

# Genesys and AudioCodes. Synergy Drives Success



## SIP Solutions for Contact Centers

In today's constantly connected world, contact centers serve customers through many communication channels including voice, text, email, live chat, websites and social media. Still, the most fundamental and critical method of collaboration is voice and contact centers invest significant resources to ensure the delivery of a high quality voice experience. In today's environment, contact centers need to adapt themselves to the new all-IP world and to the shift from legacy TDM to SIP-based solutions, a shift that poses a major challenge and requires significant time and resources.

Genesys, long recognized for its vision to execute in delivering contact center solutions, has teamed with AudioCodes, a leading provider of VoIP solutions, to offer contact centers a complete and synergic end-to-end solution that integrates all the components into a one-stop-shop where customers can benefit from a quick and easy migration to an All-IP contact center with low risk and at a low cost.



### Reduce TCO

Pre-integrated single vendor and point of support



### Reduce Risk

Quick, reliable and safe deployment of an end-to-end turnkey solution



### Accelerate Deployment

Fully tested, interoperable and certified solution



### Assure Quality

Excellent voice quality, network performance, and centralized monitoring

 GENESYS™  audiocodes

SYNERGY DRIVES SUCCESS

# Complete End-to-End Solution from the Genesys One-Stop-Shop

Genesys and AudioCodes offer a complete and synergic end-to-end solution consisting of a Customer Experience Platform, voice devices, applications and a service suite. With this pre-integrated, tested, and certified solution, contact centers benefit from lifecycle management, providing peace of mind from purchase to installation. Rigorous testing and validation of all components is performed by Genesys R&D to ensure a smooth migration to an all-IP environment as well as a reliable operation of the customer experience solution.

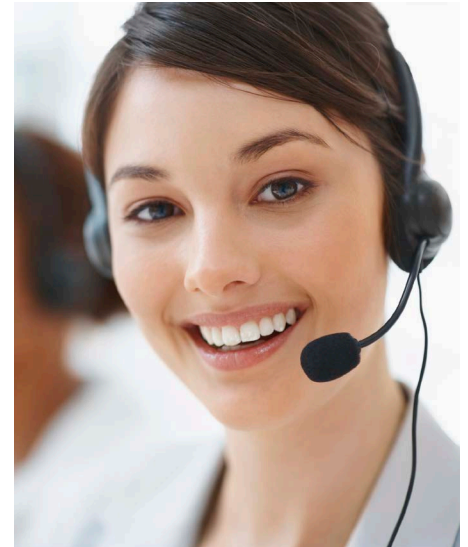
- Complete end-to-end solution, consists of all the hardware, software and services suite
- Reduce SIP deployment and management time and cost with pre-integrated, tested, and certified solution
- Simplify logistics
- Single point of contact for any kind of support
- Fully tested solution via continuous cross certification and validation in joint lab facilities
- Joint vision and roadmap for new features and functionality



## Improve Customer Voice Experience

Ensuring clear and high quality voice calls is critical for contact centers which need to provide efficient and productive communication with their customers. The Genesys and AudioCodes end-to-end SIP solution includes a unique and advanced set of voice processing features that ensure a consistent and clear communications experience for both ends on any network.

- Integrated High Definition voice
- Voice quality assurance over any Internet broadband connection and any network type
- Real time quality monitoring of the entire contact center voice network
- Rapidly identify, isolate and fix problems with a holistic diagnostic solution and integrated probes
- Proactive detection and prevention of voice quality issues
- Integrated OPUS and WebRTC support



## Maximize Home Agents' Value

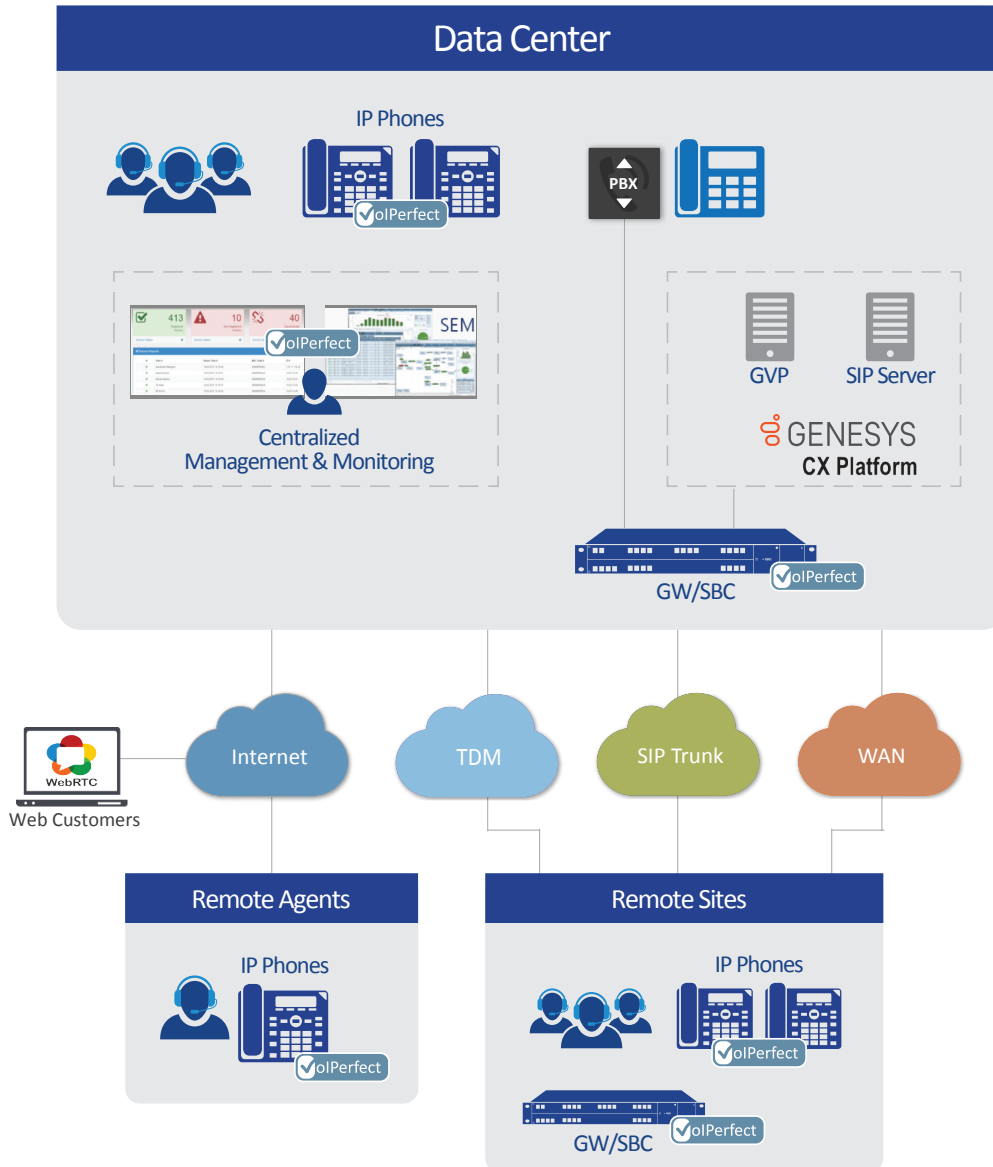
In order to ensure a smooth workflow and productivity, contact centers need to provide the right tools to home agents and their managers as well as to provide a suitable infrastructure. The Genesys and AudioCodes end-to-end SIP solution especially addresses these needs with a set of devices and management applications that are designed to provide high quality voice service for home agents over any Internet connection, centralized monitoring of the home agents' voice quality conditions, and an advanced user interface.



- Voice quality assurance over public Internet
- Remote phone management
- High security without VPN
- Integrated voice quality monitoring
- Unique home agent quality-based smart pool solution
- Specifically designed IP-Phone for Genesys environment

# Powered by AudioCodes VoIPerfect™ Technology

VoIPerfect is a technology solution enabling contact centers to deliver reliable and high voice quality over any network, including unmanaged broadband, TDM and SIP Trunks networks. This technology is integrated into AudioCodes IP Phones, hardware and software SBCs as well as in centralized monitoring software tools. It includes advanced HD voice codecs such as OPUS, enhanced voice processing engines and path optimization techniques.



## About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) is a leading vendor of advanced voice networking and media processing solutions for the digital workplace. With a commitment to the human voice deeply embedded in its DNA, AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers and hosted business services. AudioCodes' wide range of innovative products, solutions and services are used by large multinational enterprises and leading tier one operators worldwide.

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