



for Contact Center Excellence

AudioCodes + Deepgram = Better Together

Deepgram and AudioCodes have joined together to deliver superior solutions for call summarization, sentiment analysis, agent assist, and transcription services that can be seamlessly deployed—on premises, hybrid or cloud and integrated with any contact center platform.

The Challenge: Manual Agent Summaries

- Time-consuming: Manual summaries can be very time-consuming, especially for complex interactions and often require agents to listen to or read through the entire interaction multiple times to capture all of the important details.
- Subjective: Different agents may produce different summaries of the same interaction. This can lead to inconsistencies and errors.
- Inaccurate: Manual summaries can be inaccurate, especially if the agent is rushed or not paying close attention. This can lead to misunderstandings and problems down the road.

The Solution: Automated Call Summarization

Our collaboration unlocks valuable insights from customer interactions through advanced call summarization capabilities. With AudioCodes VoiceAI Connect seamlessly integrating Deepgram's Speech-to-text (STT) services, you can obtain:

- Objective, accurate, and concise summaries instantly.
- Enhanced operational efficiency, saving valuable agent time per call.
- Comprehensive data history and insights for improved CX.
- Enable data driven decision-making.

Why switch?



Reduce cost

Deepgram is priced for scalability. Save 30-50% over Microsoft, Google, and Amazon without sacrificing speed or accuracy.



Increase accuracy

Deepgram's Enhanced model gets the highest accuracy right out of the box even on complex audio. Or train a model on the words that matter to you.



Improve CX

Say goodbye to "please repeat that." Reduce your customers' frustrations with ASR that understands the first time.

Benefits of Choosing Us

Unbeatable Pricing: We provide cost-effective solutions tailored to your needs.

Secure and Private Solutions: Our on-premises generative AI ensures your data remains confidential and accessible only by you.

Flexibility to Change: Easily adapt and modify our solutions to suit your evolving requirements.

Future-Proof: Our offerings are designed to remain relevant and effective in the face of future advancements.

What Sets AudioCodes Apart

Minimal voice latency: Ensuring real-time interactions with minimal delays.

Cost savings for STT services: More than 50% cost savings compared to major providers.

Integration versatility: Compatible with any agent workspace using simple public APIs.

Seamless migration to CCaaS: Preserving your investment for a smooth transition.

What Sets Deepgram Apart

Cost Efficiency: Save 30-50% compared to major competitors.

High Accuracy: Deepgram's Enhanced model provides top-tier accuracy, especially on complex audio.

Enhanced CX: Minimize customer frustrations by improving ASR accuracy.

Join us in maximizing the ROI of your voicebot implementation, delivering exceptional customer experiences through cutting-edge contact center automation.

About Deepgram

Deepgram is a foundational AI company on a mission to understand human language. We give any developer access to the most advanced speech AI transcription and understanding with just an API call. Our models deliver the fastest, most accurate transcription alongside contextual features like summarization, sentiment analysis, and topic detection. Contact us to learn more at deepgram.com/contact-us.

Deepgram

Essential Building Blocks for Language AI

About AudioCodes

AudioCodes is a leading provider of advanced communications services and solutions for the digital workplace. AudioCodes helps to accelerate contact centers' digital transformation, enabling agents and customers to connect easily – no matter where they are – over any voice channel. Through our broad range of field-proven session border controllers, we offer secure, reliable voice connectivity between contact centers, the PSTN and other voice and UC platforms. As organizations strive to enhance customer experience by introducing automation into their contact center workflows, our unique VoiceAI Connect solution voice-enables their chatbots, boosting engagement and creating delightful customer journeys. Learn more at audiocodes.com.