

AudioCodes VoiceAI Connect

Enhance customer experience with conversational voice bots



A powerful yet simple solution enabling developers, integrators and IT professionals to augment service bots with telephony engagement channels.

What is AudioCodes VoiceAI Connect?

AudioCodes' VoiceAI Connect creates a communication hub between any bot framework, any telephony system and any cognitive speech service to support virtually any voice-bot use case. Based on a best-of-breed approach VoiceAI Connect allows you to pick the best provider for bot frameworks and speech services.



Why customers use AudioCodes VoiceAI Connect

- Creates a communication hub between any bot framework, telephony system and speech service
- No hardware or software licenses required. Offered as a managed service or cloud SaaS
- Reduce the cost of speech services by up to 40%

Voice and Telephony Connectivity

- Easily connect any contact center or SIP trunk to any bot framework
- Superior voice quality
- Robust, secure and scalable solution architecture

Best-of-breed Approach

- Select any bot framework or any speech engine
- Provides a generic bot API for connecting to any bot service
- An option to connect to customers' preferred speech engines

Superior Customer Experience

- Gives customers a fast and accurate response
- Supports any voice-based use cases
- Extends chatbot usability to voice and telephony

AudioCodes VoiceAI Connect is used by Vodafone to integrate TOBI global platform with various contact centers and Azure speech services, with this service we get seamless connectivity, best voice quality and prompt bot responses

Vodafone Global