



REAL-TIME CALL TRANSCRIPTION AND CASE FILE SCREEN POP

OmniScribe generates real-time transcripts of live client conversations

Significantly Improved Call Efficiency for the Legal Community

DISCOVER OMNISCRIBE

OmniScribe uses state-of-the-art Machine Learning and Artificial Intelligence coupled with Speaker Analytics technology to provide transcriptions of phone conversations as they occur. The caller's phone number is used to immediately retrieve and display the case file of the caller to your personnel from any case management/ Customer Relationship Management (CRM) system. Fully transcribed conversations, complete with punctuation and emotion analysis, are automatically saved in the case file for future reference or review.

CALLER CASE FILE SCREEN POP ON WORKSTATION



Automatically displays caller information and case file history as the incoming call is answered

AUTOMATED CALL TRANSCRIPTION



Automatically transcribes the call in real-time and saves the conversation as text, eliminating the need for note-taking

ADVANCED WORD SPOTTING



Allows keywords or phrases such as "car accident" to be tagged in conversations for analytics or to display scripts for your personnel to reference during the call

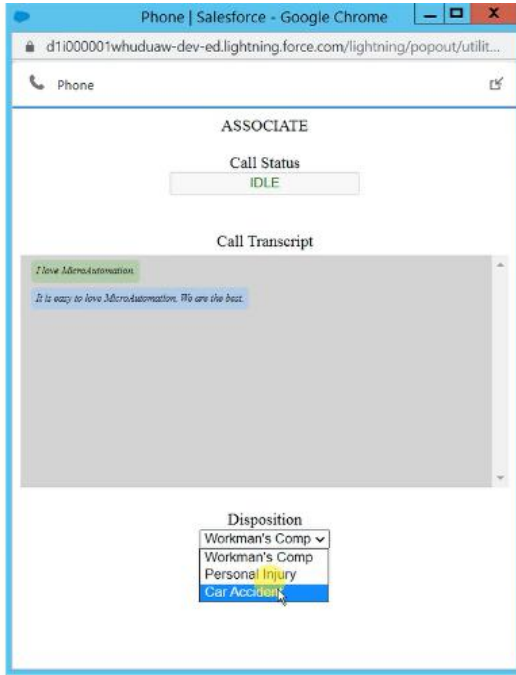
OmniScribe's transcription technology allows lawyers and case management personnel to significantly improve the Customer's Experience (CX) through personalization, enhancing accuracy through transcription and enabling focus on the conversation vs. taking notes.

Capabilities

- Advanced speaker analytics technology for real-time call transcription
- Color-coded text to easily distinguish all parties in the conversation
- Full sentence display complete with punctuation for easy reading
- Automatic screen pop of caller information and case file
- Access to the transcription during or after the call for editing
- Conversation text automatically saved into a case file or CRM record
- Automatic case creation for new client or unrecognized phone number

Benefits

- Eliminates legal concern about recording conversations that vary widely by state
- Avoids deciphering handwritten notes when the full conversation is captured and automatically saved
- Allows for more time talking with clients and less time taking notes
- Searches for specific keywords during or after a call for analysis



To learn more about OmniScribe,
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