

# Communications Solutions for Law Firms

Avaya IP Office delivers the communications capabilities today's law firm needs to:

- Enhance client service
- Increase billable hours
- Lower your firm's overhead



## Communications that builds business

For today's lawyer, the most important step after passing the bar exam may be establishing the right communications. Clients expect high levels of accessibility today—it's critical to the kind of personal service that wins new business and builds loyalty.

But keeping everyone in touch is just the start of what a communications system can do for today's law firm. The right communications system will also enable your firm to

- Cut costs—supporting a flatter structure and fewer support personnel who can work effectively from anywhere
- Eliminate errors and increase cash flow—by automating the process of time-based billing and accounting

- Simplifying a wide range of routine tasks such as call recording and administering the phone system

Avaya works with law firms around the world to help them take advantage of the Avaya IP Office communications system. Specifically designed for the needs of today's small and mid-size law firm, Avaya IP Office provides a single, compact solution with a wide range of capabilities that can be customized to the specific needs of your firm.

If you are ready to use communications to drive your growth in the rapidly changing world of legal services, rely on Avaya IP Office to give you the tools you need to succeed.

Learn More About Avaya IP Office:

- ▶ Watch a Demo
- ▶ Calculate Your ROI in 5 Minutes
- ▶ See Customer Stories

Go to [avaya.com/small](http://avaya.com/small)

# IP Office: Simplifying Communications



**“Reach me anywhere”:** Because lawyers are away from their offices much of the time, the result is often endless rounds of telephone tag and confusion over how best to reach them. Avaya IP Office eliminates the problem with one number reachability: now everyone can give out just one number—your firm’s main number—and IP Office automatically routes any incoming call to their mobile, desk phone, even (if appropriate) their home phone. Clients only need to remember one number. Because, all phone contact goes through your main office number—and not personal numbers—it enhances the image of your firm and provides more control of the image you convey to clients. Attorneys can easily screen out unimportant calls and have voice messages automatically routed to their mobile device.

**Conference easily, control costs:** When something needs to be decided and time is at a premium, IP Office makes it easy to get all the parties on the line using its built-in private, secure conference bridge. Attorneys can instantly set up a conference call anytime, anywhere, using

any phone. Because IP Office provides two 64-port conference bridges, your firm can have multiple conference calls occurring simultaneously. In addition to the audio call, you can broadcast documents (i.e., web pages, photos). IP Office eliminates the fees you pay to outside conferencing services. A firm that holds just a couple of conference calls a day will see a rapid return on its investment.

**Communications for independent contractors/home offices:** Many law firms today rely on independent contractors for specific services and also have formal work-at-home policies. Because it is an IP-based system, the Avaya solution makes it easy to set up a home office with an IP phone or a softphone on a PC that delivers all of the call handling capabilities of someone working in the office. This simplifies work-at-home arrangements and also makes it easy to take advantage of qualified people for short periods of time.

**Allocating costs, tracking time:** In any law firm, a major portion of all billing is for work performed over the phone. Accounting for

phone time can be a challenge—particularly when mobile phones are involved. Avaya IP Office makes it easy. IP Office can gather the information automatically and provide you with regular reports you can use directly with clients. Because calls are routed through the IP Office system, all calls are accounted for.

**Recording calls:** Call recording is critical in a law firm. IP Office makes it simple to record calls when necessary and also to file and retrieve those calls, listen to them through a PC and also quickly scan them for important portions of conversations and distribute them via e-mail.

**Simple, low cost administration:** IP Office takes the hassle out of reconfiguring your communications system to keep up with staff changes or to add or relocate phones and other devices. If a member of your staff leaves, or you want to set up communications on another device or in another location (including a home office), just plug in and power on—IP Office automatically reads the IP address of the device.

**Share resources:** If your firm has multiple offices, you can use IP Office to eliminate site-to-site calling charges and share your messaging system, company directory and call handling resources across locations—shortening hold times and getting more qualified people handling the calls. You can also easily manage all systems from a single Windows-based interface, avoiding travel costs.

# Flexible Options for Law Firms

## Essential Edition



*“I just need basic communications.”*

Help keep your costs down and get all the essential call handling capabilities—IP Office Essential Edition is the perfect communications starter kit for your law firm.

**What's Included:** All the “must haves” your firm needs (call routing, Caller ID, hold/conference/transfer, voice mail) plus a great selection of Avaya phones.

When you are ready, move up to the Preferred Edition.

## Preferred Edition



*“I want to make my staff more responsive and professional.”*

Get the communications capabilities that will give your firm a competitive edge...as well as the built-in capacity you need to keep growing.

**What's Included:** Ten times more call handling and voice messaging capacity than Essential Edition plus automated service prompts (wait time, promotions, etc.) as well as call recording for keeping tabs on how well clients are being handled on the phone.

## Advanced Edition



*“Give me the tools to serve clients more effectively.”*

For law firms that take customer service seriously and want to be the best. You get everything in the Preferred Edition plus powerful tools for managing your center.

**What's Included:** Automated self-service options—for providing directions, information about your firm, and more. Automated service alerts that let you know when service thresholds (i.e., wait times, calls on hold) have been exceeded. Advanced call recording options you can use to identify problems and quickly address them.

## ACCOMMODATES YOUR CHOICE OF DEVICES

IP Office has the ability to work with IP, digital, analog, SIP or wireless technologies. Use the devices you want, wherever you need them.



# Productivity Solutions For All Your Employees

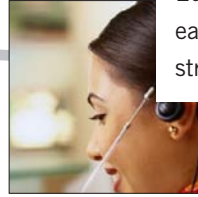
## ▶ POWER USER

Give your executives and managers—anyone using a laptop—the communications tools to maximize their accessibility and close deals.



## ▶ RECEPTIONIST

Equip your front desk personnel with easy point-and-click call controls that streamline call handling.

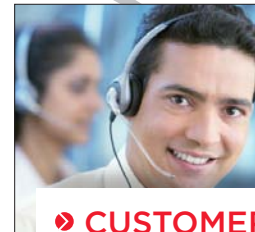


## ▶ MOBILE WORKER

Tools to keep your attorneys in touch at all times—wherever they happen to be working.



## IP Office User Productivity Solutions— Power to Your People

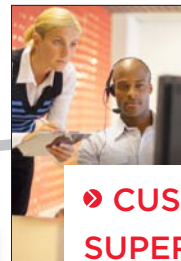
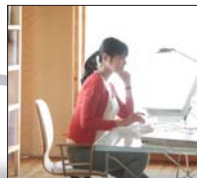


## ▶ CUSTOMER SERVICE AGENT

Equip your firm's call center with the tools to provide prompt, accurate, personal service.

## ▶ OFFICE WORKER

Give anyone using a PC a complete set of tools to help them work smarter and communicate more easily.



## ▶ CUSTOMER SERVICE SUPERVISOR

Get the reports to judge how well calls are being handled.

## ▶ TELEWORKER

Make any home office a remote extension of your firm—allowing staff to more easily telecommute and providing an ideal solution for independent contractors.

## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).

# AVAYA

The Power of We™