audiocodes

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). Live Hub also offers an open API to generate additional integrations and build customized voice services.

Live Hub **Services**

Contact Centers

Enables organizations to keep existing carrier contracts and improve customer experience with instant click-to-call:

- ✓ Supports Genesys, Microsoft Dynamics 365 and more
- ✓ Connects any SIP trunk in just a few clicks
- ✓ Adds WebRTC Click-to-Call to cloud and legacy contact centers
- ✓ Integrates voicebots with your contact center
- ✓ Option to use phone numbers supplied by AudioCodes

Voicebot Connectivity

Enhances customer engagement with voicebots using your conversational AI platforms of choice:

- ✓ Support voicebots and conversational IVR use cases
- ✓ Choose your speech service provider
- ✓ Connect your bots to any telephony engagement channel
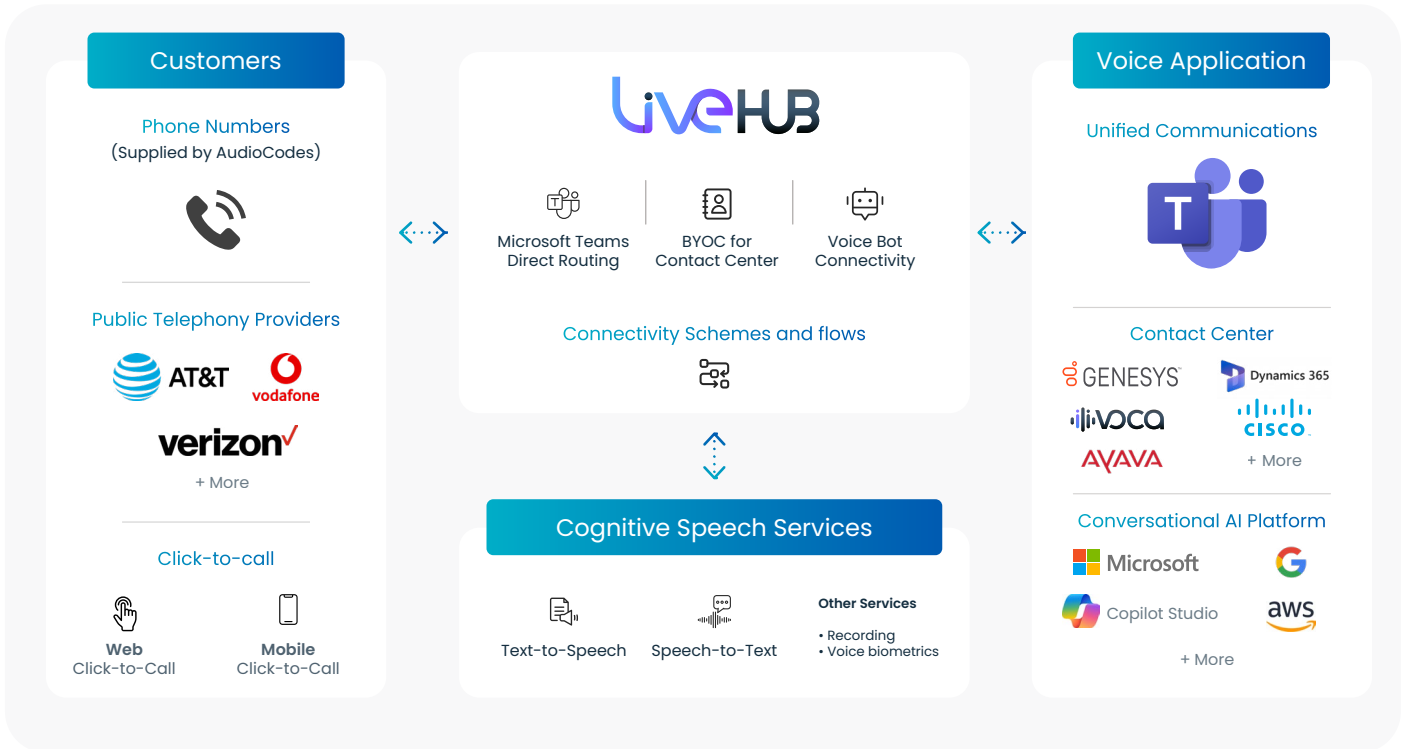- ✓ Flexible call control flow including human agent escalation

Microsoft Teams

Direct Routing connectivity with full Teams Phone lifecycle management:

- ✓ Connect Teams to any SIP trunk (Bring Your Own Carrier)
- ✓ DID and Teams user management, call routing plans and policies
- ✓ Connect Teams to any contact center

Powerful monitoring and reporting

Connect and Enrich Enterprise Voice Services the Easy Way

Customers

Phone Numbers
(Supplied by AudioCodes)

Public Telephony Providers

AT&T · vodafone · verizon✓
+ More

Click-to-call

Web Click-to-Call · **Mobile** Click-to-Call

LiveHUB

Microsoft Teams Direct Routing | BYOC for Contact Center | Voice Bot Connectivity

Connectivity Schemes and flows

Cognitive Speech Services

Text-to-Speech · Speech-to-Text

Other Services
• Recording
• Voice biometrics

Voice Application

Unified Communications

Contact Center

GENESYS · Dynamics 365 · VOCA · CISCO · AVAYA
+ More

Conversational AI Platform

Microsoft · G · Copilot Studio · aws
+ More

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

✓ Seamlessly transition from a proof of concept to production

✓ 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

✓ Predefined voice integrations that enable you to connect with just a few clicks

✓ Define complex call flows in an intuitive way

✓ Call recording and transcription

✓ Call recording and transcription

✓ Open API for customized integrations

✓ Billing and payments

✓ Also available on Azure Marketplace

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