



CUSTOMER EXPERIENCE



SAIONTZ & KIRK

Dramatic growth

Saiontz & Kirk is one of the most prominent legal practices in the Chesapeake region. Specializing in personal injury litigation, the firm advertises nationwide, receiving incoming calls from 800 numbers that connect prospective clients to specialized personal injury teams distributed among 8 offices. The combination of advertising and call handling technology has enabled the practice to grow dramatically. With call volume continuing to soar, the firm needed help keeping up.

Keeping up with success

Several years ago, Chesapeake installed a Toshiba CIX670 phone system with 175 phones distributed among the firm's remote offices. All calls were first processed by the centralized IP phone system and then routed directly to the appropriate legal team. High-speed T1s connected the headquarters IP phone system to each branch location, carrying both voice and data. PRIs were added to eliminate scores of redundant local trunks. This arrangement worked well until increasing call volumes began to overwhelm the busy firm - creating missed opportunities.

Making changes

Chesapeake was brought in to find and design a solution. A Strata ACD was installed at the Baltimore headquarters and a third-party contact center in Cincinnati was engaged to handle the firm's overflow calls. Easy to use contact center management software from TASKE provides vital management information on all call activity. Its advanced forecasting applications help the firm continually improve its call service levels. Because the Baltimore and Cincinnati phone systems are sourced from different manufacturers, Chesapeake engineers were prepared to tackle and overcome any integration challenges that arose.

Serving injured clients

The result: two distinct systems in two different cities working together. Overflow calls seamlessly reach trained agents in Cincinnati who capture pertinent case information on electronic forms. The next day, these e-forms are routed to the proper litigation teams in Baltimore for follow-up. Once again, Chesapeake's innovative team has deployed technology that enables Saiontz & Kirk to give its clients the support and attention they need.

Customer Highlights

- Legal Services
- 8 offices - Baltimore
- Remote Call center - Cincinnati

Solution Overview

- Toshiba CIX and Strata ACD
- TASKE Call Management
- T1 and PRIs
- CTS engineering services

Key Advantages

- 24 x 7 call center availability
- Flexible communications
- Improved client service

"It's important that when our clients need help, we're here for them. Now we can answer every call that comes in, and we never miss a case..."

Thanks again Chesapeake!"

Don Saiontz, Partner
Saiontz & Kirk

CALL TODAY!

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CHESAPEAKETELEPHONE.COM