



InterCall's Solutions for the Legal Industry



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When you're working with clients, co-counsel or subject matter experts, being able to meet with anyone at anytime, no matter where they are in the world, is critical to collecting information and completing a case. You could bring everyone together for on-site meetings, but that can be time consuming and cost-prohibitive. Instead, you can collaborate on case work, review contracts and brief clients online and over the phone, enabling you to work more efficiently and effectively.

Features and Services

InterCall, the largest conferencing provider in the world, offers more services and features to help keep you connected to the people you need to get your job done. No matter the size of your firm or discipline in which your practice, InterCall gives you the tools you need to better manage your caseload and maximize your billable time.

Everyday Meetings

For daily communication and meetings with internal teams, clients and partners, InterCall offers easy-to-use conferencing tools to help you get things done quickly.

- + **Reservationless-Plus®** – meet at a scheduled time or at the drop of a hat through a secure passcode. Reservationless-Plus offers a variety of features to enhance your call, including record and playback, project codes for bill back, toll-free dial-in for international participants and operator assistance. The online call management tool lets you schedule, start, present and archive your conference on the web.
- + **ITFS (International Toll-Free Service)** – provide convenient, toll-free access to your U.S.-based conference calls for employees and colleagues located internationally. The ITFS phone number uses the originating country's national numbering format, which means the toll-free number will vary by country. Your ITFS participants will have the exact same call experience as those dialing into your call from within the U.S.
- + **InterCall Unified Meeting** – let people see what you are talking about and collaborate during your online meetings with a single system that brings together audio, web and video conferencing tools.
- + **Microsoft® Office Live Meeting**, offered by InterCall – host interactive, collaborative meetings by showing presentations, software and web sites.
- + **MeetingCenter™**, powered by WebEx™ – use the Internet to share a PowerPoint® presentation, demonstrate software or show web site navigation.

Recording Depositions

InterCall offers more features to make it easy for you to take depositions remotely and record them instead of flying people to a central location.

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- + **Record & Playback** – record an audio deposition for later playback through a digital recording that can be accessed 24/7 using a toll-free number or over the Internet. The recording can be saved for as long as needed or copied to a CD.
- + **InterCall Video Conferencing** – eliminate the need to fly witnesses or subject matter experts for in-person depositions. InterCall Video Conferencing lets you meet face-to-face using multipoint video conferencing. If you don't have your own video conferencing equipment, we work with over 9000 public rooms that are available to reserve for your sessions or we can help you purchase equipment through our partners like Polycom and Tandberg.
- + **Transcription** – maintain accurate records of your recorded depositions by receiving a transcript delivered electronically or in hard copy within 12, 24 or 48 hours of your meeting. Transcripts give you a simple way to review precisely what was said while preparing case documents.

Continued Legal Education (CLE) Solutions

When hosting large-scale training sessions, InterCall offers more services and features to help you reach a world-wide audience.

- + **Operator Assisted** – get added professionalism and features with assistance from our expert audio conferencing operators. They can help you manage the call as participants join and will be with you every step of the way. You and other instructors can meet in a sub-conference prior to the start of the call to finalize the agenda or review last minute timing cues.
- + **TrainingCenter**, powered by WebEx™ – deliver live, interactive training sessions using the web. Share presentations, software and web sites. Additional features let you test and poll your participants and hold breakout sessions. TrainingCenter can be integrated with your LMS systems and an add-on feature allows you to create high-quality, asynchronous, multimedia training presentations using common business tools.
- + **Video Streaming** – broadcast your training session over the Internet. Participants can see what is being presented through a web interface and listen to the audio broadcasted through their computer speakers. A recording of the event can be archived for later distribution, making it convenient for those who couldn't attend the live event to see and hear what they missed.
- + **Participant Report** – as participants dial in to your session, capture their names, entry/exit times, phone numbers and up to four additional pieces of information.

Record Keeping and Client Billing

InterCall offers several features and systems that let you conveniently track and manage conference usage and expenses.

- + **Project Accounting Codes** – maintain better control of conference charges by tracking PAC codes that help identify which charges need to be billed to a client or matter number.
- + **Online Reports** – gain insight into your firm's conferencing activities by accessing your secure, online account 24/7. Track conferencing usage, view billing



information or access user information. Our comprehensive reports make it easy to accurately associate conferencing expenditures with individual cases and clients in advance of receiving your invoices.

- + **Electronic Invoicing** – streamline your client bill back process by receiving monthly invoices in a standardized electronic format so conference charges can be integrated with internal billing systems.

Crisis Communication

When you've got an emergency, there's no time to waste. InterCall's online tools let you quickly notify internal and external teams so everyone knows what's going on.

- + **CrisisConnect Online** – take control of all your critical communication broadcasts online. Send email, text and voice mail broadcasts when there are urgent updated, client notifications or system and technical issues to your partners team, employees or clients on-the-fly from any phone or through the CrisisConnect Online web-based interface using text-to-speech recognition technologies. Broadcasts can be sent to multiple phone numbers stored for recipients. Real-time, online reports show who has received the message and who still needs to be contacted.