![audiocodes]

Ensure Voice Continuity While Moving to the Cloud

Managed Voice Services for Contact Centers

When the time comes to plan your move to the cloud, you need to be equipped with the tools and know-how to ensure that your voice services continue uninterrupted.

With a broad range of field-proven voice solutions and our expert, voice, managed services suite, AudioCodes helps you navigate through the complexity of cloud migration without risking downtime or compromising on functionality or voice quality. Working with AudioCodes allows you to focus on your core business and let us worry about ensuring your voice continuity and deploying your voice infrastructure for a seamless migration. AudioCodes will help you to deliver a consistent agent and customer experience throughout your migration process and deliver project milestones on time and on budget.

AudioCodes 4 Pillars
of Contact Center Voice Migration

Connectivity
Seamlessly connect legacy and CCaaS platforms with carrier networks, remote agents and more.

Coexistence
Orchestrate between on-premises and cloud voice services during and after migration.

Innovation
Enable ongoing CX transformation with conversational AI at all stages of the cloud transition.

Investment Protection
Continuous support for on-prem call recording, OTT voice apps, voice bots and phone numbers.

Why Choose AudioCodes
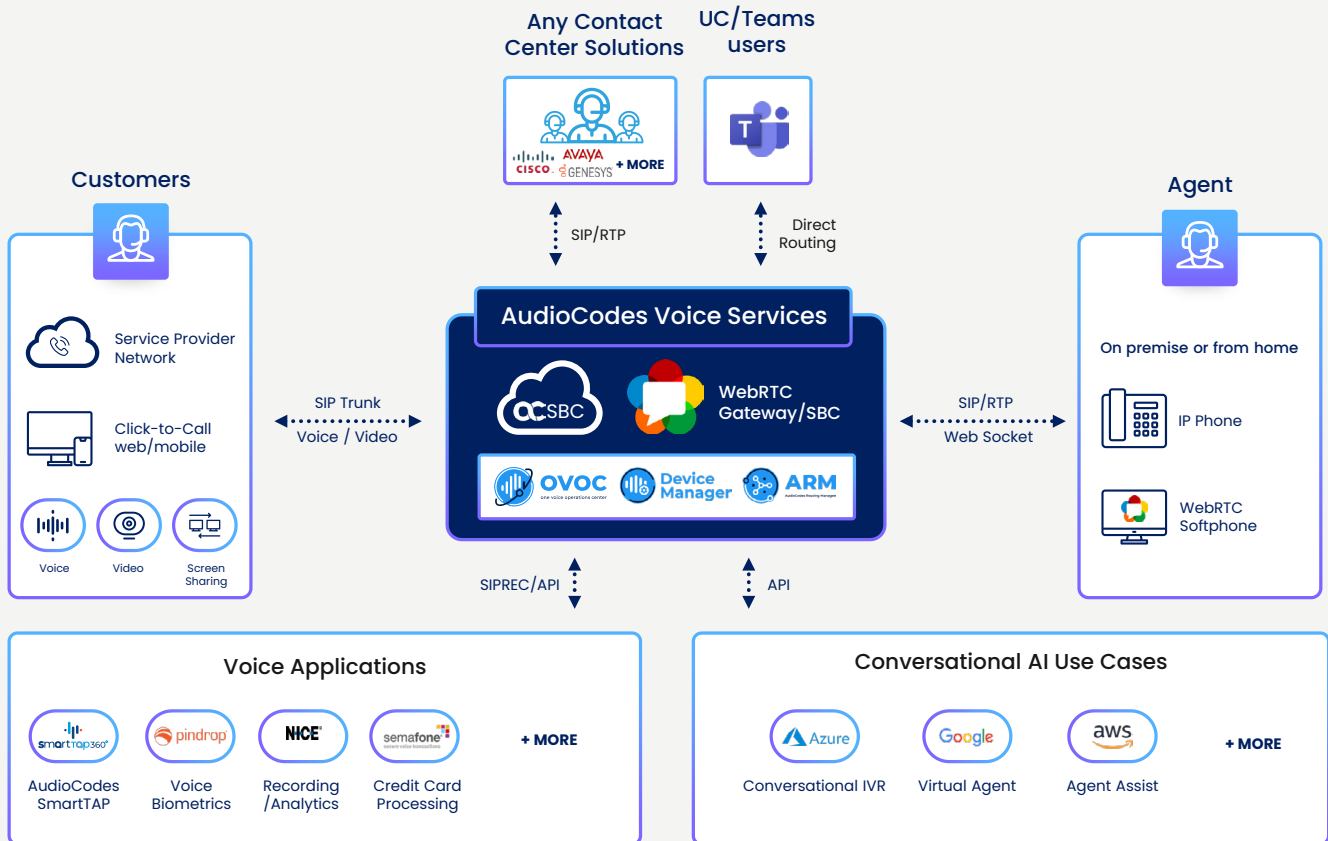### for Your Voice Migration to Cloud

✔ Vendor agnostic – supports any on-premises or cloud-based platform
(including Genesys, Avaya, Cisco, Nice, Talkdesk, Five9)

✔ Minimize disruption for customers and agents

✔ Seamless orchestration of on-premises and cloud solutions

✔ Continuous innovation with conversational AI and voice bots

✔ Migrate to CCaaS at your own pace

✔ Global support and service delivered by our team of voice experts

For 30 years AudioCodes stands at the forefront of the enterprise voice market, delivering technology and managed voice services to hundreds of enterprise customers worldwide. With a global customer base that includes 65 out of the Fortune 100 leading companies, AudioCodes is the ideal partner to guide and assist enterprises as they transition their contact center voice services to the cloud. Through our advanced voice technology and managed services, we deliver voice connectivity and innovation to contact centers across the globe, backed by a global team of voice experts.

AudioCodes Voice Technology & Services

Orchestrating Your CCaaS Voice Migration

AudioCodes contact center cloud migration solutions are powered by our industry-leading session border controller (SBC) solution. Our versatile and reliable SBCs act as a voice communication hub guaranteeing seamless connectivity between legacy and cloud elements of the enterprise voice network. AudioCodes' WebRTC gateway enables support for innovative, high-quality voice applications. Our One Voice Operations Center (OVOC) and Routing Manager (ARM) solutions empower voice network administrators with network-wide management and monitoring capabilities to ensure smooth running of voice services and effective troubleshooting.