

Professional Offices

Accountants, Lawyers & Other Professionals

Your business deals with challenges and complications which require different tools than other organizations of similar size. Your staff spend significant revenue-generating time both talking to clients and making calls on their behalf, and you need a way to effectively track this time and allocate it correctly to ensure clients are accurately billed and nothing is missed.

Additionally, professional offices are often some of the heaviest voice users, making it critical to manage your voice-related costs and ensuring you're not spending more on services than what's strictly necessary.

Genesis's Professional Solutions allow you to accurately assign charges to your clients without having to use a barrage of different methods, tools and applications. Additionally, Genesis's solutions give you a full picture of your telephone needs, provide alerting to notify you of both potential issues & emergencies, and ultimately give you more control over your voice-related costs.

The Genesis Solution:

- ✓ Retain records of your voice-related activities for time allocation
- ✓ Receive immediate notifications of emergencies via multiple methods
- ✓ Generate telephone bills to validate & substantiate completed activities
- ✓ Import voice-related costs into your existing client billing system
- ✓ Monitor and control telephone misuse, abuse and fraud
- ✓ Capture data from traditional and mobile phone devices
- ✓ Generate important phone analytics on staff performance and utilization
- ✓ Direct emergency services to the correct building, floor or location in the event of emergencies
- ✓ Determine if you have enough call takers and receptionists
- ✓ Make & schedule telephone programming changes to your phone system
- ✓ All of this and much more, from any smart device or computer



Specializing in Telemanagement
Solutions Since 1984.



On-Site Safety
Complete Emergency
Management



Public Alerting
Multi-Channel Mass
Notifications



Analytics & Insights
Detailed Telephony
Metrics