

COMMUNICATIONS CHECKLIST FOR LAW FIRMS

FIND OUT IN 20 QUESTIONS IF YOU'RE LOSING CLIENTS

Law firms can't afford to have communications issues. Every new caller who gets left on hold or sent to voicemail is lost business. Every existing client that gets transferred more than twice won't provide a reference.

Slow or unprofessional communication is the digital equivalent of graffiti on your building. It creates a bad first impression that's hard to shake and makes it much more difficult to secure the trust of potential clients.

But don't worry, FluentStream is here to help with this handy-dandy checklist. Make sure you can communicate with your clients effectively and professionally and they'll reward you with more business.

Do you know if your firm is equipped to handle everything callers can throw at you? Fill out this simple checklist to find out.



Can you connect clients with the right person every time they call?

	Do you have an automated main menu that can connect every call to the right person simply and quickly?
	When a client calls to speak with a specific attorney, can you instantly check if they're available without putting the client on hold?
	Can your clients reach their attorney by simply entering their name in the phone prompt?
	If an attorney is working remotely and receives a call from a client, is it easy to forward the call to their home phone or personal cell phone?



Can you give every new caller the attention they deserve?

	Can you answer calls quickly enough to keep callers from being frustrated, even during your busiest times?
	Can you use your office or home computer to instantly answer or transfer calls?
	Can you ensure your firm always puts its best foot forward by matching the area of any number you call?



Can you stay connected when you're away from the office?

	Can your attorneys read or listen to transcribed voicemails right from their emails?
	Can your team tell the difference between personal texts and work texts when they're using their cell phones?
	Can your attorneys make calls from their work number when they're in court?
	Can your whole team use their computer to make and receive calls when working remotely?



Can you ensure perfect notes on every case?

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Can your firm record every phone call on demand? |
| <input type="checkbox"/> | Can you easily find and play back call recordings whenever you need them? |
| <input type="checkbox"/> | Can your assistants download call recordings and add them to case files? |



Can you send and receive paperless faxes?

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Can your paralegals send faxes directly from their emails? |
| <input type="checkbox"/> | Can your lawyers read incoming faxes while outside of the office on their iPads or cell phones? |
| <input type="checkbox"/> | Does your business have a digital fax inbox to ensure that no documents ever get lost and that all documents are searchable? |
| <input type="checkbox"/> | Can you guarantee that every fax you try to send is sent and delivered on-time? |
| <input type="checkbox"/> | Do you have a digital record of each fax being received? |



Do you know how many calls you're missing out on?

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Can you track all of your missed calls to make sure that the right person responds to each call as quickly as possible? |
| <input type="checkbox"/> | Do you know your average hold time? |
| <input type="checkbox"/> | Do you know if you are properly staffed throughout the day? |
| <input type="checkbox"/> | Do you know how much your call volume increases once you launch a new ad campaign? |

If you weren't able to check half the boxes, let us know. We can build a system specifically designed for your firm.

ADDITIONAL QUESTIONS?

FluentStream provides communications software to better connect businesses with their clients. Our specialty is providing phone-based communication services to growing companies to help them meet the new challenges that they face.

If you have any questions about how your phone system functions or would like to know more about any of the features discussed in this checklist, contact us at **303-GO-CLOUD** or visit us at **www.fluentstream.com**.