

Your clients. Your practice. Our support.

Legal answering services that help your firm stay responsive, capture new inquiries, and protect time for the work that matters.

A helpful voice.

A clear next step.

A stronger client experience.



THE OPPORTUNITY

Be present for your clients. Make space for your practice.

Court appearances, consultations, deadlines, and the daily work of running a firm all compete for your attention. Every incoming call adds another decision: answer now, interrupt someone, or follow up later.

Welcome new inquiries

Give prospective clients a professional first response and a clear path to the next step.

Support existing clients

Capture requests and help callers reach the appropriate person or process.

Protect focused time

Screen and route calls so your team can concentrate on the work that needs them.

CMR helps your firm stay connected while keeping your priorities at the center of each conversation.

A real person. A thoughtful response.

Callers may be facing uncertainty or looking for help with an unfamiliar process. A calm, professional response can make the next step feel clearer.

Coverage around the clock

Live answering can support your firm during business hours, after hours, and when call volume exceeds your team's capacity.

Your firm's voice

Use a greeting and approved language that reflect the way you want clients to experience your practice.

Useful information for follow-up

Capture the caller's details and reason for calling so your team can respond with context.



Start each inquiry with the right questions.

A consistent intake process gives your team a clearer picture of who is calling and what they need. CMR follows your approved questions and routing instructions to organize the first conversation.

01 Identify the request

Distinguish prospective clients, existing clients, and other callers using the categories your firm defines.

02 Capture the essentials

Collect contact information, a brief reason for calling, and the intake details your team requests.

03 Guide the next step

Transfer a priority call, capture an appointment request, or send a message to the designated team.

Your firm defines intake criteria and makes decisions about representation.

Your priorities. A clear escalation plan.

Not every call needs an immediate interruption. Your firm can define the situations that require urgent attention and the steps agents should follow when those situations arise.

Define urgency

Specify the questions and caller responses that trigger an urgent handoff.

Choose the contacts

Set primary and backup contacts, availability, and after-hours instructions.

Plan the handoff

Decide when to transfer, notify an on-call contact, or follow the next escalation step.

Keep instructions current

Update contact details, schedules, and routing rules as your practice changes.

Agents follow your instructions for intake and routing; legal guidance stays with your firm.

Turn call details into useful information.

Organized call records help your team understand requests, prioritize follow-up, and see where support is needed. Discuss the reporting details and delivery format that fit your practice.

Follow up with context

Give your team the caller's details, request, and agreed next step.

Review call activity

Use available call and time reports to understand service usage and internal allocation.

Refine your process

Look for recurring questions, routing issues, and opportunities to improve your script.

Call records support your firm's review process. Your firm determines how any charges are handled under its own billing policies and client agreements.

Human connection. Practical experience.

Since 1959, Call Management Resources has helped businesses stay connected to the people who count on them. We bring experienced people, practical technology, and an understanding of your workflows to each client relationship.

People who represent your practice

Our remote working model lets us draw on talent across locations. Agents work from your approved information and call-handling instructions.

Support built around your needs

From everyday inquiries to overflow and after-hours calls, your service can be shaped around the way your firm operates.

A process that can evolve

As your practice changes, review scripts, contact lists, and escalation paths so callers continue to receive relevant guidance.

SIMPLE SETUP

Make the call flow feel like your firm.

Work with our setup team to define the experience you want callers to have, decide which integrations you need, and confirm that each handoff matches your expectations.

1 Design the conversation

Align your greeting, intake questions, screening criteria, and approved responses. Define what information agents should collect and share.

2 Connect the workflow

Decide where call information should go. Review supported integrations, access requirements, forwarding, and notification preferences.

3 Test before launch

Walk through prospective-client, existing-client, and urgent-call scenarios with our setup team. Confirm routing and refine the experience.

Choose the support your firm needs.

Start with the calls that create the greatest pressure on your team. Build a solution around the coverage, workflows, and handoffs that matter to your practice.

Client-facing support

- Live agent answering
- Overflow answering
- Virtual receptionist services
- After-hours coverage
- Appointment scheduling
- Bilingual support

Routing & operations

- Live call transfers
- Dispatch and on-call answering
- Call notifications
- Interactive voice response (IVR)
- Claims intake and processing
- Employee attendance management

Service scope and workflow details are defined during setup.

More focus. Better connections.

Help callers feel heard.

Keep your team informed.

Make every next step clearer.

**Let's talk about the support
your practice needs.**

Call Management Resources

CallCMR.com | (800) 475-7300

Photography generated with AI for illustration.

