	Microsoft Teams	VOCA	
CRITICAL FEATURES	COMPLEX IVR FLOWS	✗	✓
	REPORTS & ANALYTICS (+REAL-TIME)	✗	✓
	SKILL-BASED ROUTING	✗	✓
	SINGLE POINT OF ACCESS PER SITE	✗	✓
	RESPONSIVE/NO-LATENCY EXPERIENCE	✗	✓
	DEDICTAED AGENT UI	✗	✓
UNIQUE	MULTI-PLATFORM VOICE	✗	✓
	BUILT-IN CONVERSATIONAL AI	✗	✓


# Voca Conversational Interaction Center


## Alignment with Microsoft



- 

Hosted on  
Microsoft Azure
- 

Leveraging  
Microsoft Cognitive  
Services
- 

Utilizing Azure ACS  
(‘Power’ model for a Teams-  
certified CC)
- 

Native Microsoft  
Teams application

(+) Co-sell listed

# Architecture & design





# What makes Voca CIC's Offering Unique


**Only Azure-native CCaaS vendor worldwide**

**100% uptime during 2023**




**Azure-native Teams integration**  
(aka Power model)

**Microsoft Cognitive Services included**




**AI-first**  
Built-in Conversational AI

**Unlimited # of agents**




**Usage-based commercial model**

**Multi-tenant solution**



**Lightweight**  
Configure and deploy a contact desk in less than a day

**Only Teams Phone + CCaaS managed service partner worldwide**



**Teams UCaaS + CCaaS Managed Service**  
from AudioCodes

# More than words

**VANDERLANDE**  Anywhere365® 

CIC use-case (+ SmartTAP)  
\$150K TCV  
AW365 displacement

  Five9

IVA use-case  
\$1M TCV  
via AT&T (originally a Five9 deal)

  Anywhere365® 

CIC use-case (+ SmartTAP)  
\$870K TCV  
AW365 displacement

**Berry**  Anywhere365® 

CIC use-case (+ SmartTAP)  
\$712K TCV  
AW365 displacement

**MONSTER ENERGY**  

CIC use-case  
\$63K TCV  
Cisco UCCx displacement; via AT&T

**DHL** 

Survivable CC use-case (+SmartTAP)  
400K TCV -> expansion to \$1.3M  
via BT

 STANDARD INSURANCE 

Auto-Attendant use-case  
\$45K TCV

**YPF** 

Auto-Attendant use-case  
\$45K TCV

**Westcon**   LiveCloud

CIC use-case  
\$94K TCV  
Voca CIC on top of Live Cloud

**dstny**  LiveCloud

CIC use-case  
\$54K TCV  
Voca CIC on top of Live Cloud

**trust distribution**  LiveCloud

CIC use-case  
\$192K TCV  
Voca CIC on top of Live Cloud

**unica**  LiveCloud

CIC use-case  
\$144K TCV  
Voca CIC on top of Live Cloud



Thank You!

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**Voice Matters**