

Increase Your Firm's Caseload

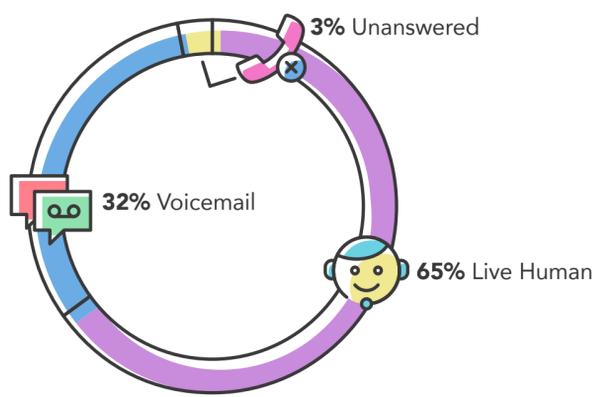
Partner with a Legal Intake Specialist.



For many law firms, signing high-value cases is the key to increasing revenue and enhancing business. And in today's consumer-driven market, getting those cases is dependent on providing exceptional support to clients throughout every step of their legal journey.

70% of buying experiences are based on how the customer feels about how they are being treated²

When a potential client calls a law firm, who answers?



3% of callers will give up before the phone is even answered¹

11% of calls last **10 seconds** or less¹

9% of prospective clients actually speak with an actual lawyer¹

Missed calls mean missed opportunities.

Without immediate support, potential clients will seek representation elsewhere.

87% If able to speak to a live person and connect with an attorney, 87% of callers decide to hire that attorney³

Law firms that provide convenient, reliable, and exceptional experiences are best poised to acquire more new, valuable cases.

74% of prospects who begin their search online will contact the office via phone³

38% of people use the internet to find an attorney³

70% of law firms have generated new cases through their website⁴

Auditing your intake processes can help ensure consistent client experiences.

In such a competitive industry, it's important to ensure intake processes are meeting – and exceeding – expectations. For many law firms, a legal intake partner can be the key to ensuring potential clients are always met with exceptional support and reliable experiences. **This partner should be able to:**

-  Answer client calls 24/7
-  Ensure minimal rings-to-answer and hold times
-  Capture and convey important information
-  Provide exceptional and empathetic client service
-  Act with consistent professionalism
-  Identify and prioritize high-value cases

Is your law firm's intake process poised to provide the best possible client experience?
Our legal intake and telephone answering services can help.



Sources:
1. ABA Law Practice Division's Social Media, Legal Blogs, and Websites Committee, 2016
2. McKinsey & Company
3. FindLaw U.S. Consumer Legal Needs Survey, 2014
4. Law Practice Advisor