



Associating Client- Matter to Jabber calls

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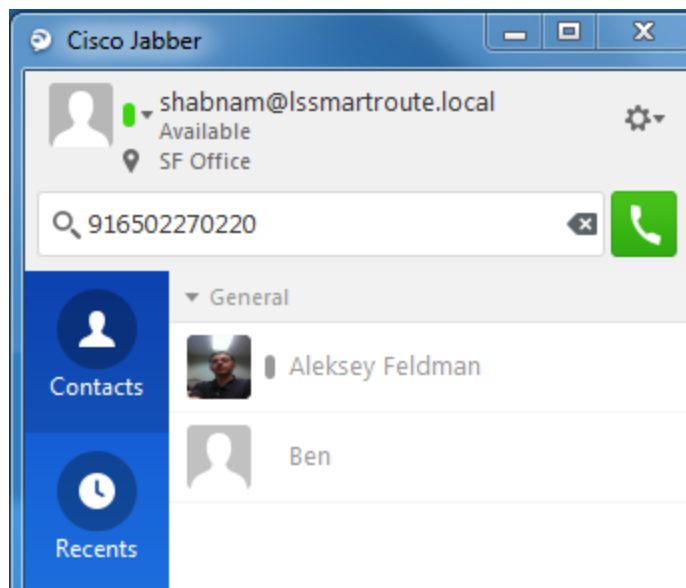
Using the LiteScape CallTrackPRO in Cisco Jabber Client

The CallTrack Pro add-in for Cisco Jabber Client allows legal and professional services firms to automatically associate client-matter and project codes to their calls.

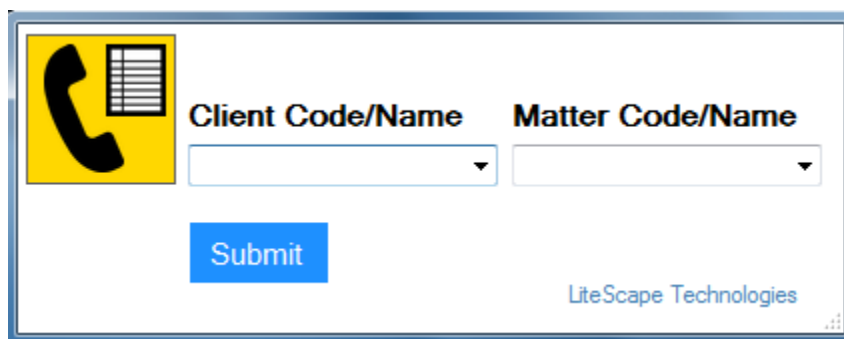
Accessing the LiteScape CallTrackPro

To access the LiteScape CallTrackPRO from Jabber Client.

1. **Start** Cisco Jabber Client on your PC.
2. **Select** your desired contact or just dial a long distance* number as you normally do (* long distance number includes the prefix digit and 11digit number)
3. **Press Dial**



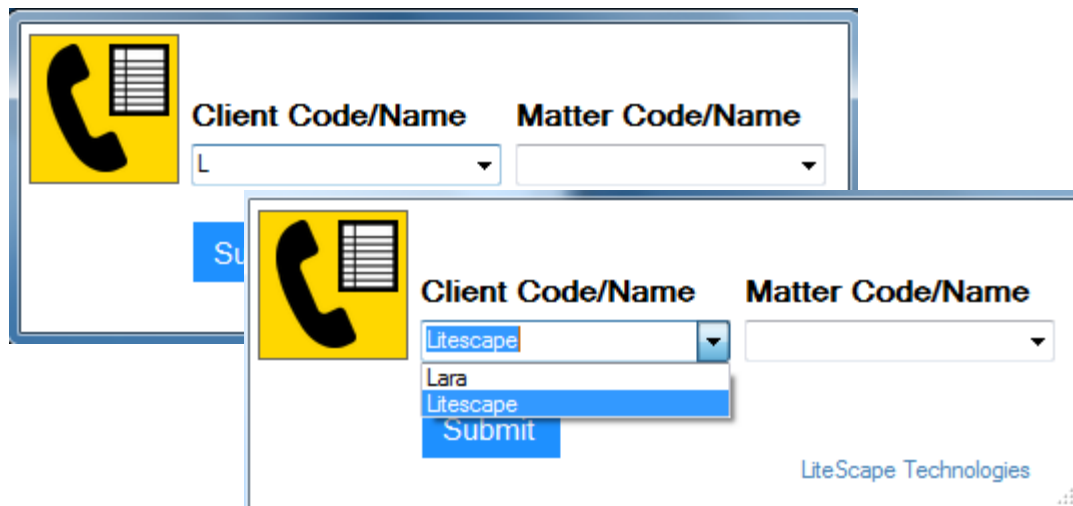
As soon as you press dial you hear and audio prompt and also receive a screen pop up to input client matter info.

A screenshot of a screen pop-up form. On the left is a yellow icon of a telephone handset next to a document. To the right are two dropdown menus labeled "Client Code/Name" and "Matter Code/Name". Below the dropdowns is a blue "Submit" button. In the bottom right corner, the text "LiteScape Technologies" is displayed.

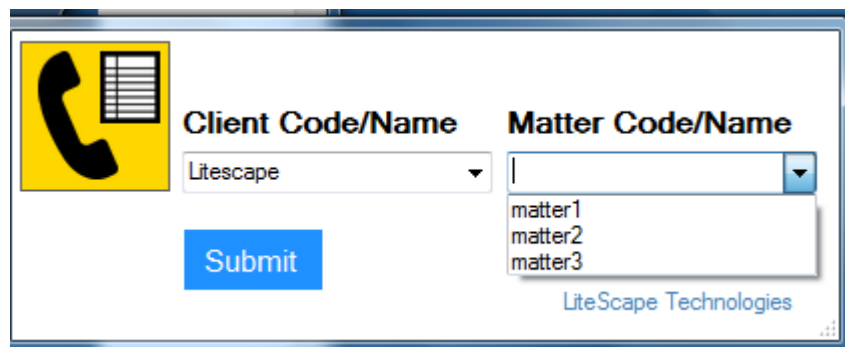
Search feature of CallTrackPRO

Once you get the screen prompt if you don't know the client code to enter you can use the alphabetical search feature of CallTrackPRO and find the client name.

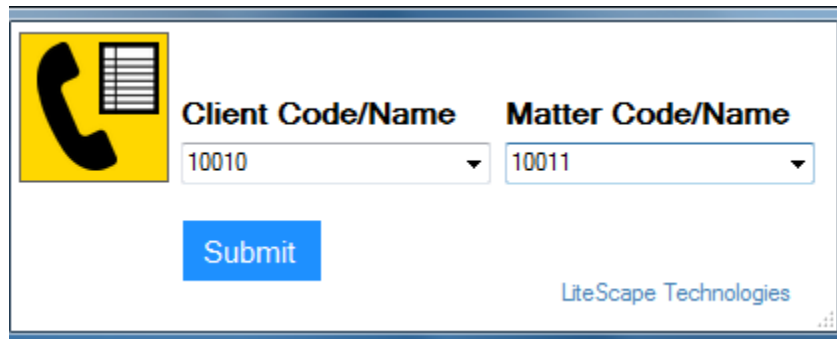
1. In the client field you want to begin typing the first letter of your desired client name.
2. **Enter** the appropriate characters in the search criteria fields (e.g. L) and find your client name from dropdown



After you find your client name you can see all the associated matter names to it in the matter name drop down



If you already know the Client/Matter code, you can go ahead and type them in.



The screenshot shows a web form with a yellow icon of a telephone handset and a document with lines of text. To the right of the icon are two dropdown menus. The first dropdown is labeled "Client Code/Name" and contains the value "10010". The second dropdown is labeled "Matter Code/Name" and contains the value "10011". Below the dropdowns is a blue "Submit" button. In the bottom right corner of the form, the text "LiteScape Technologies" is visible.

Once you press submit the application perform validation of the client and matter and dials the number for you.

