

Talkument™

for Legal Services



Making the Case for Voice Documentation

Accurate documentation is a critical component of the legal services industry.

Knowing exactly what was said, and by whom, can mean the difference between winning and losing important cases, ensuring consistent liability protection and providing responsive and efficient client service.

Written documents are filed and cataloged to make certain they can be retrieved and reviewed whenever needed. Most firms have implemented electronic records management systems to simplify and centralize how their documents are stored. What about telephone-based communications? Even the most accurate and meticulously written notes can leave out some measure of information and lack the ability to express other important details of verbal communication, such as tone of voice and pauses in conversation.

To establish a reliable, total documentation system, legal services firms should manage telephone communications

in the same way written communications are now handled. Previously, memoranda were drafted and physically distributed, where they could easily be overlooked, misplaced or otherwise inappropriately handled. With the advent of electronic mail and records storage, legal firms now have the ability to determine exactly when and how vital information has been communicated and shared.

Talkument, the voice documentation solution from OAISYS®, enables legal firms to simply and efficiently document telephone conversations in a similar fashion. Talkument captures digital recordings of authorized users' telephone conversations through its innovative Portable Voice Documentation (PVD) technology. Conversations are captured in their entirety and can be shared with other authorized users to facilitate improved collaboration. The benefits of the Talkument solution to clients are significant; it allows firms to focus on providing legal services during telephone conversations, versus taking and saving hand-written notes. The result is improved efficiency and responsiveness, which translates to improved client relationships.



Confidentiality and security are important concerns for those in the legal field, and Talkument effectively addresses those issues. Shared voice documents are securely stored on a central server. When a user shares a voice document, the recipient receives a link to the document, rather than a copy of the file itself. Users can insert text annotations to further explain and clarify information or to respond to a specific question about a call. Shared conversations can be set to expire after a user-defined period, and, if desired, recipients can be allowed to further share with others.

Time is money, and for lawyers that time is measured in billable hours. Talkument delivers detailed call-related informa-

tion through its easy-to-use, intuitive user interface. Call information such as what telephone numbers were involved and call duration ensure that billable time is accurately accounted for.

Maximized productivity is essential to firm profitability; time spent searching for important information can be costly. Users can create search folders and store their voice documents accordingly, a valuable feature for legal firms, where information needs to be retrieved quickly and accurately. For example, all calls related to a specific client or case can be stored in their own folders for easy search, organization and retrieval.

TALKUMENT FOR LAW FIRMS

Twenty years ago, no one could imagine the profound impact electronic documentation of written communications using e-mail would have on business. Now, no one can imagine successfully doing business without it. Talkument delivers these same benefits to phone-based communications.

FEATURE	FUNCTION	BENEFIT
Voice Documentation	Captures phone conversations as voice documents	Permits users to store, search playback and share voice documents with others
Document Sharing	Enables users to share voice documents with other authorized parties	Enhances productivity and collaboration levels through the effortless transfer of information
100 Percent Accuracy	All content is stored in real-time exactly as it happened	Eliminates errors in recollection and transcription
Accessibility	Voice documents can be shared with both internal users and external recipients	Increased efficiency; information no longer needs to be re-sent or repeated
Highlighting	Brings attention to specific portions of voice documents and ties them into comments	Allows recipients to easily listen to specific portions of call without listening to the entire document
Commenting	Insert and associate text comments with a voice document	Adds supplemental information to the voice document to improve communication and efficiency
Categorization	Voice documents can be sorted into folders for easy management	Lets users easily store and track the voice documents associated with specific cases or clients
Security	Voice documents are securely stored on the OAISYS recording system	Users can only access the voice documents or sections they have permission for, and no files are ever actually transferred

Law firms are heavily dependent on accurate, reliable and secure documentation of information. Voice documentation helps legal services firms save time, boost productivity, minimize non-billable activities, improve profitability and build better relationships with clients. The verdict is clear; Talkument represents the final piece of a total documentation solution, offering secure, reliable and easily accessible documentation of phone-based conversations.



To move your firm into the next era of communications documentation, please call 888.496.9040, or visit us at www.oaisys.com or www.talkument.com.

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