

eMerge For Attorneys

For attorneys and legal offices, voice communications are central to successful cases. Whether its service reliability, receiving/making critical calls, and/or effective call tracking, voice services not only affect client satisfaction, but also impact utilization and billability.

eMerge offers enhanced voice services that satisfy the challenging requirements of legal offices. With highly reliable service, centralized directory integration, and call prioritization, eMerge puts attorneys and staff in control of their communications.

With eMerge, legal offices eliminate the overhead and distractions of premises equipment. eMerge service extends to multiple offices, delivering a consistent set of features to all employees, including those in home offices. eMerge enables legal offices to receive these benefits, eliminate technology risks, and save on their total cost of communications, all with minimal up front investment.

Legal Communications Challenges

New communications capabilities for attorneys and legal offices are often complicated and hard to use. Slow and spotty adoption can reduce benefits driving the deployment. Recognizing this challenge, eMerge offers an intuitive web interface, the evolve dashboard, along with online training materials.

Legal work typically revolves around the client. eMerge enables partners and staff to provide the client with priority calling and improved service. For larger corporate accounts, call center features, IVR, and "find-me/follow-me" services ensure that a higher volume client issues are quickly routed to appropriate staff for more rapid resolution. As a result, eMerge features reduce account management issues, reduce staff support, and improve client satisfaction.

eMerge Economics

eMerge includes service bundles that enable legal firms to save on total communications costs. A firm's total costs typically include equipment/phone leases (or depreciation), maintenance, support, access, and minutes. eMerge bundles these services together and offers packages for a flat monthly rate.

eMerge offers the economic benefits by converging voice and data together over an enhanced data connection, providing a better class of service. eMerge enables firms to consolidate vendors and simplify communications management.

eMerge voice and data service packages can save legal firms 30% or more. This is before considering the productivity benefits available from enhanced voice services. Given the hourly bill rate for attorneys and staff, the productivity increases available through eMerge could pay for the service many times over.



Key eMerge Capabilities

Client Service: eMerge features increase and extend capabilities that improve client service. Using hunt groups to ensure calls are answered and simultaneous ring provides an instant "hot line". Combine forwarding features to extend service calls to mobile and home phones.

Unified Messaging: eMerge messaging features save staff time as messages are converted to .wav files and attached to emails. Forwarding these .wav files eliminates restatement of messages and potential inaccuracies. eMerge messaging also includes email notifications when messages are received.

Multi-Site: eMerge removes service limitations associated with site-based equipment like PBXs and Key Systems, providing a single service instance to multi-site operations. Offer staff the simplicity of a single voice messaging system, call forwarding between sites, and a convenient private dial plan. Setup auto attendants/IVRs that direct calls between sites to leverage employee expertise.

Home Worker: eMerge remote office extends the rich set of business line services to the employee's home office. Employees can place calls from remote phones while showing the business line ID and billing calls back to the office.

Contact Info

For more information about eMerge service, please contact us at www.cincinnati-bell.com/evolve. Learn which eMerge package best suits your firm's needs. Rapid installation and low up front costs deliver quick financial returns. Proven training materials enable staff take advantage of new service to achieve more rapid productivity increases and greater billability.