



# Clio® & Ruby® Receptionists: Everything in one place



## GROW YOUR PRACTICE

Missed calls are missed opportunities. Our receptionists not only answer 100% of your business hour calls live, they also act as an inbound sales tool. Our detailed messages about these inbound phone leads go directly into Clio, making following up on these potential clients more efficient and effective, resulting in more business for your firm!

## GAIN EFFICIENCIES

Ruby automatically syncs all your calls, voicemails and messages with Clio so you can easily assign them to the appropriate matters. Our intelligent call data, including the date and length of call are available in your Clio communication log, so you can bill easily and accurately.

## IMPROVE THE CLIENT EXPERIENCE

Ruby's receptionists are customer experience experts, trained to build trust with potential and new clients from the first interaction. By setting up your integration to import your Clio contacts to Ruby, our receptionists can be more familiar with your callers, increasing the likelihood a client will return, as well as refer their friends.

## BREAK FREE FROM YOUR DESK

Manage your Ruby contacts, update your call-handling instructions on the fly, even transfer calls to wherever you are. With Clio's cloud-based management software and Ruby's mobile app, everything you need to manage your practice is in the palm of your hand!

## ABOUT CLIO

Clio is the most comprehensive cloud-based practice management platform for the legal industry. With the help of the cloud, Clio eases the process of time tracking, billing, administration, and collaboration for law firms of all sizes. Based in Vancouver, B.C. and launched in 2008, Clio is used by legal professionals in over 50 countries. Clio has raised \$27 million from investors including Bessemer Venture Partners, Point Nine Capital, Acton Capital and Version One Ventures.

## ABOUT RUBY

Harkening back to an era when every call at an office was answered by a friendly receptionist, Ruby Receptionists provides personalized live, remote receptionist services to thousands of small businesses across North America. Located in Portland, Ore., Ruby's ability to scale quickly and deliver legendary service is fueled by smart proprietary mobile technology and a unique mission to create world-class customer experiences. Founded in 2003 by CEO Jill Nelson, Ruby Receptionists has gained national recognition for its success being named a FORTUNE magazine Best Small Company to Work for in the U.S., a 100 Best Companies to Work for in Oregon, and one of Oregon's fastest-growing companies for the past decade.

| Date       | Type       | Matter | From               | To           | Subject                         |
|------------|------------|--------|--------------------|--------------|---------------------------------|
| 12/21/2017 | Phone call |        | Ruby Receptionists | Skylar White | Crystal (test call) - Ruby Mail |
| 12/20/2017 | Phone call |        | Ruby Receptionists | Saul Goodman | Receptionist-handled call.      |

Enjoy more comprehensive case files with Ruby and Clio. If you're a Clio user, visit [callruby.com/clio](http://callruby.com/clio) to get started with your Ruby service!



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