Televergence Completes A 100% TDM To VoIP Enabled Conversion For A Telephone Answering Service Within 72 Hours Of Customer's Request At A Monthly Savings Of $2,500

Background:

This telephone answering service customer utilized a 100% TDM network, possessed no technical expertise in VoIP enabled connectivity, and requested Televergence's assistance with the TDM to VoIP enabled conversion of their services. With a VoIP enabled connectivity expertise of more than 15 years, Televergence worked very closely with their IT and network operations teams to identify their internet capability and limitations; provided and configured the equipment required to support the conversion; and provided training.

Challenges:

This customer required VoIP enabled connectivity training and very close monitoring of their system during the conversion of the traffic. Our technical and support teams continued to "handhold" the customer for many weeks following the conversion, until the customer felt comfortable managing their own network and system.

Solution:

Within 24 hours of receiving the customer's request for assistance with the conversion, Televergence had configured and shipped the equipment. Within 48 hours, VoIP enabled test calls were successfully being placed by the customer on Televergence's network. Within 72 hours, the customer was sending all live production traffic to Televergence via VoIP enabled connectivity.

While maintaining quality, and in addition to providing more available port capacity, this conversion resulted in substantial monthly cost savings that exceeded $2500.

Televergence is a telecommunications carrier with expertise in contact center technology and operations. They have a fully staffed, U.S. based Network Operating Center (NOC) and maintain an on-premise TDM to VoIP conversion program for legacy call center platforms. Their Solutions Portfolio includes premium, all calls connect Inbound Toll-Free and Outbound Long-Distance services for businesses with existing contact center technology, as well as those building a new contact center.

For businesses that want to initiate Inbound Toll-Free customer support or Outbound Long-Distance for research or telemarketing, Televergence lets them evaluate the benefits of its services without making a long-term commitment. Customers can test a variety of solutions to better define system requirements.

For businesses that have contact center systems like Acculabs, Asterisk, Avaya, Brooktrout, Dialogic, Noble Systems, Nortel, Survox, and/or Voxco(to name a few), Televergence can add capacity without having to end-life systems. Televergence contact center Inbound Toll-Free and Outbound Long-Distance services can run alongside legacy systems.

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