

# The Legal Answering Service Specialists



call management  
resources

CallCMR.com • (800) 475-7300

# Practicing law can be a juggling act with so much work to do and so few hours in the day.

Even the most skilled courtroom practitioner can find it a bumpy road when managing the logistics of running a busy law office.



# Don't Be A Victim of Your Firm's Success

As your firm's reputation grows, you may find that you are not only buried under an avalanche of paperwork, but wading through a deluge of missed calls, emails and messages. It's all too easy to find yourself spending more time playing catch-up with missed calls and less time on what matters most - your billable hours.





# How we can help

At Call Management Resources we understand the unique challenges inherent in the practice of law and have developed a range of effective solutions to help lawyers with the logistics of running a busy practice. With our help, you can avoid fielding all your after-hours client calls to focus on clients with the most pressing needs and usher in a new era of productivity and profitability!

# Fast responses with no hold times

We know how competitive the legal profession can be. If you're not available to pick up your phone, your prospective client is more likely to call your next competitor than wait around for you. That's why we offer a fast response with no hold times. We aim to pick up in three rings or less, 24/7.

# Specialized call screening

Your priorities are our priorities. We can set up specialized call screening to help you to separate the wheat from the chaff when it comes to your incoming calls. With our specialized call screenings, you'll get the highest priority calls first to help you to build your practice on the cases that matter the most to you while we take messages for the rest.



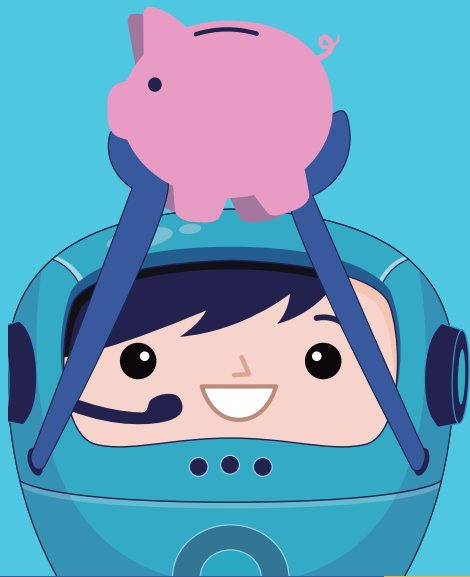


## Expert live answer agents 24 hours a day, 7 days a week

We understand how off-putting it may be for your clients to hear an automated message when they call. Fortunately, that need never be an issue for you. With the help of our expert live agents, your clients reach US-based call center agents that will delight them while you're busy in court or even tucked up in bed.

# Customized scripts with emergency dispatching and escalation

You get complete autonomy over our agents' scripts to provide an accurate reflection of your practice's exacting standards. Based on this script we can determine emergency cases using parameters approved by you and escalate them accordingly.



## All on Billable Hours

We provide you with expert time billing reports so that you can easily bill your clients for the time we spend on the calls. Let your client pay for your answering solution and let us help you make money.

- ★ We answer over 4 million calls per year.
- ★ Our average client stays with us for 12 years.
- ★ Approximately 100 employees work for us and are expertly trained through 4 levels of training.
- ★ Over 500 companies trust us to answer their calls.
- ★ Our goal is 100% agent accuracy and we incentivize bonuses based on accuracy and customer care.
- ★ 35% of our call center agents have been with us for more than 5 years!





# About Call Management Resources

Call Management Resources has been providing answering service and call center solutions for over 62 years. While other businesses have come and gone, we have maintained a trusted partnership with our clients by understanding the industries of our clients, anticipating needs and recommending innovative solutions.

We are an industry leader by providing the highest customer service, advanced technology and the most experienced call center agents.



# Our Agents



The heart of any call answering business is the agent answering the phone and we have some of the best agents in the business.

After thorough testing, Call Management Resources moved to a remote working environment for a majority of our call center staff over 5 years ago. This has enabled us to attract the highest caliber agent and retain talent that would have been unavailable if we were recruiting in a single location. It has also made for happier, more productive agents and happier agents give better customer service to callers.

# Capabilities

- ★ Live Agent Answering
- ★ Overflow Answering
- ★ Attendance Management
- ★ Live Transfer or Call Patching
- ★ Dispatching
- ★ On-Call Answering
- ★ Email Paging
- ★ Claims Processing
- ★ Virtual Reception
- ★ After Hours Coverage
- ★ Appointment Setting
- ★ Interactive Voice Response (IVR)

**Our key capability is working with you  
to design a solution that is custom fit  
for the needs of your business.**

Contact Call Management Resources today and let one of our answering service and call center solutions experts discuss ways that we can delight your clients, streamline your firm's processes and improve your bottom line.

**Missed Calls Cost You Money.  
Answered Calls Make You Money.  
We Answer Calls.®**



call management  
resources

CallCMR.com • (800) 475-7300