



## Law Practices Transitioning to 24x7 Communications





# Importance of 24x7 Communications

Twenty-four seven, after-hours communication allows prospective and existing clients to reach a legal practitioner at any time.

This way, legal situations are promptly addressed by a capable legal expert, providing consultation and services.

Legal practices that offer after-hour communications differentiate their service from firms that do not. Accordingly, twenty-four seven law practices increase their client base, while enhancing their organizational reputation.



# Answering a Key Question

A key question to answer is: How can legal practices resource technology for after-hour communications?

Some practices hire an after-hours service, where an individual is present to document the client's message and relay the information to a legal expert.

If a law firm can't afford an after-hours service, it can look into a more cost-effective and powerful alternative.





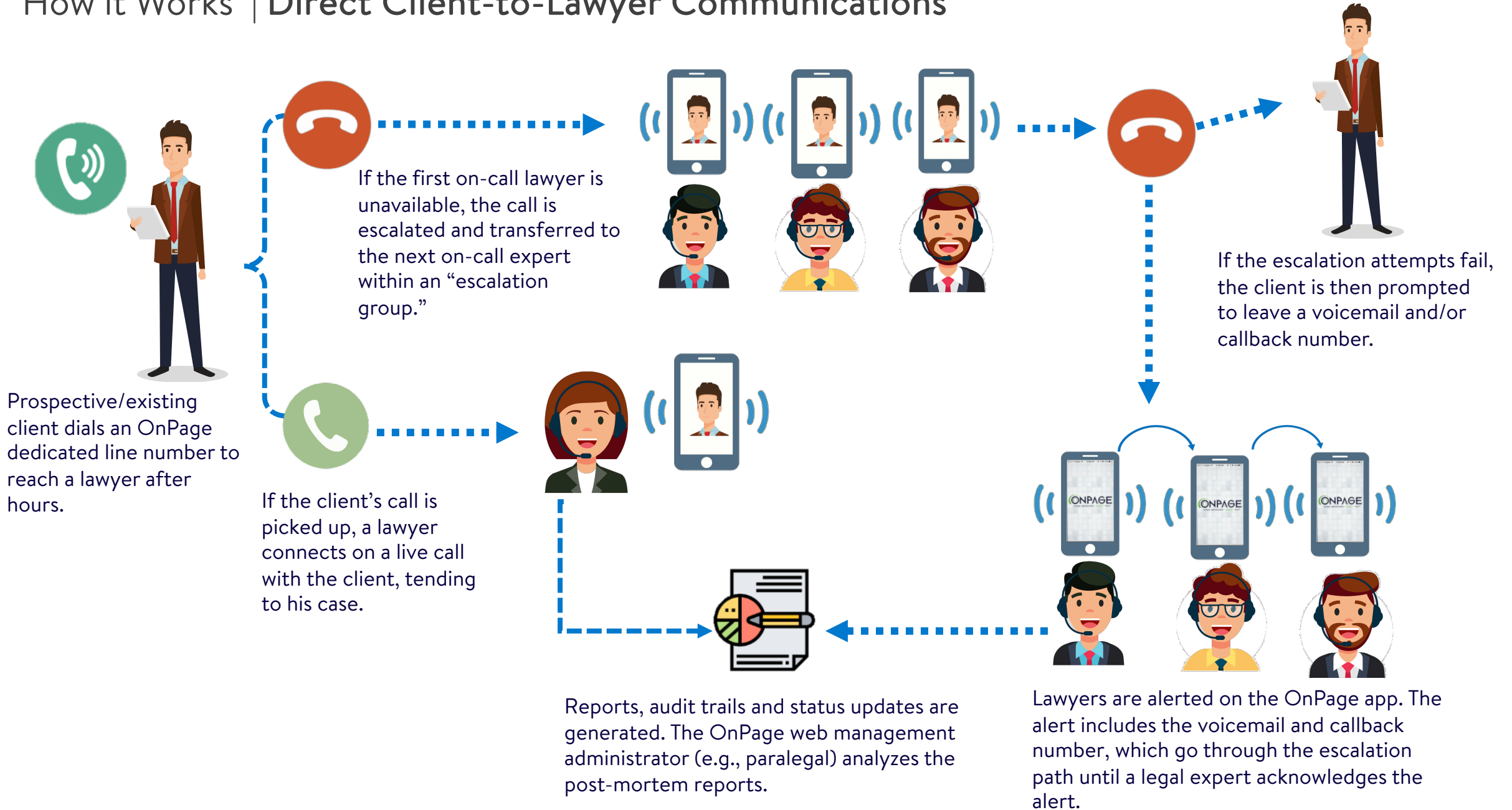


## A More Reliable After-Hours Solution

An incident alert management platform is a cost-effective alternative that, when combined with dedicated line and live call routing capabilities, can create a powerful after-hours solution, ensuring that not a single call goes unheard.



# How it Works | Direct Client-to-Lawyer Communications





# After-Hours Process Explained

Prospective and existing clients can reach a firm through an OnPage dedicated line number. If the client's call is answered, he immediately connects with a lawyer on a live call, communicating his legal issue(s).

If the first on-call lawyer is unavailable, the client's call is escalated and transferred to the next legal practitioner.

If no one in the escalation group responds, the firm may choose to either trigger a failover (i.e., transferring the call to another escalation group) or prompt the caller to leave a voicemail and/or callback number. The client's voicemail and/or callback number is then escalated within the original escalation group.







## Detailed Reports at the End of the Process

The direct client-to-lawyer process concludes with the generation of detailed, downloadable OnPage reports, audit trails and status updates, which can be pulled by the OnPage web console administrator (i.e., lawyer or paralegal).

These reports provide detailed information, allowing firms to make proper adjustments when a client calls after hours.



# Conclusion

Whether it's an existing client trying to reach their lawyer about an urgent issue, or a new client reaching out for legal consultation, OnPage ensures that their calls are always received by an after-hours practice at the right time.





OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems and people have a reliable way to escalate urgent notifications to the right person immediately.

OnPage's escalation, redundancy and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime or to reduce the response time of healthcare providers in life and death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

For more information, visit [www.onpage.com](http://www.onpage.com) or contact the company at [marketing@onpagecorp.com](mailto:marketing@onpagecorp.com) or at (781) 916-0040.