



ENHANCING
CUSTOMER EXPERIENCE
LEGAL



Law firms that create a smooth client experience are those that distinguish themselves from the rest.

Client experience represents one's journey of all interactions with a law firm, from the website and online media, to reception and front-office staff, to marketing interactions, billing, client services, up to the final consultation.

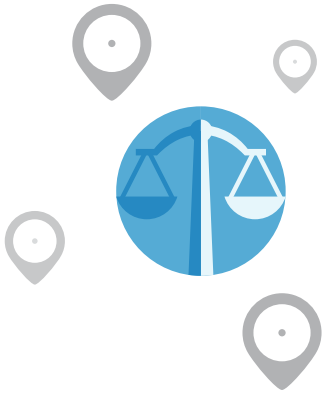
UNIVERGE BLUE ENGAGE Contact Center helps Law firms to not only make the first impression count, but all of them. Elegantly manage multiple clients, field interactions across numerous communications channels, capture valuable feedback, and deliver peace of mind with confidentiality and compliance.

LEGAL CHALLENGES:

- Help match calls and inquiries to cases, including time spent for billing purposes
- Record all calls for reference and posterity, in a highly secure, structured, and tracked manner
- Triage multiple incoming case inquiries ("intake service")
- Quickly route calls from existing clients to the assigned lawyer
- Detailed client satisfaction measures
- Elegantly relay messages to the appropriate staff for follow-up (e-mail, SMS)
- Ensure that staff stay on message and project the firm's values
- Audit calls for compliance and case notes

UNIVERGE BLUE® ENGAGE

ENHANCING CUSTOMER EXPERIENCE



UNIVERGE BLUE ENGAGE CONTACT CENTER OFFERS:

- Extensive library of pre-built reports, with option for custom reports plus scheduling
- Call recording compliant with PCI DSS 3.2, with recordings stored for easy lookup and playback. Also HIPAA-compliant, PIPEDA, Protected B document, etc.
- Skills- and rules-based routing
- IVRs w/case lookups and routing based on DID and case status
- Post-call surveys
- Queued voicemails and callbacks
- Call scripting tools
- Evaluator QA suite

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