

# CourtTalk™ Jury

Streamline Jury Services Offices for Improved Service

## Benefits

- Streamlines juror communications before, during and after service
- Frees staff from answering routine incoming inquiries
- Improves consistency of information delivered to jurors
- Improves juror attendance with courtesy reminder and emergency notice calls to jurors
- Provides seamless IVR call-handling integration that allows calls to go back and forth between IVR and agents without loss of information
- Integrates with court's existing juror management application/data bases

With continually increasing caseloads, reduced budgets and the trend to "One day/One trial" scheduling, the courts are having to communicate with more jurors - and do it more efficiently. CourtTalk Jury allows the court's jury service organization to offer jurors automated methods of obtaining information and self-processing changes 7x24. The majority of juror contacts can be completed without the need for assistance from jury service's staff.

CourtTalk Jury is part of Sonant's family of court contact automation and management products that are helping courts around the country provide better support to the public while reducing operating costs. CourtTalk Jury supports the jurors needs from the time they receive their summons until their service is completed and payment has been made. Answers to frequently asked questions are available to anyone accessing CourtTalk Jury via phone.

## CourtTalk

addresses the unique needs of multiple Court divisions, including: *Jury Services, Civil, Criminal, Traffic, Small Claims, Probate, Family Law, Juvenile...* in short, any application requiring easy public access to information or self service.



Jurors who enter their ID number can obtain information about their reporting requirements and status as contained in the court's jury management application/database. Depending on the court's business rules, jurors can use the system to enter biographical information, acknowledge their reporting date or process requests for a postponement, disqualification or temporary exemption. The court can also use the system to provide jurors with daily reporting requirements updates. It can also send reminders and emergency telephone messages to jurors.

The IVR features of CourtTalk Jury allows jurors quick and easy access to a live phone agent. If the caller wishes to reach a jury clerk,

CourtTalk Jury will transfer the call to a clerk. With Sonant's optional InfoLock IVR/ACD/CTI call center automation functions, callers will be held in queue if all clerks are busy. Clerks can transfer the caller to other staff members or re-insert the caller back to any point in the IVR menu without loss of call information details.

With more of the administrative tasks fully automated by CourtTalk, jury clerks will be less burdened with routine tasks, and better able to handle critical inquiries or emergencies without delay.

## CourtTalk IVR/IWR for Jury Services

Improves Service  
Increases Office Staff Productivity  
Streamlines Jury Services



