

LiveHub

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. Live Hub lets you connect voice engagement channels (for example, SIP trunks), conversational AI platforms and business voice applications (including unified communications platforms like Microsoft Teams and contact centers) while enriching them with cognitive voice services (such as speech-to-text, text-to-speech and voice analytics).

With just a few clicks, enterprises, solution providers and system integrators can connect a vast array of pre-integrated SIP trunks, bot frameworks, cognitive speech services and contact center platforms, as well as defining call routing rules – all without writing a single line of code. Live Hub also offers an open API to generate additional integrations and build customized voice services.

Live Hub Services



Bring Your Own Carrier for Contact Centers

Enables organizations to retain existing phone numbers, keep current carrier contracts and migrate smoothly from legacy contact center solutions.

Suitable for:

- ✓ Genesys
- ✓ Microsoft Dynamics 365
- ✓ And more



Voicebot Connectivity

Enhancing contact center engagement with voicebots by connecting to your bot framework of choice:

Suitable for:

- ✓ Choose your speech service provider
- ✓ Connect your bots to any telephony channel
- ✓ Powered by AudioCodes VoiceAI Connect



Bring Your Own Carrier for Microsoft Teams

Intuitive, self-service activation of Microsoft Teams Direct Routing connectivity:

Suitable for:

- ✓ Connect Teams to SIP trunks and other voice platforms
- ✓ Phone number management, call routing plans and policies
- ✓ Monitoring and reporting
- ✓ 24x7 support

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
- ✓ No equipment or software to install or maintain
- ✓ 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

- ✓ Central connectivity hub for enterprise voice services
- ✓ Easy-to-use, self-service web portal
- ✓ Predefined voice integrations that enable you to connect with just a few clicks
- ✓ Advanced and easy-to-use call routing options
- ✓ Call recording and transcription
- ✓ Open API for customized integrations
- ✓ Billing and payments