



- © Miami-Dade County Office of the State Attorney seeks a solution capable of IVR and high call volume to replace their out of date system
- © QuadroM32x installation allows for customization, Auto Attendant and reliability
- © Epygi comes in at a price point significantly below any of the competitors, allowing a substantial savings for the office
- © The Miami-Dade County Office of the State Attorney looks to build a complete phone system with Epygi product

Epygi Resolves the Case for the Miami-Dade Office of the State Attorney

The Miami-Dade Office of the State Attorney, 11th Judicial Circuit, is a law enforcement agency responsible for prosecuting criminal cases. The Miami-Dade office is the largest legal prosecutor's office in the State of Florida and the fourth largest overall in the United States, requiring them to handle a large volume of calls.

The office was utilizing a custom PBX written by the Department of Revenue, for the State of Florida, when they began the search for a new IVR system to replace the custom IVR that was out of date and no longer supported. It was imperative that the new IVR have the ability to properly process over 3,000 callers on a daily basis. Epygi stood

out, not only for their ability to handle such a call volume and VoXML scripting abilities on their Auto Attendant, but their ability to do so at an attainable price point.

After receiving quotes as high as \$270,000 from Miami-Dade County and \$250,000 from Avaya for a new IVR built from scratch, the Office of the State Attorney looked towards Epygi's QuadroM32x. Building the new IVR in-house and utilizing the QuadroM32x, the office was able to spend less than \$20,000, a total saving over approximately \$230,000. Beyond the QuadroM32x, the office is now in the process of building a complete phone system, consisting of over 400 phones, based on Epygi's QX1000.

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