

CASE STUDY. LAW FIRM



✓ The Cause:

The general manager of a large southern California law firm contacted Teligent®IP after a woman had submitted a complaint that the law firm wasn't responding to her text messages. Upon hearing of this complaint, the general manager wanted to investigate whether or not more clients were texting into the law firm. Within 24 hours of enabling their main business line, the law firm received more than 50 text messages. After learning this, the general manager decided it was time to implement an SMS option for her clients but wasn't sure to begin.

✓ Client:

Large Law Firm 100-150 Employees
Southern California

✓ Company Bio:

This large law firm based in Southern California focuses its efforts on social security law. With thousands of clients, the law firm needed to streamline communication, increase productivity, and bring added value to their customer service department.

Where are
they now?

18 Agents
Accepting SMS
Messages

3,531
SMS messages sent
& received monthly

96%
of customer
appointments

✓ The Problem:

Once the general manager learned that clients and potential clients are, in fact, texting the office- she needed to determine the best way to incorporate text messages into their daily workflow. Many other SMS platforms gave them the ability to send messages but lacked other features such as the ability to enable their main number, the ability to respond to incoming messages, and the detailed reporting that would be essential to the law firms' documentation requirements.

✓ The Solution:

The law firm general manager reached out to her trusted IT advisor, an agent that regularly works with Teligent®IP. This agent determined that the Teligent®IP Interactive Solution, would be the perfect solution for the law firm's needs. Working with the agent and the law firm, Teligent®IP customized a solution that incorporated each of the law firms needs including the ability to send and receive text messages, picture messages, auto-response capabilities, and advanced reporting features with API integration capabilities.

✓ The Benefit:

Now, using the Teligent®IP Interactive Solution, the law firm has decreased appointment no-shows by sending appointment reminders. If a client can't make their appointment, rescheduling is just a tap or text away. With the appointment reminders, the law firm sends a list of documents to bring with them for more productive appointments. Additionally, the law firm sends regular text updates, notifying their clients of case progress. This reassures clients that their case is important and fosters trust, which has helped to increase customer retention.

About Teligent®IP

Teligent®IP is a leading services provider merging advanced voice and communication applications with cloud. Teligent®IP offers complete end-to-end IP telephony over one of the largest all IP networks in the country.

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