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Overview

VoiceAI Connect Enterprise offers the full set of VoiceAI Connect capabilities, including features such as agent assist, outbound calls, and call recording. It can be customized to suit any customer's specific needs, allowing you to also bring your own carrier, contact center, UC, speech-to-text and text-to-speech service providers.

To address your privacy and security requirements, VoiceAI Connect Enterprise offers multiple deployment options, ranging from a multi-tenant to a dedicated setup on an AudioCodes cloud account, or a dedicated setup on the customer's public cloud account or private data center.

VoiceAI Connect Enterprise is offered as a **fully managed service**, where AudioCodes is responsible for installation, software upgrades, configuration, integration, and active monitoring.

Typically, you would prefer the VoiceAI Connect Enterprise edition over the Cloud edition if any of the following capabilities are required:

- Connecting directly with the enterprise telephony channels / numbers (bring your own carrier), the installed contact center or the enterprise communication platform.
- Selecting a custom speech-to-text and text-to-speech provider and working with trained speech models.
- Agent assistant functionality.
- Call recording capabilities.
- Sharing metadata between the contact center and the bot framework.
- Customized actions for error use cases, such as losing connection to the bot.