

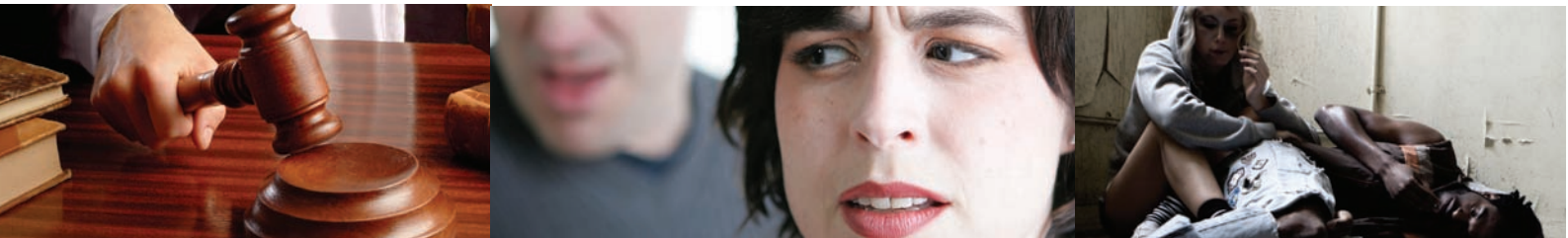
maximiser for the Legal Community...

Like many of the professional services firms, legal practices are facing increased demands on staff time, whilst accountability and contactability are becoming mandatory.



The UK's sole manufacturer of business telephone systems, SpliceCom, has developed a range of solutions, based around the company's award winning **maximiser** system, specifically for the UK's legal community. Whilst we understand that every firm has its own specific needs, we have identified a number of common challenges that apply to all law firms whatever their characteristics. These include; client responsiveness, management information, flexible working and cost effectiveness.

Whatever the characteristics of your particular firm might be, small or large, general practice or specialist, and whether your particular target is to reduce costs or improve business efficiency, rest assured that there's a SpliceCom solution that's just right for you.



As such, wouldn't you just love to.....

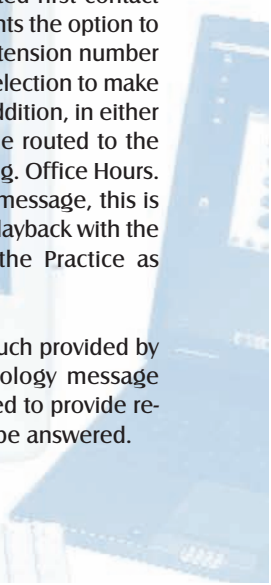
Practice Operator

Ensure that all telephone calls are handled in a business like and efficient manner through the use of a modern and highly visual Operators Console for your operator(s). The Operator is the cornerstone of a Practice, so clear, informative, real time information is a fundamental requirement. They'll be able to view employee status (Do Not Disturb, Available or Busy) and phone screen message information (On Holiday until 29th August 2009) using a PC based application or via the full colour graphics display of their phone. With the ability to view and manage employees' call forwarding as well as other great productivity features, you will truly be equipping your Operator(s) for the job in hand.

Practice Attendant

Provide support to a busy Operator or deliver an automated first contact answer point. The Practice Attendant offers callers and clients the option to route to specific Departments, or enter the employee's extension number to be routed directly to them. If the caller is unsure what selection to make the call will be automatically through to the Operator. In addition, in either busy times or outside of normal office hours, calls can be routed to the Practice Message Service providing business information e.g. Office Hours. If required there is the capability for the caller to leave a message, this is in turn clearly presented to the Operator for retrieval and playback with the ability to forward the message to other members of the Practice as required.

If the primary task of answering of calls is the personal touch provided by your Operator, why not augment this by playing an apology message during peak call times. Comfort messages can be recorded to provide reassurance to callers and clients whilst they are waiting to be answered.



Practice Message Services

Capture callers' information when you are unavailable. Some practices will wish to provide some or all of their employees with voicemail facilities whilst others will not. With per user control only those employees who have a business requirement for voicemail need to receive the facility.

Meet Me Conferencing

Reduce the time and costs accrued when traveling to and from meetings. With a Meet Me Conference facility participants simply dial the conference number, enter the conference code and join the conference. Parties are able to drop out and rejoin as appropriate. This service is ideal for large client project reviews and internal team meetings and is both easy to set up and manage.

Call Recording

Enable the recording and archiving of telephone calls in a simple, cost-effective and easy to implement manner. This will ensure that your business is compliant with Statutory Industry requirements and at the same time providing better overall working practices.

You'll be able to easily confirm the accuracy and detail of discussions, whilst new employees can be effectively trained. Once recorded all telephone calls can be easily retrieved via a simple to use search function. This will keep your business ahead of your competitors, provide an improved service to your clients, save staff time, maintain industry compliance and improve profitability.

What happens if a call is transferred from one advisor to another? Uniquely the continuation of the call is tracked and therefore when the call is retrieved from the archive, all legs of the call are listed in order. This allows for the complete conversation to be replayed and confirmed, no matter how many times the call is transferred.

If you have staff working from home, they can have their calls recorded in exactly the same manner as if they were working in the office. And if the call is diverted to a mobile it will still be recorded in exactly the same way.

Compliance Messages

Allow callers ringing into the business on the main number to be greeted by a brief compliance message confirming that calls will be recorded. This creates clarity and transparency in operation and saves valuable staff time in explaining this to every caller. This service will reinforce a perception of size, professionalism and integrity in your clients' eyes.

One Number

Publish one telephone number for your Partners, Fee Earners and members of staff, allowing them to be contacted wherever they might be, on whatever handsets they may choose to use. As many of your employees will be out and about visiting clients, it can be difficult to keep track of their movements and know the best number to contact them on.

SpliceCom's **maximiser** Unified Communications system provides an Extension Anywhere facility, allowing all your staff to utilise a single extension number which then routes calls to their desk, mobile or home phone as appropriate. This makes it easier for your Clients to contact members of staff, wherever they are and negates the need for mobile or home numbers to be handed out.

Alternately keep it simple! Route calls to the Fee Earners Support team and they can then choose where and when to direct the call to.

Home Working

Deliver a full business telephone service for those working at home, whether it is full time or as and when required, which is identical to that which they experience in the office. **maximiser** offers Home Working solutions to suit all budgets. Whether you deploy specific hardware and dedicated lines into the home, OR utilise an existing home telephone the operation is still the same. Totally efficient and effective business telephony for those working at home, including screen dialing from the contact database, Calling Line recognition of callers, status/presence indication of colleagues availability, voicemail playback and of course hold and transfer and all other office features.

Call Management

Receive accurate management reports in order to manage your telephony solution and control costs. SpliceCom's Business Management solutions offer Real Time and/or Historic reports to measure team performance, to verify that customer response targets have been met. Comprehensive Business Call Management allows reports, based on specific staff, internal teams, clients and suppliers, to be generated. You can check that you have sufficient telephone lines to handle the volume of calls you receive, ensuring that your clients can always get through and review the time it takes for their calls to be answered. In the event that a call goes un-answered, SpliceCom's Business Call Management system solutions will notify key individuals by email so the missed caller can be promptly re-contacted. Turn a lost call into a new Client with the unique Real Time Lost Call - Callback facility!

Caller Recognition

Know who's calling you before you answer the phone. Mobile phones have created an expectation that when the phone rings we know who is calling before we answer. **maximiser's** internal database stores up to 10,000 contacts with up to 5 telephone numbers being associated with each entry. These numbers are automatically "looked up" on an incoming call to the system and then call and telephone number/name are presented to the advisor to achieve excellent customer recognition. This functionality can be extended and combined with your in-house client database to allow customer records to be automatically presented on to the screen of the employees PC, to improve the personal productivity and reduce customer call time. In addition, calls from specific clients can be automatically routed to their personal contacts, thereby enhancing your client service capabilities and improve staff productivity.

Screen Dialing

Click and Dial! **maximiser** allows you to synchronise your Client database with the **maximiser** Contact Directory and via either the telephone or the PC Screen, click on a Client entry to dial their number. Fast and reliable client contact can be achieved through screen based directory dialing. Quick and easy "click to dial" access speeds up workflow and saves valuable time and eliminates errors when compared with the conventional method of finding a number and then dialing it. Click to dial can be via the common Client Contact Directory or should Fee Earners have personal Client numbers then dialing from their desktop Outlook Contact directory offers personal choice.

Disaster Recovery

Have a ready-made business continuity plan for handling telephone calls. **maximiser** can be deployed to give robust resilience at all times, however it can also deliver business continuity. Should you have no access to your premises, due to flood, fire or other business interrupting occurrences, **maximiser** can offer full business continuity for your telephone calls - to even the most compact of businesses - at an affordable price.

Who Are SpliceCom?

We're the only British company to design, develop and manufacturer Unified Communications systems that deliver tangible businesses benefits for all types of company, irrespective of size. Founded by an experienced management team who provided the driving force behind the two most successful UK voice and data convergence companies of the last decade, our **maximiser** product family combines the delivery of voice, video, IP TV and web enabled IT applications at the desktop within a single, scalable system. Since **maximiser's** launch in 2003 we've focused our resources on continuously enhancing our Pure IP Telephone system to meet our customers' needs. This has allowed us to grow our marketshare of Pure IP PBXs in the UK to an impressive 16%, according to respected industry analysts MZA.

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