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Generate Additional Revenue for Your Law Firm

Regardless of your size, your law firm needs the ability to control your telecom costs. You spend significant time on the phone and need a way to effectively bill your clients and keep track of your time. Complexities such as account codes, VOIP communications, and SIP trunking make controlling & recovering your telecom costs a daunting task. Additional concerns include:

- Posting calls to your client billing system or generating telephone bills
- Applying customized surcharges, markups and taxes
- Keeping records of incoming, outgoing, and long distance calls
- Monitoring telephone abuse, misuse and fraud
- Determining if you have enough trunks and call takers
- Evaluating the performance of call takers, queues, and trunk routes
- Making telephone programming changes in your Nortel / Avaya PBX to facilitate staff relocations
- And much more



Genesis does all this and more in real-time, and can even email you reports automatically. We know law offices are busy and lost time is lost revenue, so we have designed our software to be as simple to use as possible to minimize time-consuming setup and training. All our software comes standard with client and web interfaces that are accessible across your company network. User accounts can be configured to permit or deny virtually any feature in the system.

Call Accounting

Genesis Call Accounting accurately tracks and bills telephone calls, related expenses and durations, posts calls to your client billing system (if necessary), alerts you of telephone misuse, and more. You can generate over 100 different reports, allocate calls by extension, account code, and much more...

Traffic Reporting (For Avaya, Cisco, Nortel, Siemens, Rolm & more)

For larger firms, *Genesis Traffic Manager* monitors PBX traffic to accurately estimate current and future telephone requirements. You can quickly determine if all trunks are functioning correctly, and report on console, trunk, network, processor, and more...

Contact Center Reporting (For Avaya & Nortel)

For larger firms, *Genesis Contact Centre Manager* allows you to easily manage your operators activity and performance. You can evaluate individual call takers, queues, trunk routes, and report on individual and group performance.

Nortel Switch Management

GenSwitch allows you to easily perform moves, adds and changes (MACs) in your Nortel / Avaya Meridian or CS1000 PBX, reducing or eliminating outsourcing for MAC services. Clerical staff can manage your phones easily by clicking on actual buttons on pictures of the phones they are administering, and can schedule changes to happen outside of regular business hours.

Nortel 911 Alerts

GenAlert alerts you immediately when someone in your law firm dials 911. Other solutions only alert you once the 911 call is terminated. *GenAlert* tells you who the person is, where they are, and anything else you need to know (allergies, emergency contact info, etc...)

Visit Genesis Systems at: **www.buygenesis.com**, or call us at: **1-888-993-2288**