



Go All-in With Voice, Video, and Text Communication in a Hybrid Workplace

Presented by:

George Platt, President & CEO, *ESI-Legal*

Brett Burney, Principal, *Burney Consultants*





George Platt
President & CEO, *ESI-Legal*



Brett Burney
Principal, *Burney Consultants LLC*

Work is... ANY TIME, **ANYWHERE!**

Clients need to reach you no matter where you are. Are You Ready?



Cloud-Based Unified Communications System



CLIENT



- Speech Recognition / AA
- Voice
- Video
- Text/SMS Messages
- Speech-to-Text Conversion



MOBILE in the CAR



PHONE in the OFFICE



LAPTOP at HOME



MOBILE/LAPTOP on the ROAD

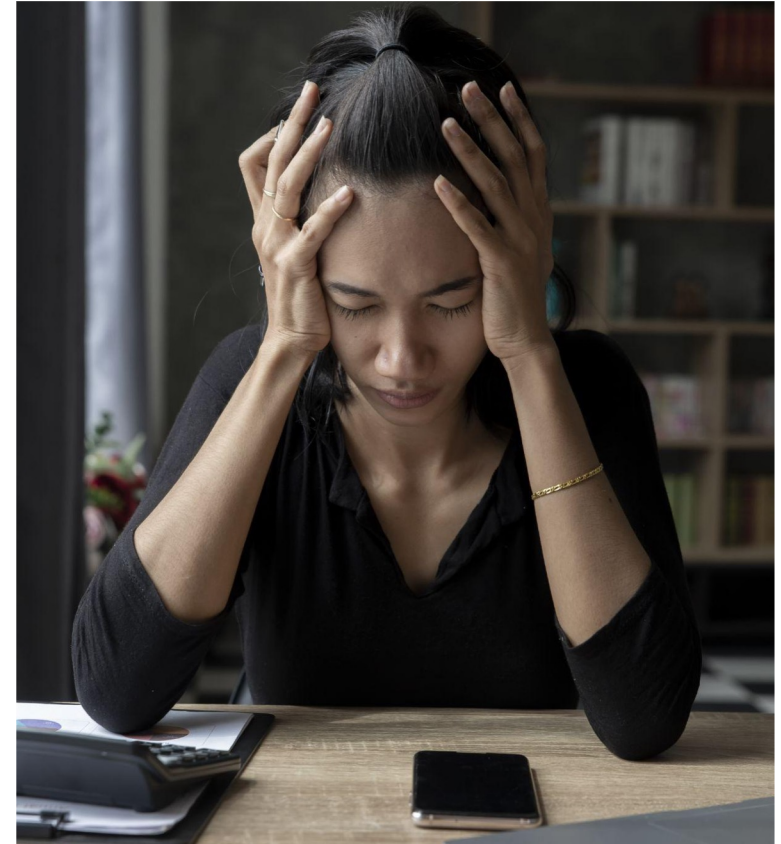


MOBILE at the COURTHOUSE



The Challenges to Overcome...

- “They” already have a mobile phone that they want to use for BOTH personal AND business communications ... and they don't want to give it up!
- They're already familiar with it, and they already have it with them, and so that's what they're going to use.
- Communications are difficult to track, difficult to capture, and difficult to separate.
- Communications happen *anywhere* and *everywhere!*

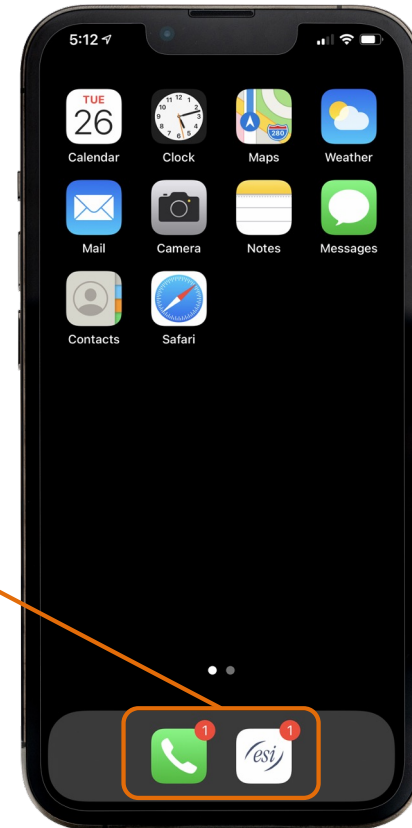




One Device, Two Phones

The **Business Phone Application** is part of your ESI-Legal seat price.

Available for iPhones via the Apple App Store, and Android devices via the Google Play Store.



Personal Dial Pad

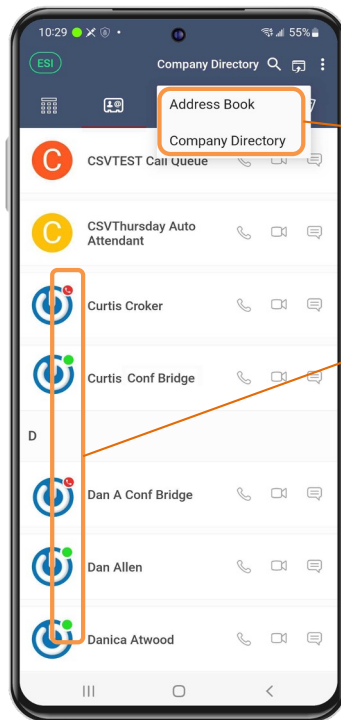
Business Dial Pad



**PROTECT
YOUR
NUMBER**

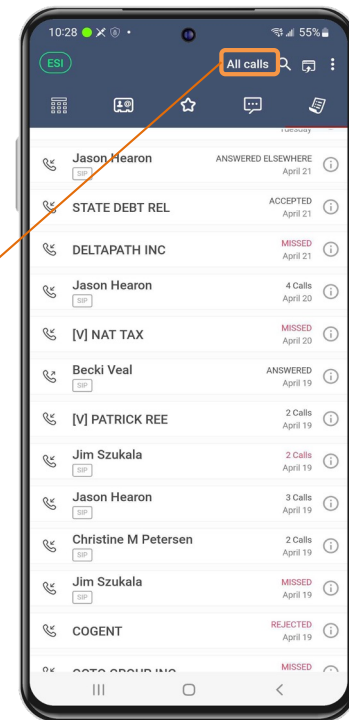


Easily Access Contacts & Call History



Toggle between
Personal Address Book
or **Company Directory**
including Contact
Availability/Presence.

View your **Call History**
including Inbound,
Outbound, Missed and
Recorded calls.





Clients **NEVER** See The
Attorney's Personal Phone
Number!

Attorneys keep their
personal and **business**
activity separate!



Helping YOU Help Your Lawyers...

But what about ...

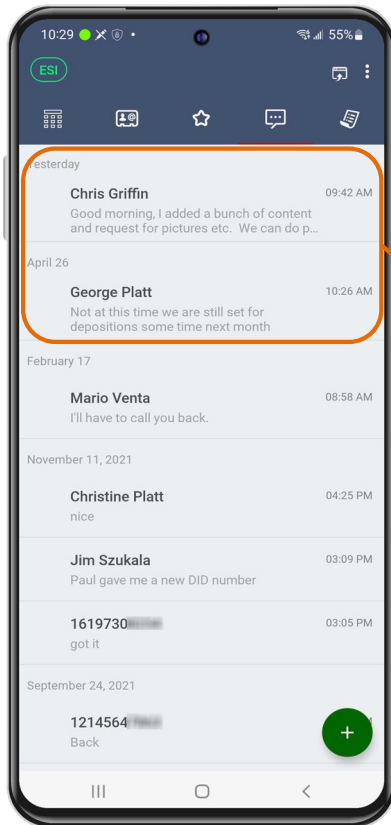
- 📞 Text Messages?
- 📞 Voicemail Transcriptions?
- 📞 Video Calls?



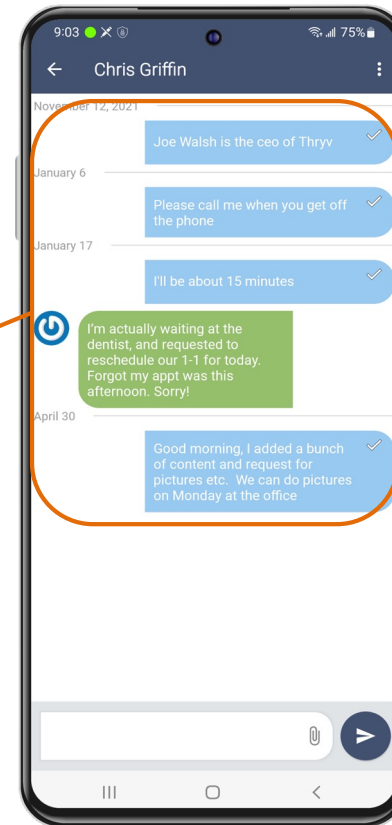
Can't Avoid Text Messages!

- Clients are familiar with it and sometimes prefer to use that method of communication (over a phone call or email).
- It's quicker and more convenient than a phone call or email.
- **Survey:** 58% of attorney respondents communicate with clients using text messaging.





Send & Receive
Business
Text & Chat
Messages



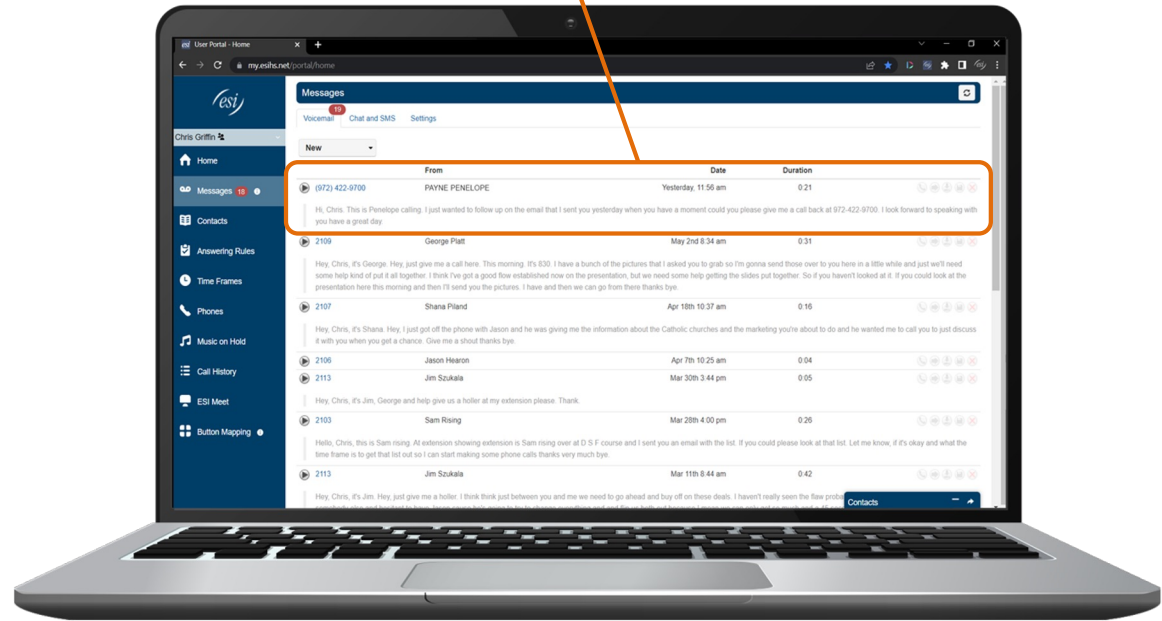
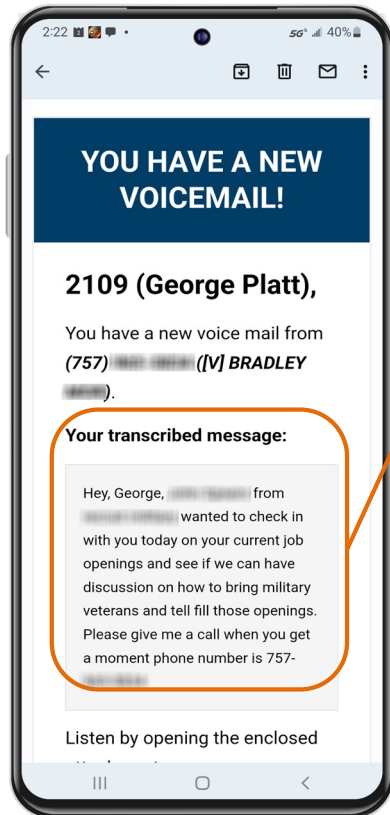


No Time to Listen!

When your attorneys don't have time to listen to a voicemail, it can be extremely helpful for them to read through a transcript so they can decide if they need to return the call.



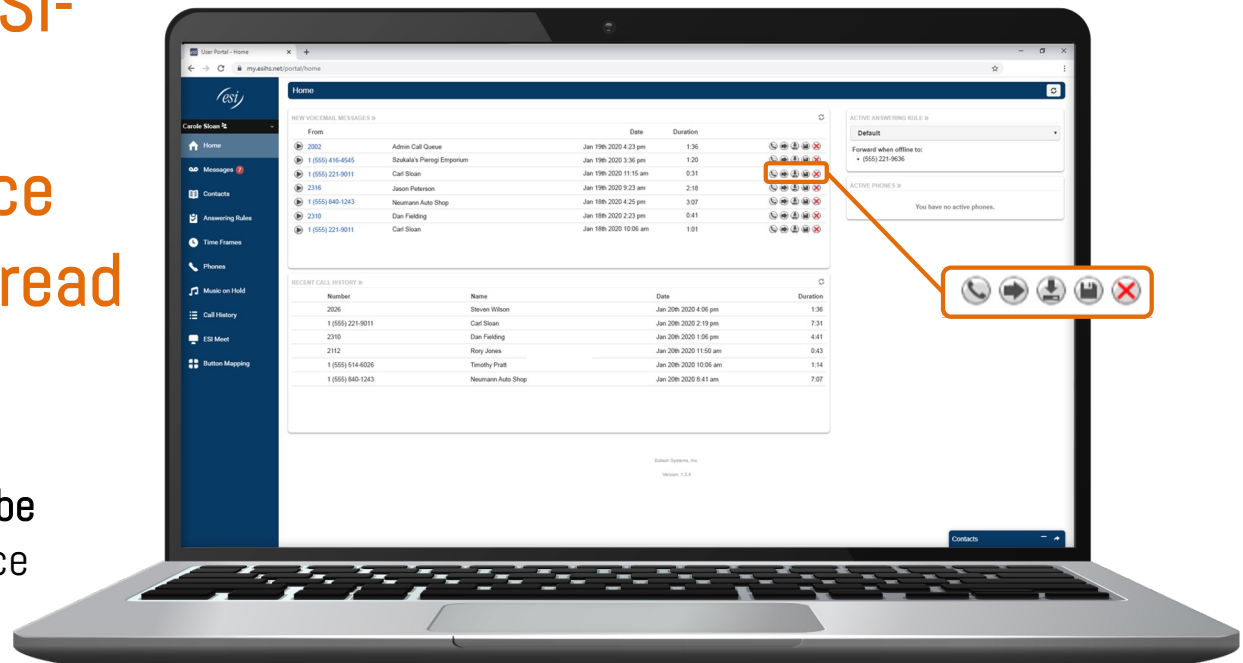
Voicemail Transcriptions Delivered to Email & Available via Dashboard





A VoIP System from ESI-Legal can transcribe voicemails to the office line so attorneys can read the nature of the call.

Plus the transcribed voicemail can be saved as text into the firm's practice management systems so the communication can be tracked.



What about video?





When it's important to *see* the person you're talking to...

Easily **Video Conference** through the Dashboard or via the Smartphone Application.

Video Calls can be turned on/off at the application level.





How does it all
work together?





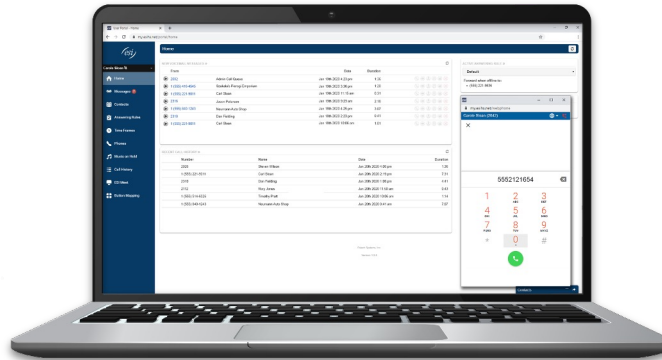
Desktop Phone



Smartphone App



Dashboard with integrated Softphone

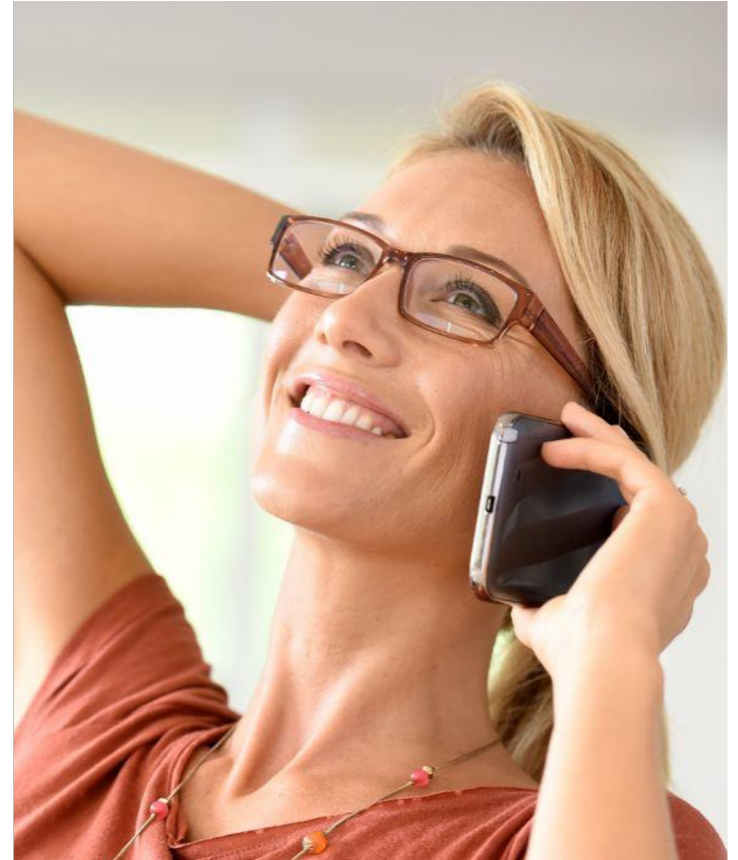




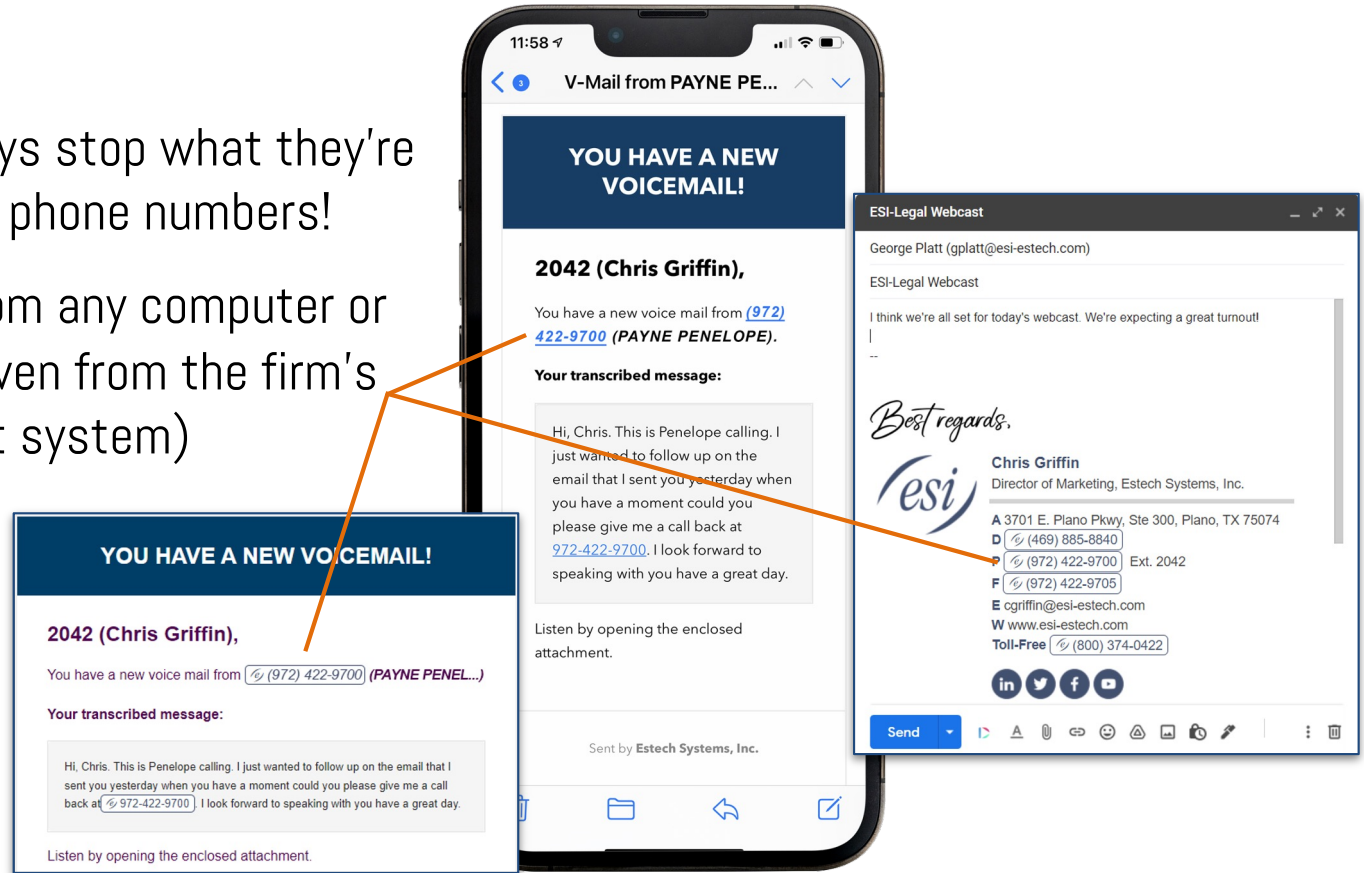
Making Communication Easier!

☞ Tap-to-Call

☞ Practice Management Integration



- Stop making attorneys stop what they're working on to look up phone numbers!
- **Tap-to-Call** works from any computer or mobile device! (And even from the firm's practice management system)





How a VoIP System Addresses these Concerns & Challenges...

- Attorneys can operate their phones and make calls directly from the practice management app or from email.
- Once a call is complete, the activity is logged into the practice management system system for billing. No more searching for call records.
- When a client calls, the appropriate client screen can be popped to your computer simultaneously.



- Unify your phone, text and video conferencing contact list with your Clio client and party database.



- Sync your Outlook and Google Contact lists to your ESI-Legal account.



- Inbound and outbound calling that connects Teams-based attorneys and staff to contacts anywhere in the



LITIFY



Search Law Office of James Szukala

Miss Angela Smith Client

Quick bill New trust request Edit contact

Dashboard Communications Notes Documents Bills Transactions Clio Connect

Contact information

Company / Title Acme, Inc. / Store Manager

Phone 2144489504 (Work)

Email asmith@acmeinc.com (Work)

Website www.acmeinc.com (Work)

Address Work
100 Acme Ave
Garland, TX 75042
United States

Billing information

LEDES client ID —

Payment profile Default (30 days)

Rates —

Custom Fields

Client's matters All Open New matter

00002 Texas Camelot Housing Development Suit

Associated matters

This contact isn't associated with any matters.

Phone

Angela Smith, Acme, Inc.
214-448-9504

Location: Texas

Web site: www.acmeinc.com

Type: Contact

Called: 2112 Julia Kedward
Direction: Inbound 15s

Hangup Consult Transfer Clio

Practice Management Integrations
Connects with 100+ PM/CRM Solutions
includes Screen Pops, Click-to-Call,
Activity Logging, Call History & more!

Search Law Office of James Szukala

Contacts

New person New company

Filter by keyword Columns Filters

Actions	Type	Name	Phone	Email	Address
Edit	Company	Acme, Inc.			100 Acme Ave Garland, Texas 75042 Unit...
Edit	Company	Celebrity Law, Inc.	8477022774	chebsey@legaltchbooks.com	—
Edit	Company	ESI	9724229700		3701 E. Plano Pkwy Ste 100 Plano, TX 7...
Edit	Person	Hunter Smith	4805883011	hsmith@test.com	987 Monument Blvd Ste 100 Sacramento...
Edit	Person	Gomez Adams	7756993321	Gomez@fabe.com	228 Sunbeam Lane Philadelphia, PN 190...
Edit	Person	Monica Barnes	775 322 0111	mbarnes@esi-legal.com	—
Edit	Person	Arnie Becker	374969997	Arnie@fabe.com	436 Main Dr. Los Angeles, CA 90209 U...
Edit	Person	Jim Carrey	9185477412	jim@fabe.com	6076 Sherman Lane Los Angeles, CA 90...
Edit	Person	Cherry Chase Client	7415584064	cherry@fabe.com	12 Christmas Lane Chicago, IL 60647 Un...
Edit	Person	Jackie Chiles	2310547780	Jackie@fabe.com	8 N. Princeton Street New York, NY 1000...
Edit	Person	Tom Cruise	4152569874	tom@fabe.com	59 Deerfield Ave. Los Angeles, CA 90209...
Edit	Person	Rebecca D'Angelo	2883965099	rebe@fabe.com	4 Christmas Vacation Way Chicago, IL 60...
Edit	Person	Elton DeGeneres	9663567789	elton@fabe.com	33 Edgewood Street Los Ang...

Phone

Monica Barnes
775-699-3321

Location: Texas

Web site: www.acmeinc.com

Type: Contact

Called: 2112 Julia Kedward
Direction: Inbound 15s

Hangup Consult Transfer Clio

The Benefits of All-in-One VoIP Systems...

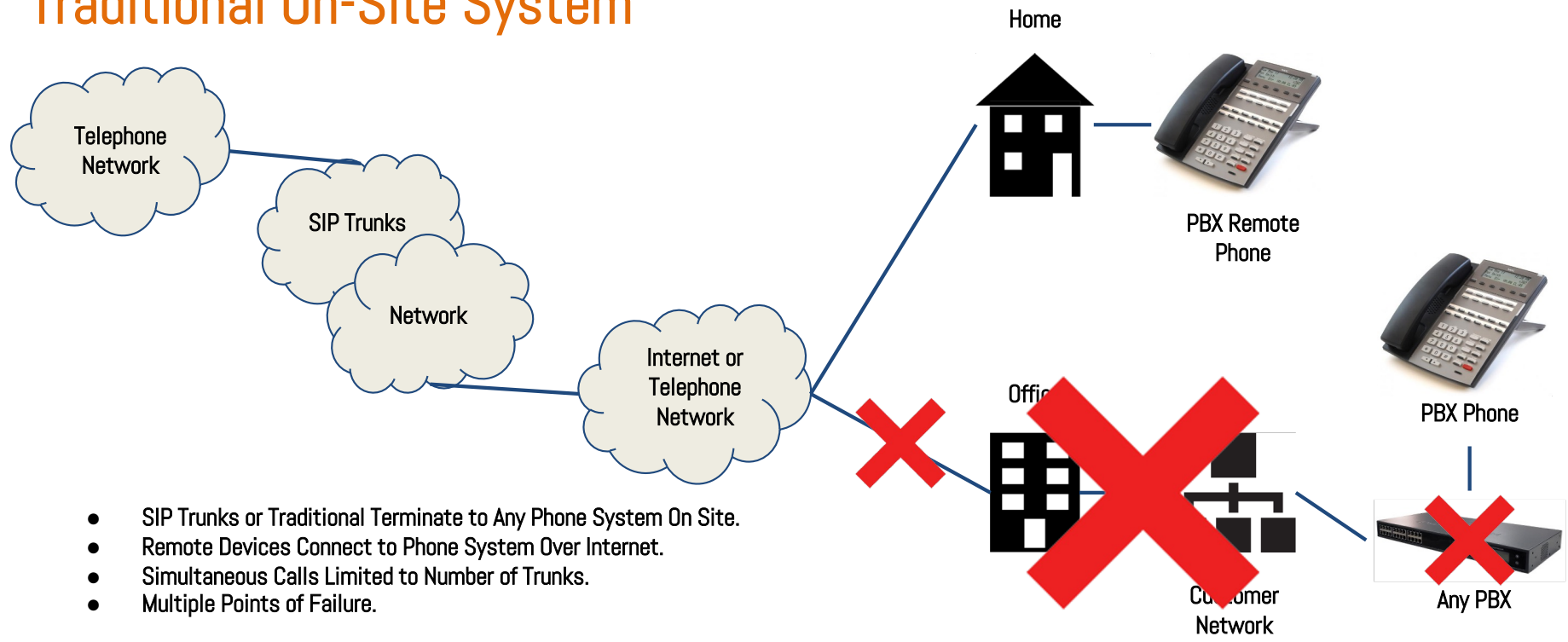
- A single office/business phone number provides a more “consistent” experience for both attorneys and clients.
- Attorneys can make and receive calls from any device connected to the Internet (computer, smartphone, etc.).
- MUCH easier to automatically track and capture time spent on calls and communications.





This all sounds great but is it more **reliable** and **secure** than my current phone system?

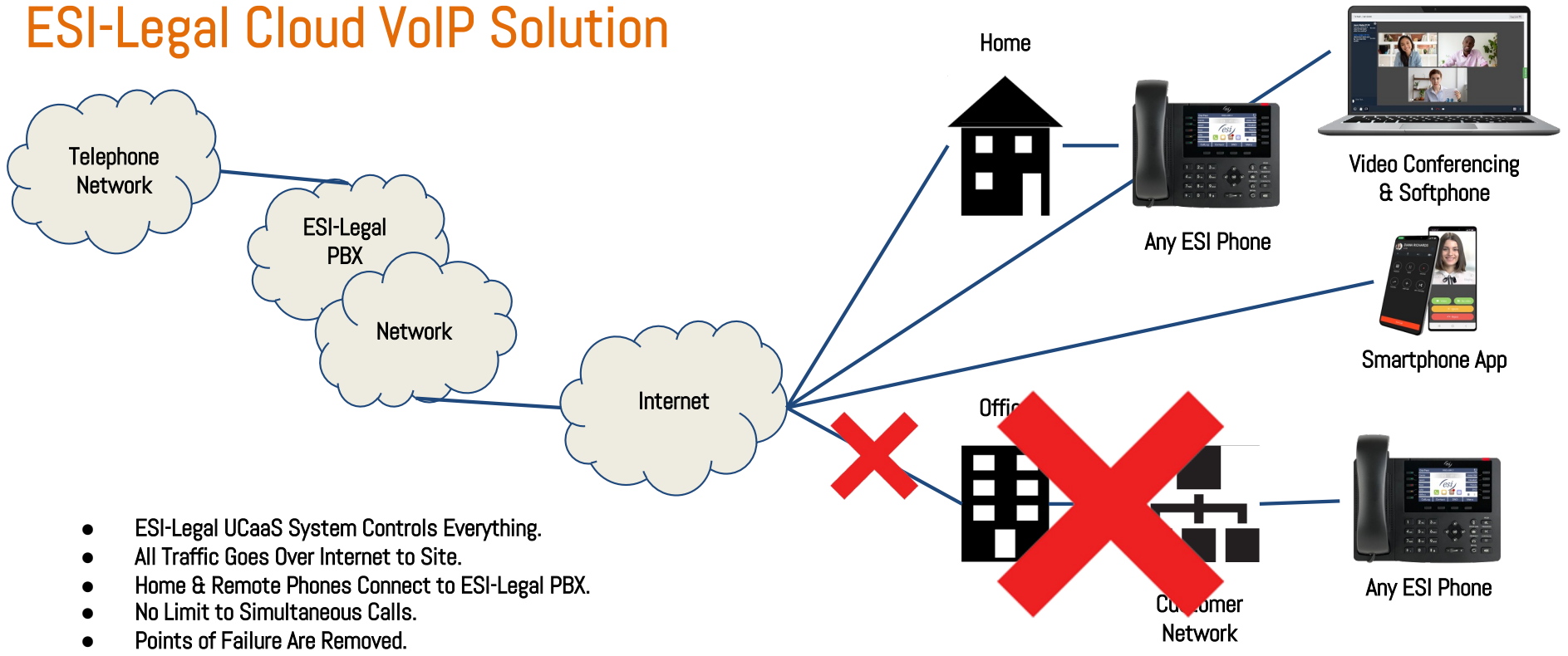
Traditional On-Site System



- SIP Trunks or Traditional Terminate to Any Phone System On Site.
- Remote Devices Connect to Phone System Over Internet.
- Simultaneous Calls Limited to Number of Trunks.
- Multiple Points of Failure.



ESI-Legal Cloud VoIP Solution



- ESI-Legal UCaaS System Controls Everything.
- All Traffic Goes Over Internet to Site.
- Home & Remote Phones Connect to ESI-Legal PBX.
- No Limit to Simultaneous Calls.
- Points of Failure Are Removed.



See the ESI-Legal solution in action LIVE at ALA Conference 2022!

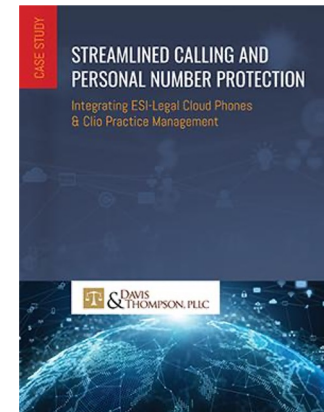
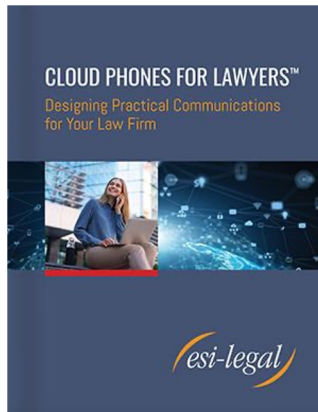


Visit Us in
Booth #923





Want to learn more? Visit ESI-Legal.com
for Downloadable Resources or to Schedule a Live Demo



www.esi-legal.com/ala-2022



Go All-in With Voice, Video, and Text Communication in a Hybrid Workplace

George Platt, President & CEO, *ESI-Legal*
gplatt@esi-estech.com

Shana Piland, ESI-Legal Voice Expert
spiland@esi-estech.com

Chris Griffin, Marketing Director, *ESI-Legal*
cgriffin@esi-estech.com
