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Effective Collaboration: AudioCodes VOCA Presentation Team & eGroup Enabling Technologies Drive Rapid Agreement Completion

Close Date	OU	Industry	Org Size	Deal Highlight	Products & Services	Partner	Customer	Competition
June 2024	EDU	Higher Ed	4,500 employees	Teamwork leads to a quick close	AudioCodes VOCA	eGroup Enabling Technologies	University of Nevada - Reno	NEC Contact Center

CHALLENGE

The University of Nevada – Reno (UNR) previously implemented Talkdesk in several departments and appreciated the additional features it offered. However, the university encountered various challenges that ultimately led to a discontinuation of the service. The UNR team successfully integrated Talkdesk with Microsoft Teams Phone System, yet some departments continued to seek the enhanced capabilities that AudioCodes AI-powered contact center solution, VOCA, could provide.

SOLUTION

AudioCodes VOCA was chosen as the preferred solution due to its established reputation, flexibility, and scalability.

Additionally, its pricing structure was well-suited to meet the specific needs of the departments interested in the solution at University of Nevada – Reno.

OUTCOMES

University of Nevada – Reno licensed 25 AudioCodes VOCA licenses to start.

The desired result is to take everything UNR had on NEC Contact Center & replace it with VOCA. This would result in a total of 120 VOCA licenses.

Additionally, it's understood by the UNR team VOCA has more to offer than what the Talkdesk needs, therefore, a long-term relationship can yield a much larger licensing purchase, plus potential for an AI Interactive Voice Response system (IVR).

TEAM

Director of Sales, Contact Center
Brandon Everett Smith

Client Business Director
Haitham Bisharat

Partner
Scott Thayer, Account Executive

CONTRACTUAL VALUE:
-$24,982.28 for (10) AudioCodes VOCA Channels