

## Lawfirms and Call Recording

### “Time is Money”

Associates spend up to 75% of their time on the telephone or in meetings with clients.

A recorded call provides attorneys and their support staff with necessary evidentiary content, as well as a means to track time related to specific client activity types.



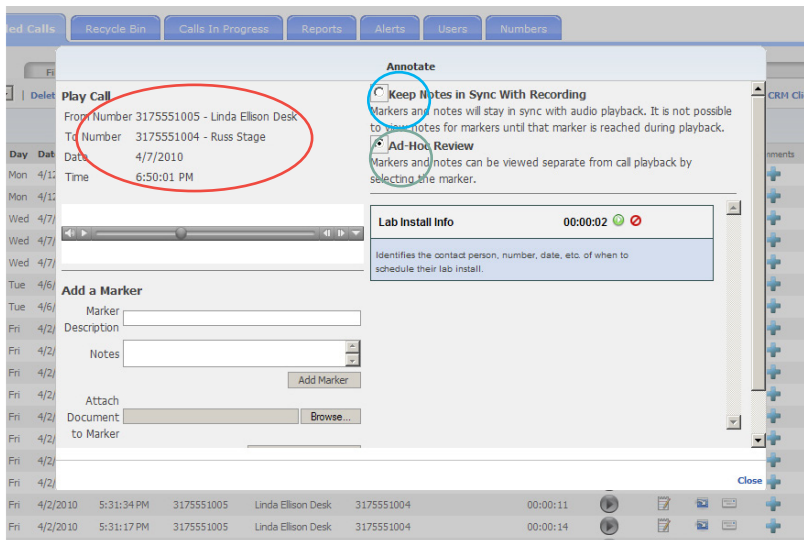
### SmartRecord<sup>®</sup> Benefits Your Law Firm

- Calls recorded based on your specifications
- Ability to categorize calls by type and client
- Ability to report by type, client, and attorney
- Alerts- Configurable by type, client, attorney
- Desktop notifiers triggered by alerts
- Review, comment, and annotate recorded calls
- Tamper-proof watermarking and encryption
- Workflows for secure offline storage

### Specific Use Case Examples

- Automate billable time for client conversations
- Integrate phone communications into discovery
- Record full time, on a set schedule, or on-demand
- Maintain legal case continuity by providing the ability to document phone communications
- improve tracking, verification, and compliance to reduce liability by securely monitoring calls
- Comment, flag, and monitor calls in real time
- Maximize productivity of clerks and administrators through the use of alerts and notifications
- Instantly monitor satellite offices and share records using the web-based interface

### Annotate by Marking a Spot in a Call for Future Retrieval



- Date, Time, Sender, Receiver
- Comment- Written clerk or attorney notes
- Annotation- Digital markers placed in the call file

### SmartRecord with Aurix E-Discovery

Content searching for legal discovery is a costly task. The process involves isolating relevant content for evidentiary purposes. ESI is the acronym used for any electronically stored record created by a company representative that is a Call/Phone, Email, document, spreadsheet, IM chat. A digital record. SmartRecord powered by Aurix is an ideal complement to any E-Discovery solution.

<b>Problem:</b> Traditional approaches are manual listening	<b>Solution:</b> SmartRecord powered by Aurix
Impractical and expensive	Flexible export interface for movement of data to other tools
Skilled labor required	High performance for fast search
Speech to text “Needle in haystack” not suitable	Categorization of relevant content for use indicators

**Alert List**

Active	Name
<input checked="" type="checkbox"/>	Alert 1 <a href="#">View</a>

[Apply](#)

**New Alert**

Name:

Description:

Event Type:

Enabled

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Alert on any day  Days of Week  Date  Date Range

Start Time:

End Time:

Time Zone:

Originating Caller ID:

Terminating Caller ID:

Originating Digits:

Dialed Digits:

Location:

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Notify By:  Web Application  Email

[Cancel](#) | [Save](#)

## Alerts/Notifications

**Example 1:** Attorney completes client call regarding a new will. T's & C's explained in detail by the client. Call being categorized as "Documentation Required" by the attorney automatically triggers notification to paralegal staff. Paralegal reviews recorded call, crafts the document to client's requirements and provides for review.

**Example 2:** Attorney takes deposition over the phone. Attorney categorizes call as deposition. Paralegal receives notification, transcribes deposition, and makes comments and annotations where relevant for evidentiary purposes.

Advanced Search

Results Per Page: 20 | [Delete](#) | [Download](#) | [Export](#) | [Export All](#) |  | [Apply Category](#) | [Manage Categories](#) | [Select Columns](#) | Show

	Number	Day	Date	Time	From Number	Originating Party	To Number	Terminating Party	Duration	Recording	Annotate	CRM	E-Mail	Comments	Category	MDS
<input type="checkbox"/>	3175551005	Thu	1/21/2010	2:36:32 PM	2135768800	Linda Ellison Desk	3175551002	Sukanta Majumdar	00:00:08	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)	<input type="checkbox"/>
<input type="checkbox"/>	3175551005	Thu	1/21/2010	2:35:01 PM	3175551002	Sukanta Majumdar	3175551005	Linda Ellison Desk	00:00:16	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)	<input type="checkbox"/>
<input type="checkbox"/>	3175551004	Thu	1/21/2010	1:25:52 PM	3175551005	Linda Ellison Desk	3175551004	Russ Stage	00:02:06	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Help Desk	<input type="checkbox"/>
<input type="checkbox"/>	3175551005	Thu	1/21/2010	1:14:36 PM	3175551005	Linda Ellison Desk	3175551004	Russ Stage	00:09:34	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)	<input type="checkbox"/>
<input type="checkbox"/>	3175551004	Thu	1/21/2010	1:14:35 PM	3175551005	Linda Ellison Desk	3175551004	Russ Stage	00:09:35	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)	<input type="checkbox"/>
<input type="checkbox"/>	3175551005	Thu	1/21/2010	1:14:23 PM	3175551005	Linda Ellison Desk	3175551002	Sukanta Majumdar	00:00:01	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)	<input type="checkbox"/>
<input type="checkbox"/>	3175551004	Thu	1/21/2010	1:14:09 PM	3175551004	Russ Stage	3175551002	Sukanta Majumdar	00:00:06	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(No Category)	<input type="checkbox"/>
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<input type="checkbox"/>	3175551005	Thu	1/21/2010	10:45:50 AM	3175551005	Linda Ellison Desk	3175551002	Sukanta Majumdar	00:00:33	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sales	<input type="checkbox"/>
<input type="checkbox"/>	3175551005	Thu	1/21/2010	10:44:58 AM	3175551004	Russ Stage	3175551005	Linda Ellison Desk	00:00:48	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Follow-up	<input type="checkbox"/>
<input type="checkbox"/>	3175551004	Thu	1/21/2010	10:44:58 AM	3175551004	Russ Stage	3175551005	Linda Ellison Desk	00:00:48	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Help Desk	<input type="checkbox"/>
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## Advanced Search/Reports

Utilize this feature to report on all forms of call activity.

- Account codes associated to attorneys and or inbound and outbound client caller IDs
- Search and report on call categories by attorney and client
- View a report on all calls containing comments or annotations
- Send secure MP3 file of recorded call to relevant and authorized parties