

CALL CARE

INTELLIGENT OUTSOURCING SPECIALISTS

LEGAL SERVICES

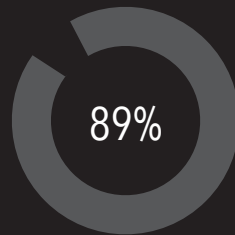
SEAMLESS INTERACTION

SERVICE

We believe that exceptional client care is essential for firms on their way to being awarded the Lexcel v5 accreditation. We support our clients existing reception staff during busy periods and staff shortages.

When callers call our clients requesting specific members, calls are transferred and messages are passed on, so no communication is missed. After office hours all new callers and claim enquiries can still be taken. All client calls are treated courteously and new enquiries are handled with confidence so our client's professional reputation is preserved. In compliance with Chapter 7 of the SRA Code of Conduct, we offer insurance for any system failure or disruptions in your workday. An outsourcing solution is also an effective and proven way to reduce operation costs.

89% of firms don't have anyone to deal with new enquiries during lunch time.*



SOME OF THE REASONS CLIENTS USE OUR SERVICES

- To extend their operation hours to 24/7 and capture all marketing responses, new enquiries and client communication.
- To reduce costs while continuing to deal with growing call volumes and covering phone lines around the clock.
- To increase productivity for staff during their work day by filtering relevant calls from the irrelevant.

*2013 Independent Study by Legal Expert, Professor Ian Cooper

FIRST... FOCUS, INTELLIGENCE, RESOLUTION, SEAMLESSNESS, TRANSPARENCY



SWITCHBOARD

SWITCHBOARD SUPPORT

Our in house recruitment and rigorous training ensures that our switchboard operators are trained up to handle high volumes of calls with professionalism as if part of your firm. Our operators politely filter out any calls that are not relevant to our clients and also act as sign posters by putting callers through to the right department or appropriate person.

Our skill based routing matrix matches the call to a switchboard operator. All callers are promptly able to speak to someone who can deal with their queries.

CLAIMS HANDLING

Our call handlers will take down all relevant information to fully qualify and profile new claims before passing them to your fee earners.

All required information is outlined according to the client's specification so that none of your fee earner's time is wasted. All callers are treated with empathy, informed that the information taken will be passed on and assured of when to expect to hear from a lawyer.



CLAIMS HANDLING

ON-CALL SOLICITORS

When calls from the DSCC reach our call handlers they will make sure to carefully take down all details from the call professionally and attempt to directly contact the duty solicitor. If unsuccessful to reach them through the phone then we will send a message through with all given details attached.

By ensuring that all calls from the DSCC are answered, business is secured for your firm and solicitors avoid being struck off for missing calls.

ONCALL SOLICITORS SUPPORT



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