

nCloud Connect Communication Solution

LEGAL



nCloud Connect ensures that clients always have the ability to reach your firm. Designed to fit businesses of any size, nCloud Connect makes client outreach smooth for small practices as well as simplifying communication across multiple offices for larger firms. The system has flexibility and scalability while offering features designed to improve client experience and enhance mobility.

PHONE SYSTEM

Find out which staff member is available and reach out to them whether they are in the office, at the court house or on the road.

- ✓ Advanced Features – Desktop faxing, conferencing, voicemail to email and more...
- ✓ Visible Phone Presence – Allows legal secretaries to monitor attorney phone presence.
- ✓ Advanced Call Routing - Ensure calls are getting to right person.
- ✓ Automatic failover Backup Solutions - Clients can always reach someone if a circuit goes down.
- ✓ Call Reporting– Track time spent on the phone for each client or track marketing toll free numbers to gauge campaign success.
- ✓ Ad-Hoc Call Recording – Record calls as needed and save for client files.

UNIFIED COMMUNICATION

Connect via voice, internal video, instant messaging, conferencing and file sharing.

- ✓ Connect Mobile app for cell phones allow you to take your office on the road anywhere you go, enhancing mobility. Make calls from your office number and not your cell phone number, keeping your personal info private.
- ✓ Connect staff members from multiple offices for collaboration.
- ✓ Send and receive faxes from anywhere in your user portal with customizable cover pages.
- ✓ Instant message, video chat and send files to other staff members with a desktop integration application.
- ✓ Receive voicemail messages as an attachment in your inbox. These messages can be forwarded to other staff and attorneys if needed.

CONTACT CENTER

Allow clients to get in touch with the best person to answer their questions as quickly as possible.

- ✓ Contact Center options for small firms and full feature solutions for high call volume practices with multiple attorneys.
- ✓ Avoid phones constantly ringing with intelligent routing and improve client satisfaction.
- ✓ Help to ensure compliance with scripting and messaging abilities.
- ✓ Real time data and analytics that show how quickly calls are answered, abandon percentages and completion rates.
- ✓ Calls can be recorded and monitored to ensure that staff is providing the customer service that you expect.
- ✓ Ability for call center staff to work remotely if the physical site experiences an interruption of service or weather related shut down.