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AudioCodes announces Microsoft Teams Phone extensibility for its AI-first Voca Conversational Interaction Center

Using Microsoft Teams Phone extensibility, a new capability powered by Azure Communications Services for extending Teams Phone to other applications, Voca Conversational Interaction Center brings a more seamless integration between CCaaS and Teams

Or Yehuda, Israel – March 18, 2025 -

Highlights

- AudioCodes' Voca Conversational Interaction Center (Voca CIC) now supports the latest, most reliable platform available to Microsoft Teams CCaaS applications: Teams Phone extensibility.
- Voca CIC's new support uses Microsoft's latest platform for standardized provisioning, customer onboarding and day-to-day operations for applications integrated with Microsoft Teams Phone.
- With Teams Phone extensibility, AudioCodes Voca CIC will continue delivering Microsoft Azure AI Services as a built-in offering, coupled with Teams Phone 99.999% uptime.
- Following an earlier collaboration with Teams Phone via Azure Communication Services (ACS), AudioCodes is delighted to be part of the launch announcement at Enterprise Connect 2025 for this newest innovation from Microsoft.
- Voca CIC is part of AudioCodes Live Platform, offering a wide range of Microsoft-certified solutions

Details

AudioCodes (NASDAQ: AUDC), a leading vendor of advanced communications software, products, and productivity solutions for the digital workplace and customer experience, today announced that [Voca Conversational Interaction Center](#) (Voca CIC) now supports Microsoft Teams Phone extensibility, the new, solution available for integrating Teams Phone with CCaaS applications.

Voca CIC is an AI-first Teams-certified omnichannel contact center built in Azure. With the introduction of Teams Phone extensibility, Voca CIC benefits from Microsoft's newest solution for a more seamless integration with Teams Phone, ensuring standardized provisioning, streamlined customer onboarding, and reliable integration between customers, contact center agents and company-wide Teams users.

Driving the Next Evolution of Teams Contact Centers

Teams Phone extensibility enhances the reliability and efficiency of Voca CIC's integration with Teams Phone by standardizing a fully Azure-native approach. This brings several key advantages:

- **More seamless Integration** – Direct integration with Teams Phone’s core communication infrastructure, reducing complexity and eliminating potential integration challenges associated with previous methods.
- **Simplified Provisioning & Management** – IT administrators benefit from faster setup and a more intuitive onboarding process, allowing enterprises to scale operations effortlessly.
- **Azure and AI Services** – Voca CIC continues to deliver Azure and AI services, including intelligent routing, real-time call insights, and advanced analytics as built-in features, now provided under standardized Microsoft practices.
- **Enterprise-Grade Reliability** – With Microsoft’s support for Teams Phone extensibility, Voca CIC customers gain access to higher standards of stability, ensuring 99.999% uptime tied to Teams Phone.

A New Chapter in the AudioCodes-Microsoft Relationship

For over a decade, AudioCodes has been a long-term Microsoft partner, supporting enterprise voice solutions from Microsoft OCS to Lync, Skype for Business, and now Teams. With millions of Teams Phone-enabled users connected via AudioCodes solutions, the company is at the forefront of innovation in enterprise voice communications.

Voca CIC, the AudioCodes omnichannel CCaaS solution for Teams, is based on Azure Communication Services to bring a truly Azure-native solution to the market. Building on this momentum, Voca CIC sees Teams Phone extensibility as a transformational step in unifying the next generation of contact center solutions with Teams communications.

“We’re immensely excited and proud to continue leading the Microsoft Teams CCaaS area with Voca CIC’s newly announced support for Teams Phone extensibility,” said Gidi Adlersberg, Head of the Voca CIC Business Line at AudioCodes. “Technology buyers are looking for future-ready, modern, yet stable and reliable solutions, especially when it comes to customer experience.”

“Teams Phone extensibility gives us a trusted, standardized Microsoft platform that brings together Teams Phone with the newest AI and Intelligent Routing capabilities from Azure Communication Services, combining the best of both worlds to power up the next generation of Voca CIC in the market.”

“AudioCodes has been a long-term partner of ours in the enterprise voice ecosystem for many years, innovating with us in every evolution of our platform,” said Albert Kooiman, Senior Director, Microsoft Teams Partner Engineering and Customer Experiences. “Enabling CCaaS capabilities in Voca CIC on top of Teams Phone extensibility simplifies the deployment for customers and represents a major leap in how organizations can use Teams Phone for their customer engagement needs.”

Industry Recognition and Milestone Announcement at Enterprise Connect

The announcement of Teams Phone extensibility follows years of collaboration between AudioCodes and Microsoft, using Azure Communication Services to refine CCaaS integration with Teams Phone. This announcement was introduced at Enterprise Connect 2025, marking a major milestone in the evolution of Teams contact center solutions.

Voca CIC is part of Live Platform, featuring one of the most extensive Microsoft-certified portfolios of products and services in the industry. The solution is available as a 30-day free trial on the AudioCodes website, as a native app on the Teams Store or Azure Marketplace. Interested customers can build a conversational contact center flow in

minutes, including AI and omnichannel capabilities, along with a free phone number from AudioCodes for immediate evaluation.

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 communications software, products and productivity solutions for the digital workplace and customer experience. 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; possible adverse impact of the COVID-19 pandemic on our business and results of operations; the effects of the current terrorist attacks by Hamas in Israel, and the war and hostilities between Israel and Hamas, and Israel and Hezbollah as well as the possibility that this could develop into a broader regional conflict involving Israel with other parties, may affect our operations and may limit our ability to produce and sell our solutions; any disruption in our operations by the obligations of our personnel to perform military service as a result of current or future military actions involving Israel; 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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