



VoIPSure for Legal Practices

Accelerate the connections that matter to your law firm

Table Of Contents



03

About Us



04

How We Can Help



05

Awards



06

Why Choose VoIP?



07

VoIPSure for Law Firms



11

Communicator App



12

Features



14

Video Conferencing



15

VoIPSure Compliant



17

Hardware



24

Contact Us





About Us

At Complete Communication Company, we understand the importance of reliable communications for legal practices. This is why our multi-award-winning telephone solution, VoIPSure, has been designed with simplicity and security in mind. Our aim is to provide the best telecoms systems to law firms, ensuring all methods of communication are efficient and protected.

How We Can Help Your Law Firm



Give your legal practices' communications a boost with VoIP features like professional auto attendants to greet your customers and reduce hold times by automatically routing calls to the correct departments.

Increase the productivity of your employees with features like call forwarding, conferences, call recording, and voicemail-to-email. These features allow them to engage clients uninterrupted at anytime, from any location.

Maintain maximum uptime of your communications, even when the power or Internet are down. Our disaster recovery phone solution guarantees calls are immediately rerouted to employees mobiles to continue receiving calls.

Put your mind at ease that if you have any questions regarding your VoIP telephone system or have any issues, our award-winning maintenance and support and account management team will be here to help 24/7.



Why choose VoIP for your Law Firm?



With a VoIP telephone system, each phone is connected through the Internet rather than physically connected through the traditional phone lines of your office.

The main benefit of this means that your phone system is in the Cloud, allowing you to access the complete feature-rich system from a range of devices and locations. Your telephone system will be compatible with a traditional desk handset, your desktop communicator and your mobile.

VoIP services are becoming increasingly common for lawyers, from solo practitioners to remote workers and large law firms. We understand it can be difficult to determine if your firm is ready to make the change, which is why we are here to help.

We offer many advantages for law firms of every size. The quick and easy setup is much appreciated by smaller firms that don't have an extensive IT department to work on onboarding. There are no limitations with our telephone system, so you can easily scale up as your law firm expands.



VoIPSure for Law Firms

In a law office, communication is imperative in presenting a proficient and experienced impression to clients. Law firms can take advantage of our VoIP telephone system in many unique ways to help make their practice run seamlessly.

Our VoIP telephone system helps law firms of every size answer calls professionally, as well as manage out of hour calls in a supportive and streamlined manner.

It's essential to business for a law firm to present a professional and polished approach. Making calls from your personal mobile doesn't present the best image for a law firm, while also not being privacy secure.

When using our VoIPSure Communicator App on your smartphone, your number will appear to the client as your office landline number. Keeping up your professional appearance, whilst increasing your efficiency at the same time.



VoIPSure Communications

VoIPSure is a complete communications platform that can be used with a desk phone, a softphone on your computer, laptop or mobile app on your smartphone, reducing unnecessary upfront costs and hardware changes. Our fully integrated service allows you to instant chat, call, video-conference plus share your screen and files with your colleagues and clients.



Easy team collaborations

- ✓ Quick remote setup
- ✓ Smart working features
- ✓ Work from anywhere



One provider = less hassle

- ✓ Save 30% or more
- ✓ Low monthly pricing
- ✓ Established & reliable



High-def voice & video calls

- ✓ Ultra-low call rates
- ✓ Access on any device
- ✓ Easy conference calls



24/7/365 UK-based support

- ✓ Dedicated account manager
- ✓ Robust cloud security
- ✓ 99.999% service uptime

1000+

Happy customers

10K+

Active users connected

6K+

Mobile apps installed

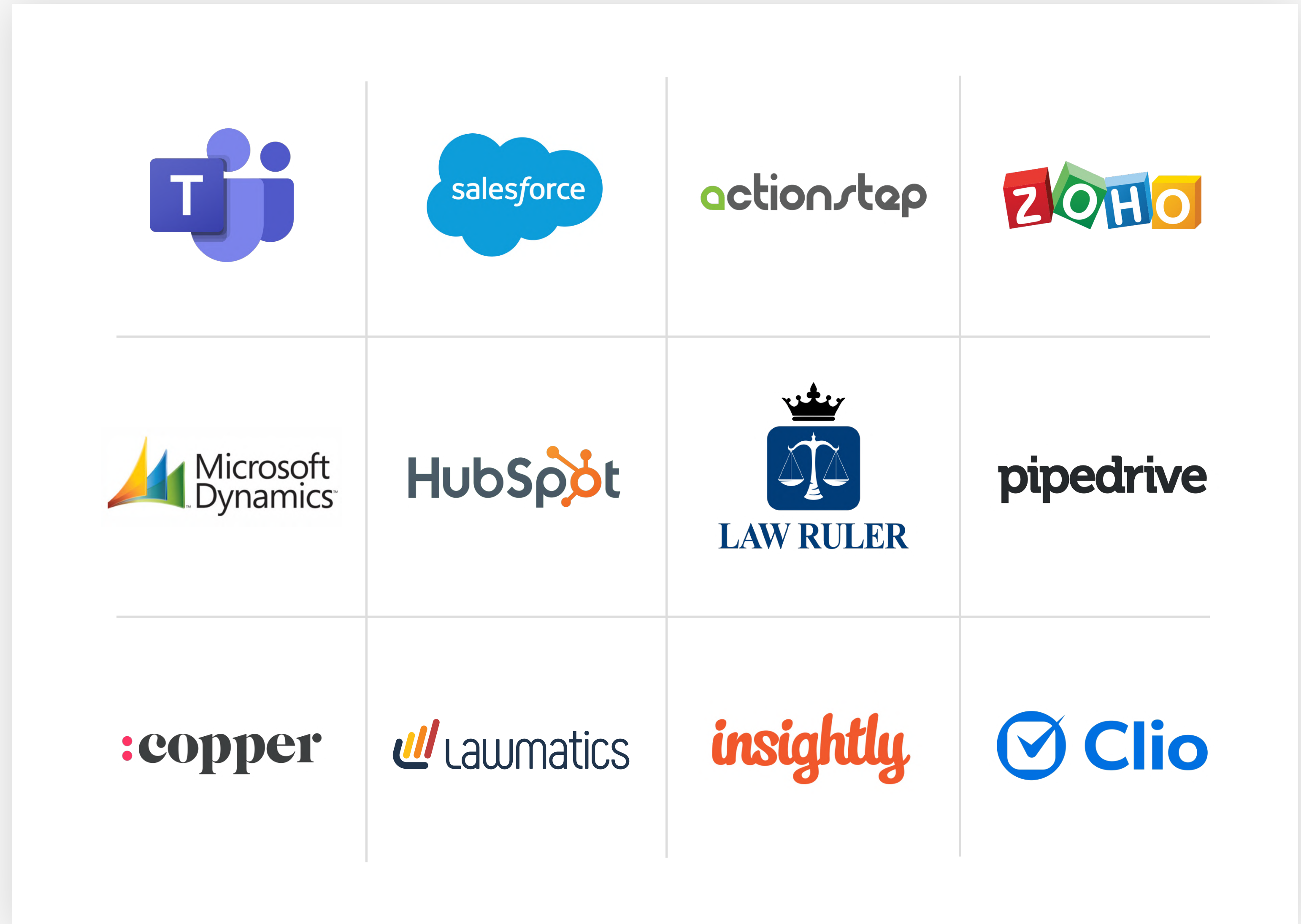
1M+

Minutes of daily calls

Smart Integrations

Our seamless integration with a range of CRM solutions brings together the functionality and features of your VoIP phone solution and inserts it into the applications that your legal practice uses on a daily basis.

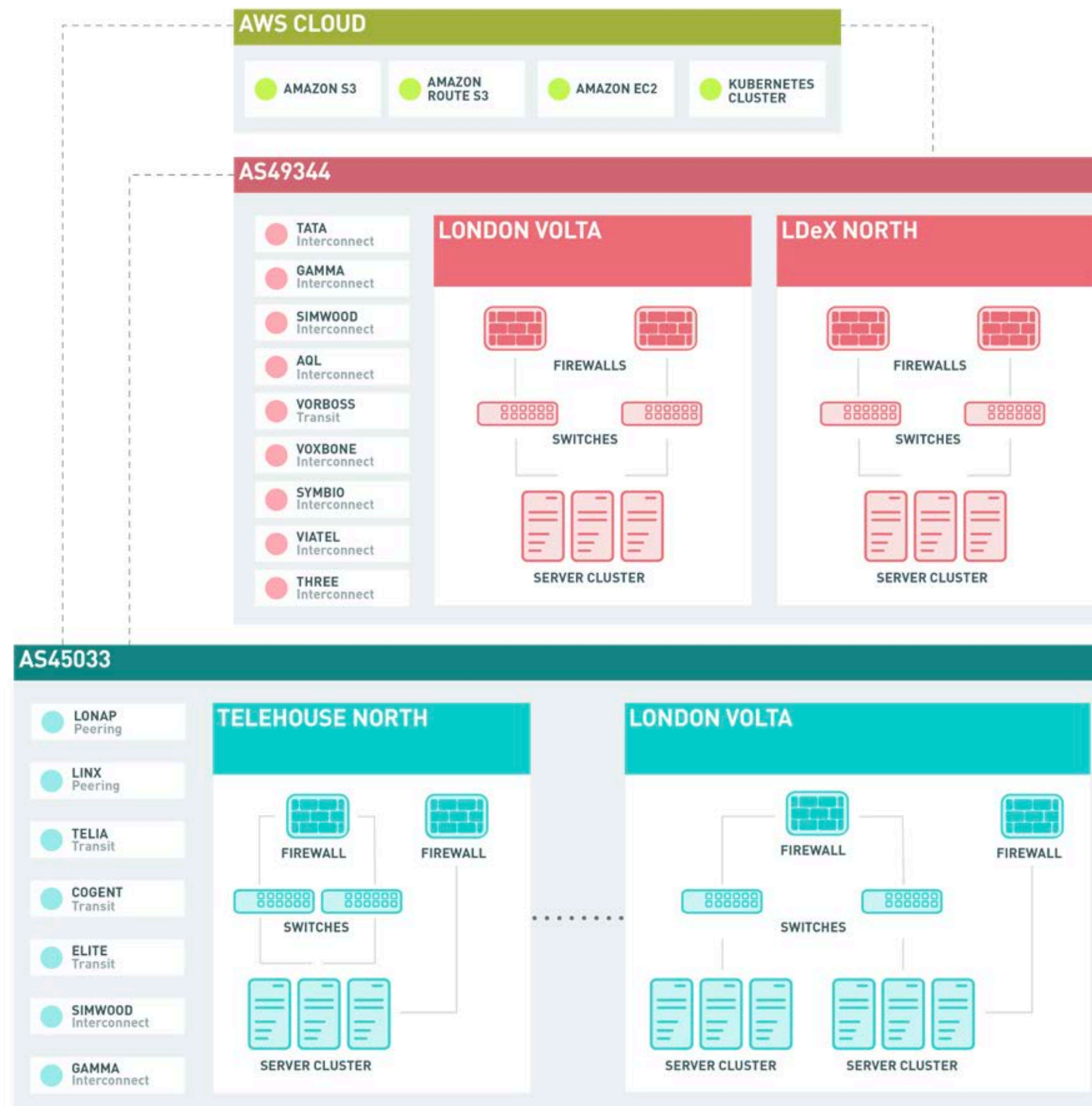
Due to the dynamic tools enhancing the way you use your CRMs on a daily basis, system integrations will increase your business efficiency to new levels.



The Network You Can Trust

Our server clusters are located across the UK data centres. The primary data centre is London Volta, offering industry-leading resilience for connectivity, power and cooling, and is a co-location centre of choice in the heart of the City.

We run load balanced controllers and hosts across our advanced Linux Based Dell server clusters, providing additional backup, and we connect to the PSTN using direct SS7. Our IP traffic flows directly over uncontended links, and we peer extensively over LINX and LonAP as well as privately, ensuring our traffic is handed to other ISPs locally wherever possible.



Communication App

VoIPSure Communicator App allows users to take their communication channels with them wherever they go, however they work, and on whatever device they choose.

Our powerful desktop and mobile applications are specifically designed to enhance and simplify your legal practices' day-to-day communications experience.

The smart, Cloud-based voice, video and messaging tools can help your team serve clients anywhere, at anytime.

With an impressive list of features, the VoIPSure collaboration tools can make your telephone system an efficient machine. With all features accessible within a single, intuitive user interface.



VoIP Features for Law Firms

Every business needs to feel confident about their services, but this is even more important for law firms. Using our hosted telephone system, VoIPSure, your team will benefit from reliable communications.

Our VoIP telephone system allows you to leverage phone calls, messaging, and video meetings to deliver on the client's expectations from just about anywhere.

Your legal practice has specific communication needs, and VoIPSure can meet those requirements with ease. Discover over 50 features to increase your efficiency by saving valuable time, while simultaneously improving your connection with your clients.



HD Quality Calls



Soft Phone & Mobile Client



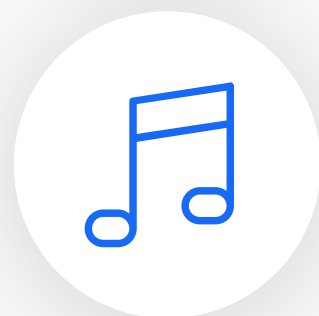
High Quality Handsets



Voicemail-to-Email



Conference Calling



Music-on-Hold



Auto Attendant



Call Queuing & Parking



Compliant Call Recording



CRM Integrations



Choose a Phone Number



Secure Administration Portal

Award-Winning Features



Soft Phone Compatible

You can use click-to-dial from your PC or Laptop. Using an entirely software based solution saves you extra costs for unnecessary hardware, and means you can get in touch with your client in just one click.



Enhanced Voicemail

All voicemails will be sent directly to your email inbox, with a transcription included. You can also access your voicemails from any of your devices — desk phone, desktop or laptop computer or via the Communicator mobile application.



Music-on-Hold

Deliver custom music or pre-recorded messages to your customers when they call in. This is a great feature for marketing additional legal services to your clients, or updating them with important information, while they are on hold.



Advanced Conferencing

Our system has advanced conference call facilities so you can reach out to your clients and colleagues wherever they are located. Whenever you need to host a conference, whether audio or video, you can rely on VoIPSure to deliver.



Smart Integrations

See all communication records attached to the corresponding clients' account in your CRM. Our VoIP system provides seamless integration with a range platforms, allowing you to use all the features of your phone system in other software.



Unified Call Recording

Easily activate full call recording with our VoIP system. You can record all your client calls so you do not miss anything important. All your recordings will be securely stored in our customer portal for you to download when you need to.

Video Conferencing for Law Firms



Video-conferencing systems enable real-time video calls allowing solicitors and clients to meet from their various locations. Still, they all have the sense that they're in the same room.

Our VoIPSure collaboration system provides HD voice and video, screen-sharing and conference recording. Any client meeting, team briefing and more can be conducted via video from any location, for maximum efficiency.

Each call can then be re-watched at a later date if necessary, via the conference recording feature. This is a fantastic tool for when a call needs to be reviewed for a case, or if there is ever a dispute between a client and the law firm.

Take advantage of seamless, high quality conference calls provided by VoIPSure and provide an outstanding experience for your clients, as well as a productive tool for your team.



VoIPSure Compliant

In a legal practice, you are most likely going to need to record calls and potentially take payments over the phone. We can provide you with the perfect compliance-ready solution. VoIPSure Compliant is an add-on to our Business plan.

Fully MIFID II and PCI Compliant, designed to be operational in minutes. An intuitive web interface makes it easy to navigate through calls and playback, with features available from a single screen. With just a simple tutorial, the system can be up and running without losing valuable staff time to training.



- ✓ Voice Recording
- ✓ Screen Capture
- ✓ Employee Evaluation
- ✓ Employee Training
- ✓ Employee & Supervisor Notes
- ✓ Compliance Support
- ✓ Call Tagging
- ✓ Call Detail Information
- ✓ Payment Platform Integration



Record using our award winning technology



Encrypt with compliant 256 bit encryption



Store using Microsoft Azure Cloud storage



Retrieve with our easy to use HTML5 interface



Evaluate your agent easily in minutes

VoIPSure Compliant

Putting your clients first means choosing a technology that'll help you manage ongoing client communications.

Being a legal practice, you need a reliable and secure tool that improves your team efficiency, while also meeting the vital, non-negotiable requirement of having strong data security.

Choose our VoIPSure platform for an innovative, fully compliant solution, built with you and your clients in mind.



Prepare for court.

When preparing your court case, you need complete, accurate, and transparent data from all parties involved. VoIPSure provides the best communication channel for you to gather all the information you need to build a strong case. All forms of communication with each client will be recorded, complying with all regulations, and automatically stored on the relevant account for you to easily keep on top of.



Keep better records.

As a legal practice, you are most likely to bill your clients hourly. VoIPSure allows you to document the hours you spend with clients more accurately. The virtual platform lets you time calls so that you can clock billable hours correctly. Through a simplistic user-interface, you will be able to see all the conversations with each client, making it quicker and easier than ever to produce bills for clients.



Record conversations in confidence.

Keeping your customers data safe must be a priority of your law firm. Choosing our reputable VoIPSure platform means you will receive a GDPR compliant call recording solution. So you can be sure that every conversation you document will be safe, fully encrypted and confidential. You will have the ability to pause the recording whenever sensitive data that is not relevant to the case, e.g. bank details, are being discussed.

VoIPSure Hardware

Whether your legal practice is a small group of less than 5 people, or a large established firm, it is crucial that you have a hardware solution tailored to your specific needs.

VoIPSure collaboration platform is best suited to Yealink hardware. The Yealink products that we provide are excellent in quality and feature-rich, with rapid technical support and auto-provisioned. From the award-winning Yealink range, we offer a selection of desk and cordless DECT phones.

Your law firm can opt-in for traditional IP desk and DECT phones and conference devices or even, use existing phones (subject to hardware compatibility).

Yealink



Yealink Prime Business T53

Enable productivity-enhancing communications. The T53 desk phone brings versatility to business communications, improving efficiency and productivity.

Designed for busy law professionals, the Yealink T53 handset is a powerful and expandable office phone that delivers optimum desktop efficient and productivity.

The user friendly design allows you to adjust the LCD screen to easily and flexibly find the comfortable viewing angle according to your personal and environmental needs. As for the audio quality, coupled with the latest version of Yealink Optimal HD Voice technologies, the handset can effectively eliminate background noises, to deliver crystal clear voice even in a distracting environment.

The Yealink T53 desk phone not only furnishes you with Bluetooth connectivity, including Bluetooth headsets and mobile contacts synchronisation when working with Yealink Bluetooth USB Dongle BT41 (sold separately), but also with WiFi connectivity when used with the Yealink WiFi USB Dongle WF40/WF50 (sold separately).



Yealink Prime Business T53

Key Features

The Yealink T53 is a powerful and expandable office phone that delivers optimum desktop efficiency and productivity. A built-in USB 2.0 port allows you to enjoy USB call recording via USB flash drive (not included).

The benefits of this Prime handset will help you to keep up with the modern telecoms technology, ensuring your legal practice doesn't fall behind in the coming years.



3.7 inch graphical LCD display



HD audio



Adjustable screen



Bluetooth via Dongle BT41*



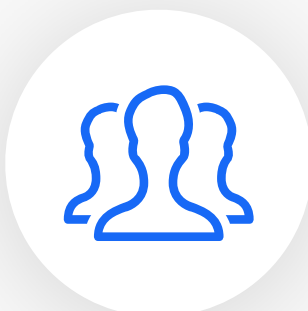
Corded-Cordless phone via DECT Dongle DD10K*



WiFi via Dongle WF40/WF50*



Content sharing



Up to 12 VoIP accounts



Opus Codec



USB 2.0

* Dongle sold separately

Yealink Executive T54W

The value of a desktop phone is redefined. The T54W handset has a long list of enriched, advanced connectivity features for unparalleled flexibility and scalability.

With an adjustable 4.3 inch colour LCD display, the Yealink T54W is an innovative handset, designed with executives in mind.

The handsets built-in USB 2.0 port allows for USB recording on both direct wired and wireless USB headset, or up to three Yealink expansion modules connection.

Additionally, Built-in Bluetooth and Wi-Fi connectivity prepare the handset for access to a range of wireless possibilities. Your handset will be instantly ready to access the 5G WiFi network, providing your business communications with a super-fast, reliable Internet connection.

Headsets can be connected seamlessly and the high definition display can be adjusted to suit your personal needs. With these features, your communications system can easily be tailored to your needs, increasing your productivity and efficiency.



Yealink Executive T54W

Key Features

Enhance your business communications with the long list of benefits of the Yealink Executive T54W handset.

The built-in USB 2.0 port allows you to utilise USB call recording via a USB flash drive. You can also connect wired/wireless USB headsets directly into the phone, without the need for an adapter.



4.3 inch colour LCD display



HD audio



Adjustable screen



Built-in Bluetooth



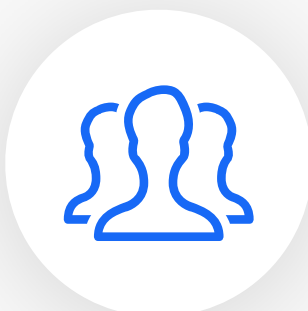
Corded-Cordless phone



Built-in Wi-Fi



Content sharing



Up to 16 VoIP accounts



Opus Codec



USB 2.0

Yealink Cordless W60P & W56H

Enabling quick user adoption and smart integration into the working environment, the W60P is a premium cordless phone, ideal for legal practices that require greater capability to handle a heavy call load.

The Yealink W60P, being a high-performance SIP cordless phone system, is the ideal solution for small and medium-sized businesses. Pairing with up to a total of **8 Yealink W56H DECT handsets**, it allows you enjoy superb mobility and efficient flexibility immediately.

To provide a better and higher performance, this DECT IP phone not only supports up to 8 VoIP accounts and 8 concurrent calls, but also speeds up its startup and signal connection, slashes its upgrade downtime as well.

By supporting Opus codec, W60P consistently delivers excellent and professional audio quality in both high-bandwidth and poor network conditions. Offering the convenience of cordless with a simple add-on device without losing the SIP features, it brings a seamless call management for our users while “on-the-go”.



Yealink Cordless W60P & W56H

Key Features

The Yealink W60P & W56H cordless phone systems combine quality, reliability and flexibility to offer users a scalable, efficient communications system.

This system is the ideal solution for any small to medium sized legal practice, where your solicitors are on-the-move around the office.



2.4 inch colour display



TLS & SRTP security encryption



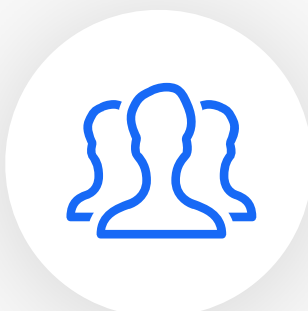
Up to 30 hours of talk time



Up to 8 DECT cordless handsets



Up to 8 concurrent calls



Up to 8 VoIP accounts



Quick charging



Headset connection via 3.5mm jack



Up to 400 hour standby time



Energy saving ECO features

Contact Us



Head Office

2235-2243 Coventry Road, Birmingham, B26 3NW

Monday - Thursday: 9am - 5pm

Friday: 9am - 4pm

Phone: [01675 431 080](tel:01675431080)

Email: sales@complete-comms.co.uk

Website: www.complete-comms.co.uk

Scan the QR code to visit our website:

