

Customer story

INDUSTRY:

LAW



HIGHLIGHTS

Transparent and Unified communication using Contact center suite with advanced support for Legal Law services

CLIENT

A well-established law firm with a robust presence, operating offices in multiple cities throughout India and providing comprehensive legal services.

REQUIREMENT

- The company required a unified communication platform to ensure seamless interaction with clients across various channels.
- They needed an efficient system to manage appointments and schedules, reducing manual intervention and improving coordination.
- A streamlined billing mechanism was essential to simplify financial transactions and enhance client satisfaction.

CHALLENGE

The law firm was using different software applications for client communication, appointment scheduling, and billing management.

As a result, there was a lack of integration, which caused delays and confusion among the staff.

They were also struggling to maintain transparency with clients as they could not track the status of their cases.

The critical support and features that the company is looking for:

- A unified communication platform that can integrate email, SMS, and phone calls.
- An advanced appointment scheduling system.
- Comprehensive billing management with customised reports.

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SOLUTION

[Cloud Contact Center]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Cloud Contact Center: A Contact Center Suite was provided with an advanced support communication setup.
 - The client was able to contact their clients via email, SMS and phone using a single communication platform (Omni-channel suite).
 - The solution helped the law firm streamline its communication process, reduce staff delays and confusion and maintain client transparency.
- Additional features included;
- Analytics and reports, advanced appointment scheduling
 - Comprehensive billing management with customised reports.
 - Integration of communication tools for real-time updates on appointments and billing activities.
 - Automated reminders and notifications to minimise missed appointments and enhance client engagement.