



UC LEGAL APPLICATIONS

Some areas that will work exceptionally well with Unified Communications in the legal space are:

Call Logging

This will allow the attorneys to track call durations for billable minutes on both their internal desk phone and Blackberry/Smartphone devices for both incoming and outgoing calls.

Voice Mail Transcription

Providing visual voice mail for attorneys to read their voice messages, key information can now be retrieved while in court and voice messages now become searchable by keyword.

Client Retention

With the calls being routed through the auto-attendant to their mobile devices. Calls are not only being tracked (See call logging above), they are also being retained. For example, a lawyer that moves on to another organization would have given their direct mobile number out to their clients in the past. With the calls coming through the auto-attendant and routed to their mobile phone we can have the caller routed to another extension and capture the client that may have reached out directly to the attorney in the past.

Presence

Law firms can bind their schedules with their Outlook calendar to have their presence status defined automatically. A caller can hear that a lawyer is in a user-defined location, "Alameda County Court Room 6" and "will be available at 2:00 PM, please leave a message."

Greetings

Personalized greetings can be recorded for and tied to a specific Outlook contacts for key clients. The phone numbers in the Outlook contact record would be compared to the incoming caller ID and a personal greeting can be played for that contact. "Hi O.J. – I had to step into a last minute meeting and I was expecting your call. Great news, we've uncovered some new evidence that puts us in a fortuitous position."



Secure Unified Messaging

The UC WebLink UM format will allow voice messages to be streamed directly from the UC server. In the event that a UM voice message is forwarded outside the organization there is no .wav file attachment and the unauthenticated user will not be able to retrieve the voice message from the UC server. (Of course, if they have message transcription turned on they would be able to read the message.)

CTI Support

We can provide client record screen pops to the desktop workers. Client information can be displayed on screen for court dates, document attachments, billable minutes, retainer fees etc. - before the client is even speaking with the receptionist/lawyer.

Call Recording

Conversations can be recorded for incoming/outgoing phone calls. The recorded conversations could also be forwarded to a Visual Voice transcription mailbox.

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