

CourtTalk® Jury

Hosted and Premise-based Contact Center Automation for Juror Services

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 products that are helping courts around the country provide better support to the public while reducing operating costs.

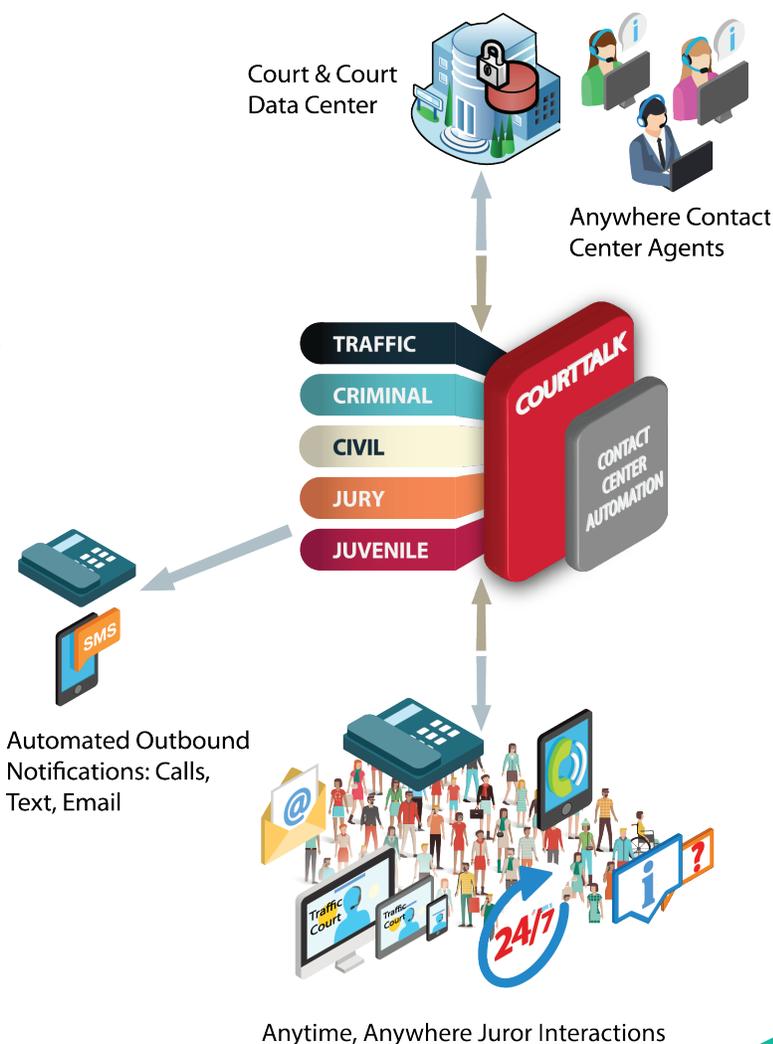
CourtTalk® Jury supports jurors’ needs from when they receive a summons until their service is completed. Answers to frequently asked questions are available to anyone accessing CourtTalk Jury via phone.

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 update jurors with daily reporting requirements. It can also send reminders and emergency messages.

CourtTalk Jury voice applications give jurors quick and easy access to a live phone agent. If a caller wishes to reach a jury clerk, CourtTalk Jury will connect the call. With Sonant’s optional ClientCall eCenter™ call center automation functions, callers will be held in queue if all clerks are busy. Clerks can connect the caller to other staff members or re-insert the caller back to any point in the voice menu without loss of call information details.

The benefits of CourtTalk Jury to you and your court are:

- Affordable solutions for any size court;
- Can be installed in your data center or offered as a hosted service;
- Reduce total operating costs;
- Improves juror attendance and consistency of information with courtesy reminder and emergency notice messages to jurors;
- Jury clerks will be less burdened with routine tasks, and better able to handle critical inquiries or emergencies without delay.



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