

Every Case Managed, Every Client Answered

How an Accident Law Firm Used AI-Powered Communications to Improve Response Times and Client Experience.



A law firm in Alabama handling personal injury cases involving motor vehicle collisions, trucking accidents, premises liability and wrongful death. This law office recognizes acts of carelessness or negligence by another person or company can cause life-changing injuries and can be emotionally draining for those they represent. The attorneys are committed to achieving financial justice on their behalf.

Industry

Law Firms & Legal Services

Size

Small Business
(1-100)

Introduction

This small law firm specializing in personal injury cases operates in a high-stakes environment where communication can make or break a client relationship. Clients navigating legal challenges expect prompt responses, consistent updates, and the reassurance that their case is in capable hands. With attorneys, paralegals, and support staff managing multiple cases simultaneously across the office, courthouse, and home, the firm depends on a communications platform that is as responsive and reliable as the service it promises to deliver.

Scenario

The firm's outdated communication systems were quietly undermining its ability to compete. Staff spent valuable billable hours manually logging client interactions - time that attorneys and paralegals needed for casework.

Without visibility into call trends or performance metrics, identifying bottlenecks or adjusting staffing during peak periods was guesswork at best. And when case volume surged, the system struggled to keep up, putting service quality at risk precisely when clients needed the firm most.

The client experience suffered just as visibly. Voicemails went unanswered too long, leaving clients waiting on urgent legal advice. Without a unified interaction history, clients found themselves repeating their case details to different staff members — a frustrating experience that eroded trust.

Long hold times and inconsistent responses across channels further damaged the firm's reputation for responsiveness. Though the firm tracked First Call Resolution as a key metric, their existing tools made meaningful improvement nearly impossible.

Outcome

Implementing net2phone's unified communications solution with AI enhancements delivered transformative results across multiple dimensions of the law firm's operations.

Automated workflows eliminated manual logging, recovering billable hours and reducing administrative burden across the team. The AI-powered features automated transcription, summarization, and sentiment analysis, freeing legal staff to focus on high-value client work rather than administrative duties.

System reliability improved dramatically, ensuring clients could always connect with their legal team at critical moments. The consistent communication across the unified system gave every team member access to complete client interaction histories - ending the frustrating cycle of clients having to re-explain their cases.

Advanced call routing capabilities enabled faster, more accurate connections between clients and the appropriate legal professionals, directly improving First Call Resolution rates.

Reporting and analytics delivered the visibility into the call patterns and performance metrics the firm had always lacked, enabling smarter staffing decisions and smoother operations during peak periods. Enhanced mobility meant attorneys could maintain their professional standards from anywhere - office, courthouse, or home.

And the ripple effect on client experience was profound: shorter wait times, faster resolutions, and a consistency that strengthened relationships and sharpened the firm's competitive edge in the legal services market.

Key Statistics

47%

Increase in First Call Resolution

65%

Increase in Employee Productivity

This system has provided a way to easily track who has called, when they called, and their reasoning for calling. It also helps with tracking the amount of calls received, answered, and missed.

- Legal Assistant, Law Firms & Legal Services Company