



**Call Recording
Lawfirms**

Lawfirms and Call Recording

Have a record of all your calls and billable hours

The Need for Call Recording in Law Offices

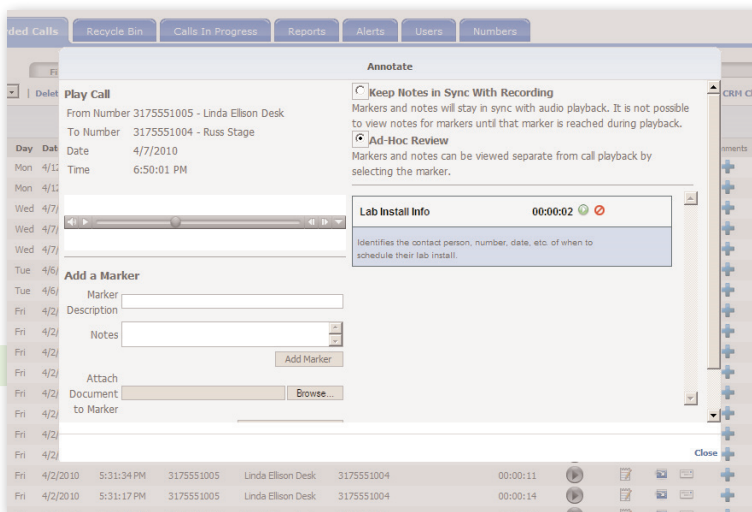
The adage "time is money" rings especially true at law firms. Associates spend up to 75% of their time on the telephone with clients. For many law practices, the limitations of traditional phone systems are a major barrier to superior client service. Calls need to be answered promptly and clients connected with associates instantly, regardless of their location. Long hold times, busy signals and misrouted or dropped calls result in client dissatisfaction. The time spent logging phone time and managing phone-related issues increases your administrative costs and demoralizes your staff. Efficient tracking and billing, along with the option to record calls, are extremely critical for a law office.

Call Recording from SimpleSignal not only provides extensive tracking and reporting of inbound and outbound calls, but also provides tools to time the call and automatically generate reports for billing. With our Call Recording solution you have the ability to review and add comments or annotations to the recorded call and tag important parts of the call for faster access when needed.

SimpleSignal's Call Recording will help you:

- Maintain legal case continuity between offline, online and phone based communication
- Maximize productivity of your law clerks and administrative teams
- Support billable time record keeping with permanent records of phone-based communications
- Integrate phone-based communications into the process of discovery

Comments and Annotation Functionality



Record. Save. Search. Play.



What features of SimpleSignal Call Recording would benefit your law firm?

- A voice recording produced of all calls
- A variety of report types including detail and summary reports by extension, person, or account code that can be used to track or reports by extension, person, or account code that can be used to track billable hours
- Customizable organizational structures
- Discussion and deposition recording
- Sharing of relevant recorded discovery

SimpleSignal Call Recording improves case tracking, verification, compliance and reduces liability reduction by securely recording and monitoring calls. Evidential call recording for law firms and courts has to be accurate. SimpleSignal delivers comprehensive call recording solutions to law offices of all sizes and geographies.

With SimpleSignal you can instantly monitor satellite offices and share records. Call consultation time is completely tracked for reliable billing. Critical evidential recordings are easily accessed. Call records are searchable by client or account and can be fully annotated and emailed. Additionally, dictation records can be shared and forever archived for future reference.

Record full time, on a set schedule or only when you want to with on-demand recording functionality. SimpleSignal Call Recording allows you to comment flag and monitor calls in real time to increase productivity, ensuring that you have immediate access to vital information.

In the legal field, data security is not only critical to success, but it also the law. SimpleSignal Call Recording deploys granular user rights management strategies and full user authentication protocols that allow you to quickly specify who can record, monitor, replay, email and annotate any call records. Your data remains safe, yet user-friendly and accessible to permitted system users. Calls are encrypted with the strongest security program available to the public, safeguarding your confidential information and providing accurate verification of calls.

Call Recording in Action:

Bob is an attorney. He has a full day of hearings and meetings. He has an appointment for a deposition but there is no way he can be present with his other appointments. He has a few minutes between hearings, so he slips into an empty meeting room in the courthouse and uses SimpleSignal Call Recording to make the call. His secretary retrieves the call from the secure online interface and transcribes the deposition before Bob even returns from court.

Benefits of SimpleSignal Call Recording

- **Track Phone Activity, Employee Productivity, Security & Confidentiality:** Tracking the total call volume, call duration and various other statistics for individual extensions as well as groups
- **Track Employee Calls:** Tracking employees making toll-free calls, potentially fraudulent calls and calls to competition to leak information
- **Track Incoming Calls:** Tracking threat calls or 9-1-1 calls
- **Tracking the Markets and Advertisements:** Analyzing which advertising campaign in what media provided the best return on investment. Tracking where your customers and markets are based on the area code.
- **Optimizing Resources and Costs:** Ensuring that none of the trunks or extensions are left unused or broken. Ensuring that the staff is scheduled based on the call volume during various times of the day.
- **Proof of Call/ Liability:** Proof of calls to protect against someone holding the business liable
- **Reviewing a Phone Conversation:** Search and listen to an important conversation with a client
- **Quality Monitoring and Training:** Ensuring that the employees are providing the right information to the customers and provide high quality service and support
- **Employee Training:** Providing a set of good and bad calls as a part of training to a new employee
- **Ensuring Quality:** Ensuring consistency and accuracy across the agents giving information over the phone
- **Security:** Listen to threatening calls coming into the facility

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Law Call Recording Sell Sheet
SS-155-1207