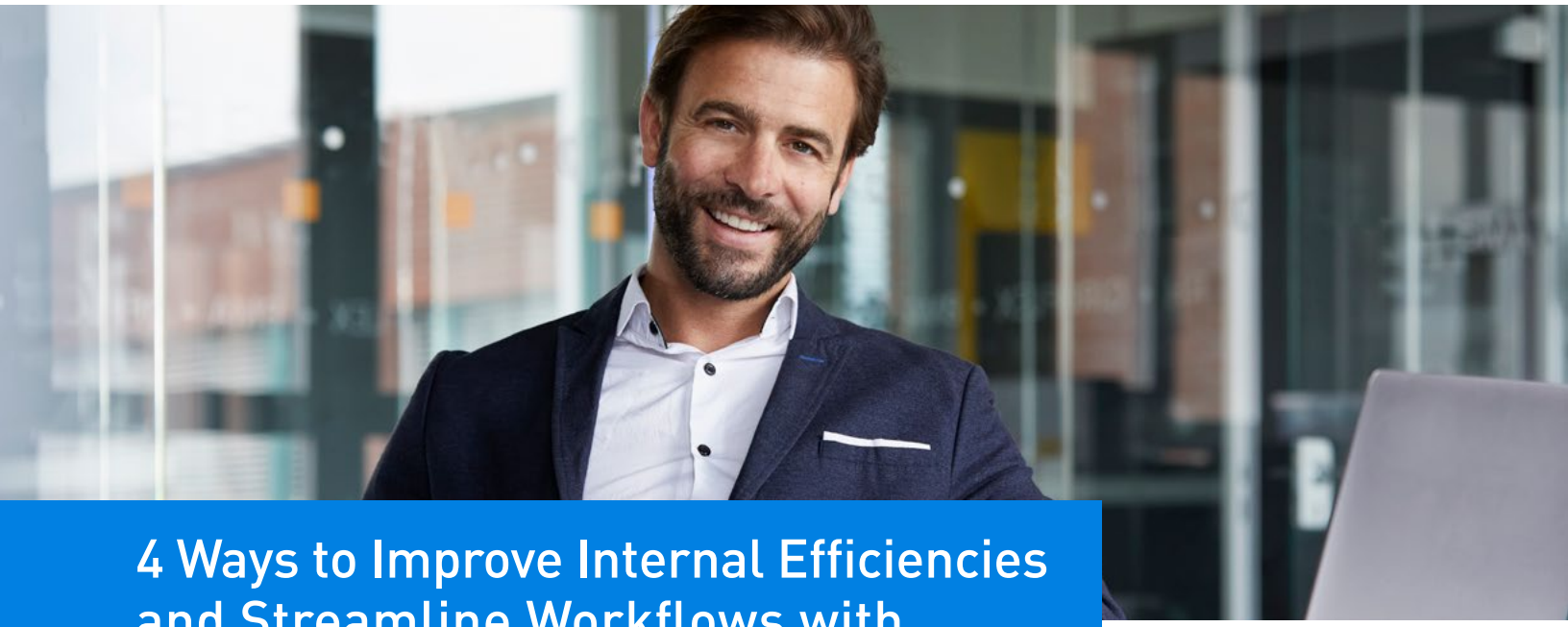

4 Ways to Improve Internal Efficiencies and Streamline Workflows with Cloud Communications

DIGITAL INTERACTIONS HAVE SKYROCKETED IN POPULARITY, TRANSFORMING COMPANIES FOREVER – AND THAT INCLUDES LEGAL FIRMS.

A fully integrated cloud communications platform goes a long way toward improving internal efficiencies and client experience. With the right communications platform, you can quickly and easily support your on-the-go legal teams, improve billing accuracy, secure and retain communications, and more efficiently answer and route calls.

Let's take a look at how a digital-first communications model improves internal efficiencies and client service.

WORK FROM WHEREVER

Mobile communications for on-the-go legal teams.

You want your legal team members to be as effective as possible whether they're at their desks, outside a courtroom, or grabbing coffee. This means supporting all their favorite communication channels – phone, chat, video, text, and email – so they never miss an important call or message. Clients also benefit from the wherever access because they can reach their lawyer during or after hours, whenever the need is pressing.

Elevate is an integrated communications platform that helps you support a more flexible and effective legal team with communications anytime, from anywhere, and on any device. Move seamlessly between text messaging, phone calls, and video chats. Easily answer and route calls throughout geographically dispersed offices and your entire legal team – or answer on the main office phone, move to mobile, and then use video conferencing if a client needs to further engage or share screens. When assembling a virtual team with diverse specialties, Archiving can facilitate easy distribution of information to the appropriate members. Improve employee productivity with mobile-ready, business-grade, and secure email, calendars, and contacts, and gain easy integration with applications such as Google, Microsoft, Salesforce, and more[1].

Benefits



Stay better connected
Never miss important calls and texts. Use our Mobile App to easily stay connected whether working from home or during a courtroom break.



More flexibility
Support a more flexible and effective legal team that communicates anytime, anywhere, and on any device.



Increased collaboration
Extend reach and facilitate increased collaboration from the main office to on-the-go teams with easy, efficient, and quick communications.

TRACK BILLABLE CALLS

Capture billable time precisely with accurate phone records

It's critical to profitability that your legal team is able to accurately and completely bill for all client communications. Elevate keeps accurate records and provides baseline data on client call times. With it, you can analyze call patterns and capture billable phone records. In addition, you can integrate your phone records with billing platforms (such as Clio and AbacusNext[1]) and auto-populate billable time reports for more-accurate and complete billing.

Benefits



Accurate billing
Precisely capture billable time with phone records.



Complete billing
Don't miss out on billable time.



Faster billing
Speed client billing thanks to phone log integration with billing platforms.

1. May require third-party integration.



PROTECT AND RETAIN CLIENT COMMUNICATIONS

Protect attorney-client confidential correspondence.
Protecting attorney-client privilege is the cornerstone to earning your clients' trust. You need to be able to communicate and share documents and files securely between team members and your clients – while also protecting your team members' personal privacy by, for example, not disclosing personal phone numbers.

Elevate's highly secure email, file sharing, archiving and web-application security tools conform to the security and regulatory requirements of multiple industries. Our platform is SOC 2 and SSAE 16 Type II audited, which attests to our high standards for product, network, and infrastructure security, as well as privacy protection. ShareSync provides secure, simple, and cloud-based backup, along with advanced anti-malware and antivirus protection, so your firm can concentrate on providing sound legal advice. Archiving facilitates retention and easy retrieval of client interactions to help support regulatory compliance.

Benefits



Secure document sharing
Share documents securely between office staff, remote team members, and clients.



Help Support Compliance
Stay compliant with GDPR, SEC, HIPAA, PCI-DSS, and other data privacy laws. Archive communications to help support compliance with ECPA, SOX, ABA, and RPC.



Protect personal privacy
Use our mobile app to extend business numbers to mobile devices, keeping team members' personal phone numbers private when routing or returning calls.



OFFER MORE WAYS FOR CLIENTS TO CONNECT

Provide superlative responsiveness in customers' preferred channels

Clients are spending less time in law firms and more time communicating through digital channels. To keep pace, law firms need to transform the desk-and-receptionist welcome into digital, omnichannel client experiences.

Elevate enables efficient and satisfying client interactions across multiple channels, including integrated chat, SMS, video conferencing, phone, screen and file sharing, and more. Support call answering and routing from multiple offices. Get calls transferred to the right legal team and leverage archived communications to understand historical context. Eliminate dropped calls and reduce hold times with seamless and interchangeable communications.

Benefits



Better client experience

Customize the routing of calls, minimize transfers, and eliminate dead ends and busy signals with intelligent routing, queuing, and in-queue music.



Streamline digital workflows

Accept client inquiries from chat, SMS, phone – all within one platform.



Seamless digital experience

Support client expectations of a seamless digital experience that gets them transferred to the right legal team member.



Smooth workforce transitions

Manage transitions of responsibility by allowing new agents to access past chat, SMS, and voice communications and seamlessly continue the correspondence of the preceding team member.

QUESTIONS? CONTACT US TODAY!

Smart Life, LLC

(502) 251-4775

info@smartlifecorp.com
smartlifecorp.com/elevate