CC4Skype announces it has successfully completed testing on AudioCodes CloudBond 365 solution.

The combination of the CC4Skype contact center solution and the CloudBond 365 appliance will enable customers to expand functionality on top of their Skype for Business solution in a simple and easy manner.

Details of the release

Microsoft Skype for Business offers basic call functionality, but it relies on certified Skype for Business technology partners like CC4Skype to enhance that functionality. Enhancing Skype for Business functionality is a must for companies that want to create a better customer experience. Once a customer has chosen for Microsoft Skype for Business they will be looking for a solution that makes the routing and management of incoming calls or other communication channels to the right person much easier. CC4Skype offers solutions from a simple attendant console to a full-fledged multi media contact center.

AudioCodes' CloudBond 365 is a versatile appliance providing full Skype for Business functionality with connectivity to the cloud on the one hand and to PSTN on the other. It facilitates a simple migration with a hybrid approach, starting with only some users registered to the cloud and others registered to the on-premises CloudBond 365. CloudBond 365 can support the hybrid Cloud PBX-local PSTN connectivity scenario in a variety of ways including greenfield, remote branches and an existing Skype for Business infrastructure.

"The significance of this announcement, says GertJan Coolen, CTO at CC4Skype, is that we now combine the capability set of the CloudBond with the ease of implementation of CC4Skype."

"CC4Skype offers a complete contact center capability and attendant console on top of Skype for Business. That is a powerful combination for anybody that wants to start or expand with Skype for Business. For our business partners as well as customers it means that now so much quicker can a solution be implemented."

"We are very happy to expand the portfolio of solutions on top of CloudBond 365 with CC4Skype" says Jeroen Engering, Director Cloud Applications at AudioCodes. "Many of our customers are in need of additional functionality on top of Skype for Business, particularly in the contact center domain. Whether that is an SMB or an enterprise. With CloudBond 365 and CC4Skype we can provide a robust solution in answer to the market demand. "

About AudioCodes

AudioCodes Ltd. designs, develops and sells advanced Voice-over-IP (VoIP) and converged VoIP and AudioCodes Ltd. designs, develops and sells advanced Voice-over-IP (VoIP) and converged VoIP and Data networking products and applications to Service Providers and Enterprises. AudioCodes is a VoIP technology market leader, focused on converged VoIP and data communications, and its products are deployed globally in Broadband, Mobile, Enterprise networks and Cable. The Company provides a range of innovative, cost-effective products including Media Gateways, Multi-Service Business Routers, Session Border Controllers (SBC), Residential Gateways, IP Phones, Media Servers, Value Added Applications and Professional Services. AudioCodes' underlying technology, VoIPerfectHD™, relies on AudioCodes' leadership in DSP, voice coding and voice processing technologies. AudioCodes' High Definition (HD) VoIP technologies and products provide enhanced intelligibility and a better end user communication experience in Voice communications. For more information on AudioCodes, visit http://www.audiocodes.com.

About CC4Skype

CC4Skype offers customer care software for intuitive customer contact. The solution is completely developed for and integrated with Skype for Business. Simple in implementation as well as in use, not only for the customer contact branch but also for receptionists and operators. Professional real-time dashboards and historical reports are included. The client, supervisor, operator and administration interfaces are designed from the users' perspective. Because of the chosen development method, the customer care solution for Skype for Business is trustworthy and scalable.

Contact

CC4Skype Contact
Willeke Hellenthal
Global Marketing Manager
+31 88 268 0707
willeke.hellenthal@cc4skype.com