VONAGE

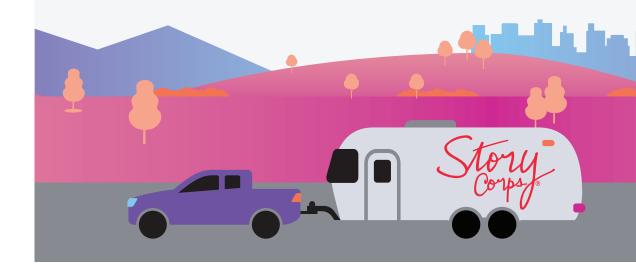## STORYCORPS

StoryCorps is a U.S. nonprofit dedicated to recording, preserving, and sharing the stories of people of all backgrounds and beliefs. The organization's work has brought together more than 600,000 people and produced thousands of stories that are archived in the U.S. Library of Congress. Select stories are broadcast nationwide on National Public Radio.

More than 10,000 people across all 50 U.S. states and 15 other countries have recorded and preserved their stories through StoryCorps Connect.

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Going Digital to Capture Personal Stories During a Pandemic

When COVID-19 shut down StoryCorps' in-person recording spaces, the story-sharing organization needed a digital solution. Developing self-service tools for recording stories outside of StoryCorps' physical booths took on a sudden urgency—not only to continue StoryCorps' work but also to capture an oral time capsule of a historic moment.

StoryCorps recognized that a digital recording platform was the solution for capturing conversations between people who needed to be apart. So the organization partnered with Vonage to build StoryCorps Connect, a digital recording platform powered by the **Vonage Video API**. Vonage's communications technology allowed StoryCorps to not only maintain but expand its operation.

Vonage's video solution uses WebRTC technology, a standard interface embedded in all browsers, which guarantees StoryCorps the widest reach: An internet connection and a web browser were all participants needed to connect.

> *"The Vonage Platform allowed us the opportunity to record these stories, give people a chance to look each other in the eye through Vonage Video, and to have this meaningful experience that lasts a lifetime and is passed down to future generations."*
>
> **- Dave Isay**
> Founder and President
> StoryCorps

StoryCorps Connect: Built Quickly. Extended Easily. Evolved Intelligently.

The development of StoryCorps Connect began with a rapidly built weekend prototype. Thanks to the support Vonage provided, StoryCorps' two-person digital team could focus on building the online recording application they needed without getting entangled in the technical details of integrating with their backend systems. The Vonage Video API allowed the application to seamlessly integrate with StoryCorps' existing recording tools and production workflows.

While the Connect application was in development, StoryCorps discovered an internal use for the app in addition to the public one. StoryCorps facilitators saw a tool that they could use to move the in-person sessions they conducted in booths into the digital realm as well. But their requirements were stricter than those of the public self-service application.

The flexibility of the Vonage Communications Platform and its Video API enabled the digital team to make the necessary adjustments and build the internal version to meet those requirements. Facilitators could use their StoryCorps Connect application for the workflow that they were used to: producing broadcast-quality audio and making edits to it.

RESULTS

Silver Linings and Memorable Stories

By the time 2020 came to an end, StoryCorps had used digital innovation and a dedication to their mission to overcome the social barriers of a pandemic.

- StoryCorps Connect enabled more than 10,000 people across all 50 U.S. states and 15 other countries to record and preserve their stories.

- In June, the organization launched a campaign with AARP and the Ad Council to encourage people to record StoryCorps Connect interviews with elders to counter social isolation.

- In late November, months of planning culminated in their annual Great Thanksgiving Listen campaign, encouraging young people to interview an elder in their life. StoryCorps Connect made it possible to bring together generations of families who were unable to visit each other due to COVID-19 concerns and restrictions.

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Vonage, a global cloud communications leader, helps businesses accelerate their digital transformation. The Vonage Communications Platform is fully programmable and allows for the integration of video, voice, chat, messaging, and verification into existing products, workflows, and systems. Vonage's fully programmable unified communications and contact center applications are built from the Vonage platform and enable companies to transform how they communicate and operate from the office or anywhere, providing enormous flexibility and ensuring business continuity

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