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AudioCodes Launches Work-at-Home Solutions to Support Business Continuity

Solutions deliver connectivity and productivity for enterprise employees and contact center agents working from home, as organizations of all sizes seek ways to sustain business operations

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Highlights

- Recent Covid-19 outbreak imposes business lockdowns and social distancing regulations that challenge traditional working routines
- Enterprises and contact centers are embracing and accelerating the trend for enabling employees and agents to work from home to sustain business operations
- While it offers benefits for companies and employees alike, working from home requires advanced technology solutions to ensure continued communication and productivity
- Among the solutions promoted by AudioCodes are:
 - Quick staging, onboarding and seamless connectivity for [Microsoft Teams](#) which has recently [reported](#) over 44 million daily active users, up from 20 million in November 2019
 - Highly efficient [WebRTC-based softphone solution](#) for work-at-home contact center agents
 - [VPN-less work-at-home connectivity](#) solution for any premise-based IP-PBX or UC platform
- AudioCodes is lately observing rapid growth in demand for work-at-home solutions and is now offering free SBC and OVOC licenses for 90 days

Details

AudioCodes (**NASDAQ: AUDC**), a leading vendor of advanced voice networking and media processing solutions for the digital workplace, today announced [a range of solutions to support the growing trend for work-at-home employees and contact center agents](#) and ensure business continuity in times of pandemic and other health issues requiring social distancing or office shutdown. Based on AudioCodes field-proven, high quality software and hardware voice products, these solutions deliver reliable and secure voice communications for work-at-home employees using a variety of unified communications and contact center platforms. The work-at-home solutions provided by AudioCodes focus on [Microsoft Teams users](#), [remote contact center agents](#) and [secure, VPN-less voice connectivity](#).

Microsoft Teams is the ultimate tool for enterprise collaboration and productivity and is ideally suited to effective home-working when combined with enterprise quality voice from AudioCodes, the experts in voice-enabling Microsoft Teams. [AudioCodes Mediant SBCs are certified for Direct Routing](#) to ensure seamless inbound and outbound calling

for Teams users. In addition, with [AudioCodes IP phones](#) remote workers can enjoy the full Teams experience including high quality voice calls, Active Directory integration and presence monitoring. In a recent corporate [blog](#), Microsoft is indicating they are seeing 775 percent increase of cloud services in regions that have enforced social distancing or shelter in place orders. In addition, Microsoft recently [reported](#) over 44 million daily active users, up from 20 million in November 2019

For [work-at-home contact center agents](#) AudioCodes has an easy to deploy and operate solution that leverages WebRTC and the Opus codec for native browser-based toll quality audio over the unmanaged internet, even at peak load times. The solution integrates with existing contact center solutions and includes an SBC with integrated WebRTC gateway for remote worker connectivity. Opus transcoding combined with end-to-end security and voice quality monitoring are used to ensure quality and performance goals are met. Agents can take advantage of AudioCodes' WebRTC based softphone or SIP IP phones for clear and reliable voice calls.

For businesses with on-premises IP PBXs or UC systems, [AudioCodes SBCs](#) offer highly secure, VPN-less connectivity for remote workers with advanced media processing and voice coder capabilities that deliver excellent quality. Furthermore, AudioCodes SBCs support [browser-based communications \(WebRTC\)](#) reducing the complexity and cost involved with downloadable communication clients.

A vital element of all the above-mentioned work-at-home solutions is the [AudioCodes One Voice Operations Center](#) (OVOC) voice network management system. OVOC delivers centralized management of voice network devices and end-to-end quality of experience monitoring in a single, intuitive web-based application. By offering comprehensive troubleshooting and root cause analysis capabilities, OVOC assists IT staff in ensuring a smooth communications experience for both on-premises and work-at-home employees.

“With the recent Covid-19 outbreak imposing business lockdowns and social distancing regulations that challenge traditional working routines, businesses of all sizes are seeking ways to sustain business operations,” said Nimrod Borovsky, VP and General Manager, Enterprise, at AudioCodes. “With our range of high quality, versatile voice-enabling products and solutions, AudioCodes is well positioned to deliver reliable, cost-effective solutions that ensure work-at-home employees and agents remain connected and productive.”

To learn more about AudioCodes work-at-home solutions, please visit www.audiocodes.com

Follow AudioCodes' social media channels:

AudioCodes invites you to join our online community and follow us on: [AudioCodes Voice Blog](#), [LinkedIn](#), [Twitter](#), [Facebook](#), and [YouTube](#).

About AudioCodes

AudioCodes Ltd. (NASDAQ, TASE: AUDC) is a leading vendor of advanced voice networking and media processing solutions for the digital workplace. AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers, and hosted business services. AudioCodes offers a broad range of innovative products, solutions and services that are used by large multi-national enterprises and leading tier-1 operators around the world.

For more information on AudioCodes, visit <http://www.audiocodes.com>.

Statements concerning AudioCodes' business outlook or future economic performance; product introductions and plans and objectives related thereto; and statements concerning assumptions made or expectations as to any future events, conditions, performance or other matters, are "forward-looking statements" as that term is defined under U.S. Federal securities laws. Forward-looking statements are subject to various risks, uncertainties and other factors that could cause actual results to differ materially from those stated in such statements. These risks, uncertainties and factors include, but are not limited to: the effect of global economic conditions in general and conditions in AudioCodes' industry and target markets in particular; shifts in supply and demand; market acceptance of new products and the demand for existing products; the impact of competitive products and pricing on AudioCodes' and its customers' products and markets; timely product and technology development, upgrades and the ability to manage changes in market conditions as needed; possible need for additional financing; the ability to satisfy covenants in the Company's loan agreements; possible disruptions from acquisitions; the ability of AudioCodes to successfully integrate the products and operations of acquired companies into AudioCodes' business; and other factors detailed in AudioCodes' filings with the U.S. Securities and Exchange Commission. AudioCodes assumes no obligation to update the information in this release.

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