

## Have a recording of all calls and proof of billable hours.



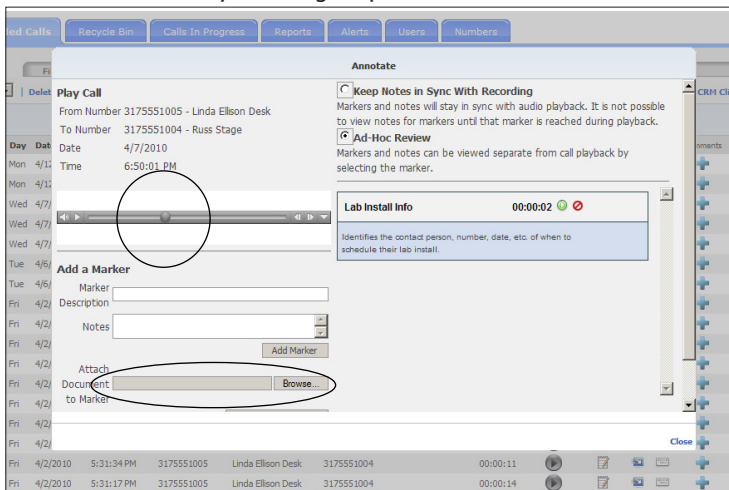
### The Need for Call Recording in Law Offices

The adage “time is money” rings especially true at law firms. Associates spend up to 75% of their time on the telephone with clients. Efficient tracking and billing, along with the option to record calls, are extremely critical for a law office.

SmartRecord not only provides extensive tracking and reporting of inbound and outbound calls, but also provides tools to time the call and automatically generate reports for billing.

With SmartRecord®, you have the ability to review and add comments or annotations to the recorded call and tag important parts of the call for faster access when needed.

Annotate by Marking a Spot in a Call for Future Retrieval.



### What features of SmartRecord® would benefit your law firm?

- A voice recording file produced for all calls
- A variety of report types including detail and summary reports by extension, person, or account code that can be used to track billable hours
- Customizable organizational structures
- Ability to do call costing
- Custom alerts
- Discussion and deposition recording
- Sharing of relevant recorded discovery

### CTI Group’s SmartRecord will help you:

- Maintain legal case continuity by providing the ability to document phone communications just as with email.
- Maximize productivity of law clerks and administrators.
- Automate billable time for client conversations.
- Integrate phone based communications into discovery.
- Improve case tracking, verification and compliance to reduce liability by securely recording and monitoring calls.
- Instantly monitor satellite offices and share records using the web-based interface.
- Record full time, on a set schedule or on-demand.
- Comment flag and monitor calls in real time to increase productivity.
- Specify who can record, monitor, replay, email and annotate records using granular rights management.