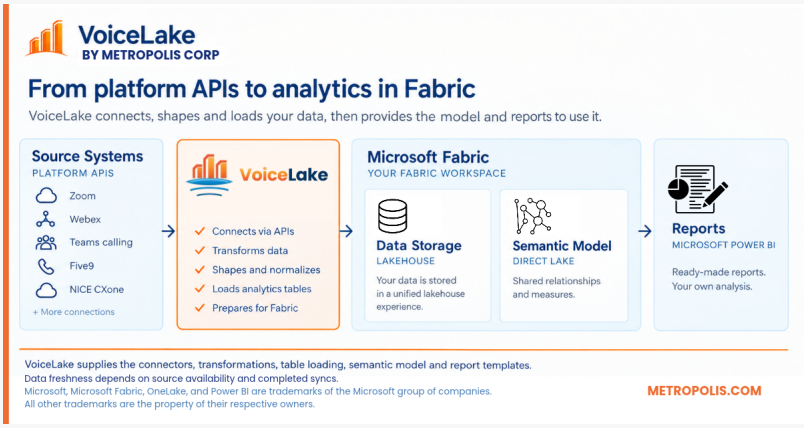
Metropolis Corp Launches VoiceLake, a Telephony Data Workload for Microsoft Fabric

New Fabric workload brings call & contact center data into Microsoft Fabric OneLake, giving teams a foundation for Microsoft Power BI analytics and AI workloads



VoiceLake supplies the connectors, transformations, table loading, semantic model and report templates. You manage the experience through the Fabric workload.

FORT LAUDERDALE, FL, UNITED STATES, September 29, 2026 / EINPresswire.com/ -- Metropolis Corp, a communications analytics provider serving unified communications (UC) and contact center teams globally, today announced preview availability of VoiceLake, a telephony data workload for Microsoft Fabric. VoiceLake brings supported multi-vendor call and contact center data into Microsoft Fabric, landing records in a Lakehouse in the customer's workspace.

Telephony data, such as call logs, queue events, and agent metadata, presents a significant data engineering challenge. It remains trapped in proprietary formats across disparate PBX and contact-center-as-a-service (CCaaS) environments, requiring teams to build custom API connectors and manage brittle data pipelines whenever vendors update their schemas.

> "...By bringing normalized call data into Microsoft Fabric, VoiceLake removes a major infrastructure burden so data teams can spend less time maintaining pipelines and more time building insights..."
> *Stephen Burr, Enterprise Data Architect, Metropolis Corp*

VoiceLake solves this challenge by centralizing and standardizing telephony logs from supported platforms into a consistent schema inside the customer's own Microsoft Fabric tenant. By landing normalized voice data into Microsoft Fabric OneLake, data teams reduce the need to build and maintain custom ingestion pipelines and work with communications data alongside other enterprise data. They can combine telephony records with CRM, ERP, and financial datasets where

appropriate keys and permissions are available to build custom semantic models, deploy Microsoft Power BI reports, or extend analytics and AI workloads with communications data.

"Every additional API connector is another potential point of failure," said Stephen Burr, Enterprise Data Architect at Metropolis Corp. "By bringing normalized call data into Microsoft Fabric, VoiceLake removes a major infrastructure burden so data teams can spend less time maintaining pipelines and more time building insights from their communications."

“We designed Microsoft OneLake to help customers manage one copy of data in their own tenant, under a unified governance layer. Partner-built workloads extend that foundation with specialized expertise. With VoiceLake, now available in preview in the Microsoft Fabric Workload Hub, Metropolis brings calling and contact center data into OneLake in a consistent, open format—helping customers use Microsoft Power BI and Fabric’s AI capabilities to connect insights from customer conversations with the broader context of their business.” said Dipti Borkar, VP of Microsoft IQ and OneLake, Microsoft.

VoiceLake complements Metropolis’s Expo XT platform by giving data and BI teams structured telephony data they can work with directly in Microsoft Fabric. While Expo XT delivers prebuilt operational reporting, VoiceLake provides the data foundation for custom Power BI analytics and AI workloads.

Availability and Next Steps
VoiceLake is available in Preview. Organizations can learn more about VoiceLake from Metropolis or start a 14-day trial via the VoiceLake listing on Microsoft Marketplace.

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