



VoiceAI Connect

Easily connect any telephony system to any bot framework

In today's ultra-competitive digital economy, consumers quite rightly expect to receive a high level of service whenever they interact with a business. In response, companies have adopted chatbots and virtual assistants to meet these demands. AudioCodes VoiceAI Connect extends text-based chatbot functionality to voice communications, connecting to any telephony channel to allow customers to talk naturally with chatbots for an audio-centric user experience. This opens up bot usability to a wider audience, encompassing all age groups, who are able to communicate via a whole range of voice engagement channels.

AudioCodes VoiceAI Connect enables the integration of any cognitive voice services (text-to-speech, speech-to-text and voice biometrics) and bot frameworks with all voice and telephony channels, thus creating an intelligent voice journey. All this is facilitated by AudioCodes' market-leading session border controller (SBC) technology, ensuring the best voice quality, embedded security, high availability and true scalability.

VoiceAI Connect is offered in two editions to support multiple deployment options. The Cloud edition is a self-service portal (SaaS) in which you can immediately integrate your bots into your contact center voice business flows or connect to public phone numbers. The enterprise edition can be deployed in any datacenter or cloud account as a dedicated setup, offering the broadest capabilities.

Highlights

1. Extends chatbot usability to telephony and voice-based use cases
2. Connects any telephony channel to any bot framework
3. Best-of-breed approach to choosing cognitive voice services and bot framework providers
4. Allows smooth integration with any contact center or IVR business flows with no software upgrade
5. Reduces consumption and therefore the cost of voice speech services

VoiceAI Connect Use Cases

There are three key use cases in which VoiceAI Connect enables enterprises to implement their intelligentAI journey:



Intelligent Virtual Agent (IVA)

Offloads simple and repetitive tasks from live agents to voice bots. If needed, calls are transferred smoothly, along with the relevant details, to a live agent.



Virtual Agent Assists

Listens to conversations between customers and agents, analyzes the voice interactions and reacts by giving real-time insights to the agents and their supervisors.



Conversational IVR

Conversational AI-based IVR uses natural language understanding to replace traditional IVR and hierarchical DTMF-based menus with a free speech experience.

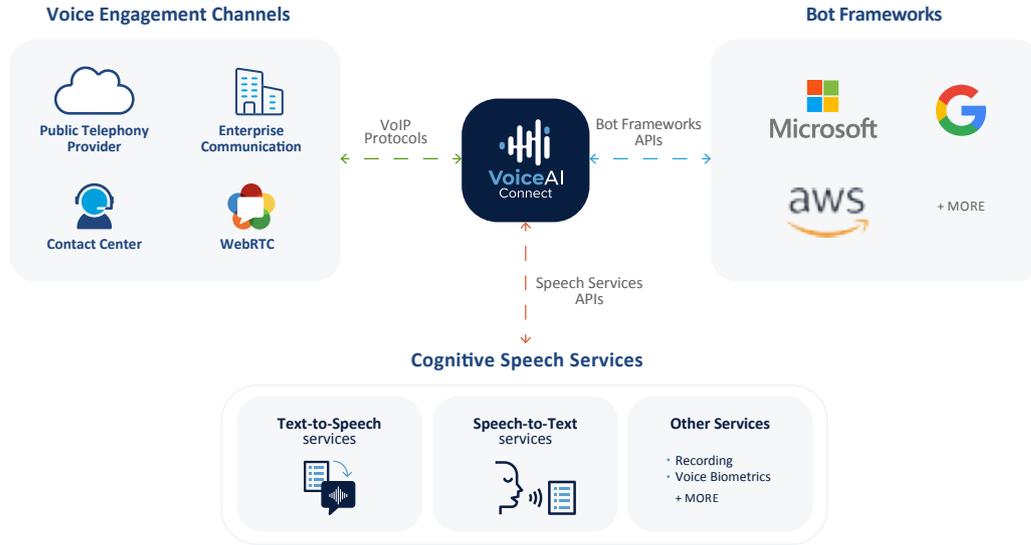


Outbound calling

Allow third party applications to conduct automated outbound selling, setting and confirming appointments and more by your voice-bot.

How Does It Work?

VoiceAI Connect has two components. The first, based on AudioCodes SBC architecture, integrates with various telephony channels. It connects to any voice and telephony platform to deliver superior voice quality and reduced latency, and has a secured, highly available and scalable architecture. The second enables a best-of-breed approach by adapting to any cognitive service API and orchestrating speech recognition, text-to-speech and bot framework voice flow.



Main Functionality

Functionality	Details/Description
Supported Cognitive Services	
Bot frameworks (pre-integrated)	Azure, Google, AWS, Cognigy, Kore.ai, Haptik.ai, Inbenta and more
Speech-to-text (pre-integrated)	Azure, Google, Nuance, Yandex and more
Text-to-speech (pre-integrated)	Azure, Google, Nuance, Yandex, AWS and more
Speaker authentication	Nuance, Phonexia - customer verification according to their voice signature
Public APIs	Public APIs allow connectivity to any bot framework, middleware, text-to-speech and speech-to-text services
Telephony Integration	
Telephony applications	Contact centers, enterprise communication platforms (SIP)
Service providers	Public telephony providers (SIP)
Other	Web calling (WebRTC)
Advanced Capabilities	
Control telephony actions from the bot framework	Escalation to human agent, play prompts, recording, Barge-in, outbound calls
Bot notifications	DTMF, no user and bot inputs, alarms and statistics
Cost reduction	Cache speech-to-text prompts, stop and start speech-to-text detection according to voice activities
Deployment Options	
VoiceAI Connect Cloud	AudioCodes multi-tenant SaaS
VoiceAI Connect Enterprise	AudioCodes multi-tenant environment (customized option) Dedicated setup on customer data center/cloud account Dedicated setup on AudioCodes account

Find out more about our [solution](#).

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