

DOMAIN: Legal

PROBLEM STATEMENT: Unified Digital Platform for
Legal Consultation and Law Firm ERP

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Introduction

The legal industry in India largely relies on manual and fragmented systems for managing client consultations, case preparation, hearing schedules, document handling, and billing. Most law firms use physical diaries, paper files, emails, and informal communication tools such as WhatsApp for daily operations.

In real practice, clients usually approach a law firm rather than individual lawyers. The firm then assigns an available and suitable lawyer based on workload and expertise. This allocation process is mostly handled manually, which often leads to inefficiencies, delays, missed hearings, misplaced documents, and poor coordination among legal staff.

Due to the absence of a centralized digital system, maintaining complete communication history, tracking case progress, and managing billing records becomes difficult. Important context from meetings and client interactions is often lost, especially when lawyers are changed or when interns handle initial communication.

Document collection is also inefficient, as clients frequently forget to submit required documents. Payment tracking is inconsistent, making it difficult for both clients and firm administrators to maintain financial transparency.

This project proposes a Unified Digital Platform that onboards law firms and digitizes their internal workflows. Clients interact with law firms through the platform, while firms manage lawyer allocation, case handling, communication, documentation, and billing in a secure and centralized environment.

System Requirements Specification

2.1. Functional Requirements

1. Client Functions

- Register and manage profile
- Search and select law firms
- Submit consultation requests
- View and track cases, schedules, and hearings
- Upload required documents
- Make payments and view transaction history

2. Intern/Clerk Functions

- Receive and manage assigned tasks
- Prepare and manage legal documents
- Maintain client–lawyer interaction records
- Verify and organize case documents
- Assist in client onboarding
- Draft meeting notes for lawyer approval

3. Lawyer Functions

- Manage profile and availability
- View and manage assigned cases and consultations
- Communicate with clients and staff
- Review interactions and meeting records
- Maintain case documents and progress
- Track hearings, tasks, and deadlines

4. Administrative Functions

- Manage firm profile and settings
- Assign lawyers and interns to cases
- Monitor workload and performance

- Control access and confidentiality policies
 - Manage billing, payments, and financial reports
 - Handle case reassignment and data transfer
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2.2. Non-functional requirements

1. Performance

- Fast response for case data, schedules, and search
- Support multiple concurrent users without slowdown
- Real-time updates for hearing dates, documents, and case status

2. Security

- Role-based authentication and authorisation
- End-to-end encrypted communication
- Strict client confidentiality
- Controlled access to sensitive case, document, and billing data

3. Data Integrity & Reliability

- Isolated client data with no cross-client leakage
- Secure document storage with version control
- Complete audit trail for communications and updates
- Data backup and recovery support to prevent data loss

4. Usability & Accessibility

- Responsive design for desktop, tablet, and mobile
- Simple workflows with minimal user actions
- Multi-language support for regional users
- Clear dashboards for case status, hearings, and reminders

5. Scalability

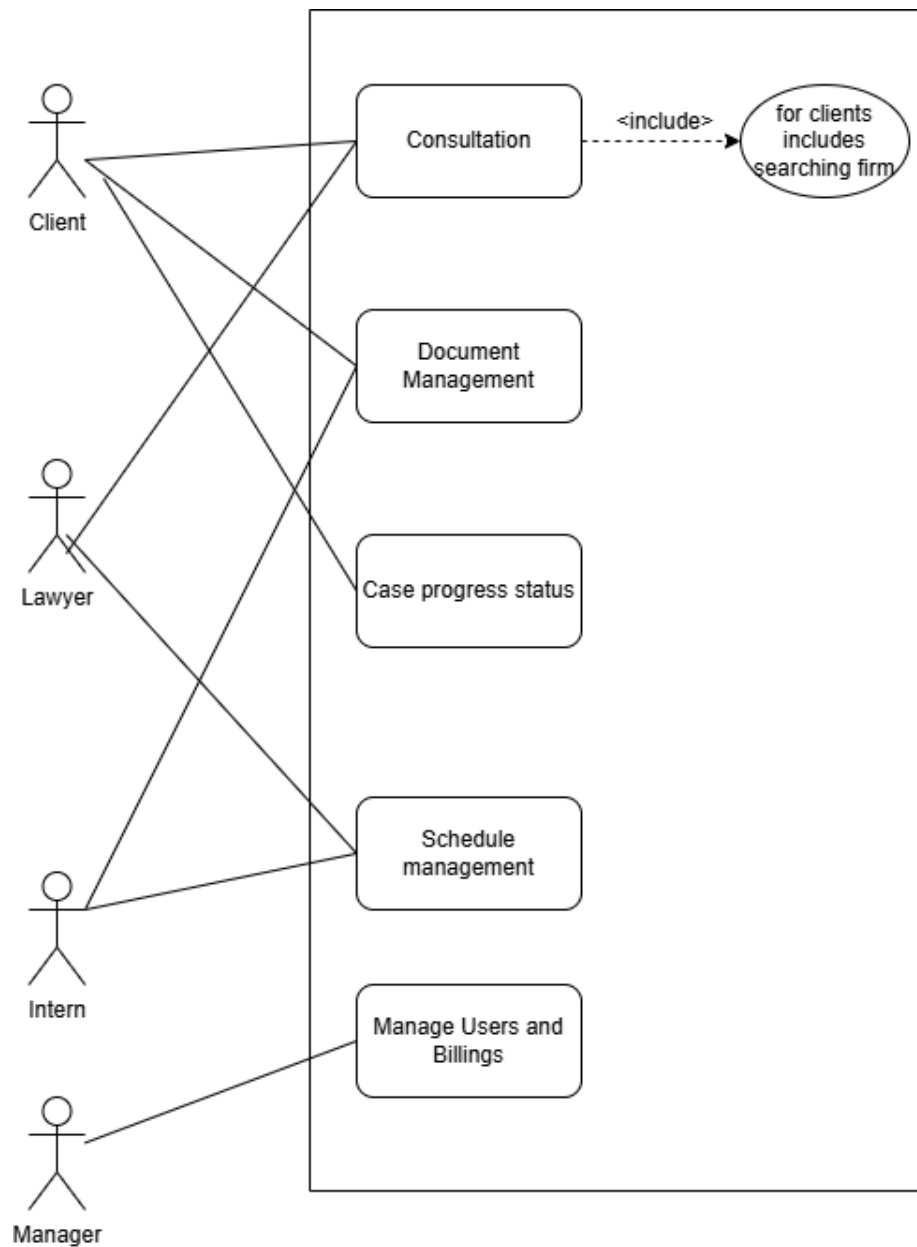
- Support growth in users, firms, cases, and documents
- Handle increasing transactions without redesign
- Enable future integration with external systems (courts, payment gateways, etc.)

6. Availability & Continuity

- High system uptime for uninterrupted access
- Continuous access to past communication and documents
- Support for long inactivity periods without data loss

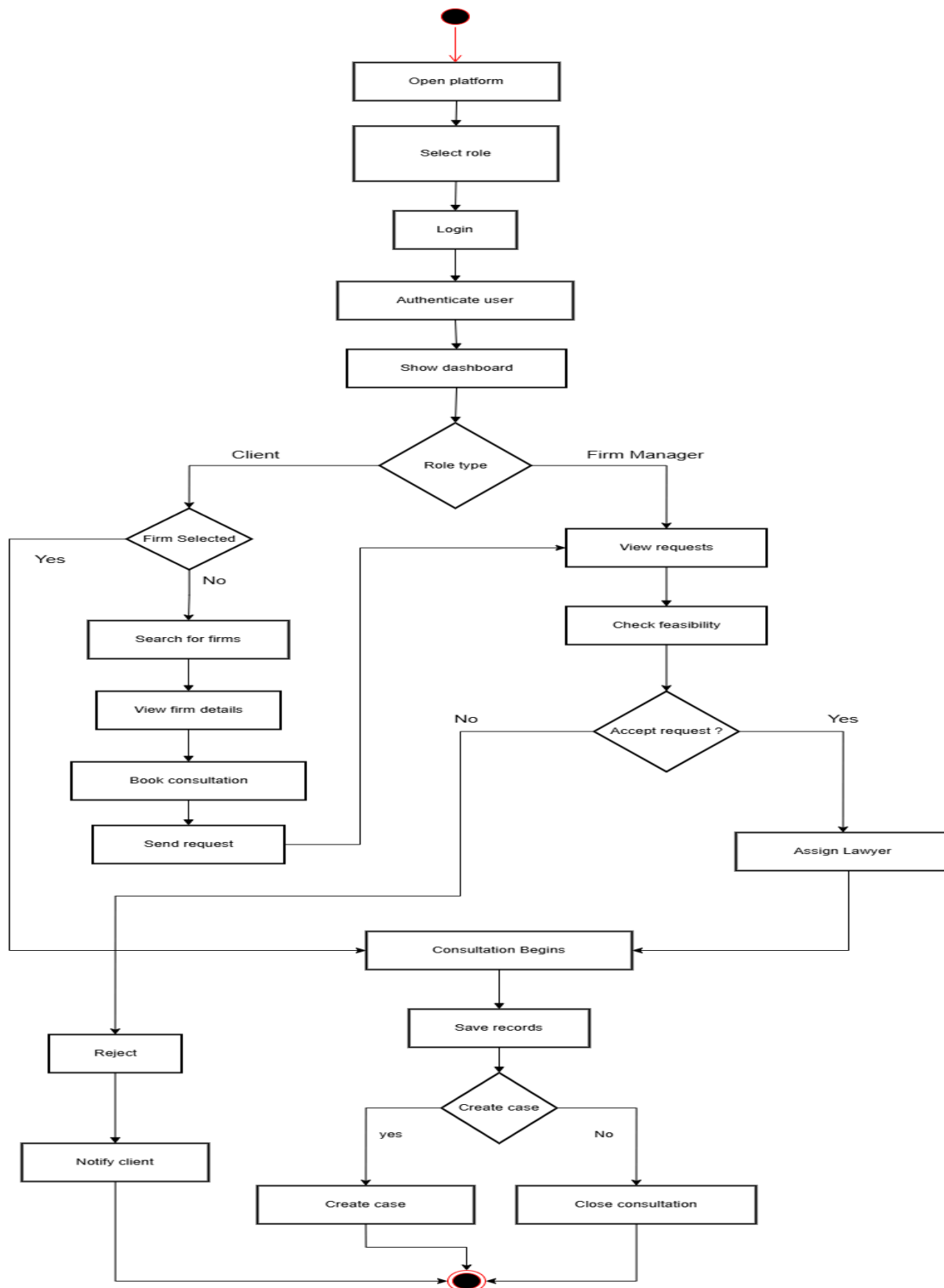
UML-Diagrams

3.1. Use Case Diagram:

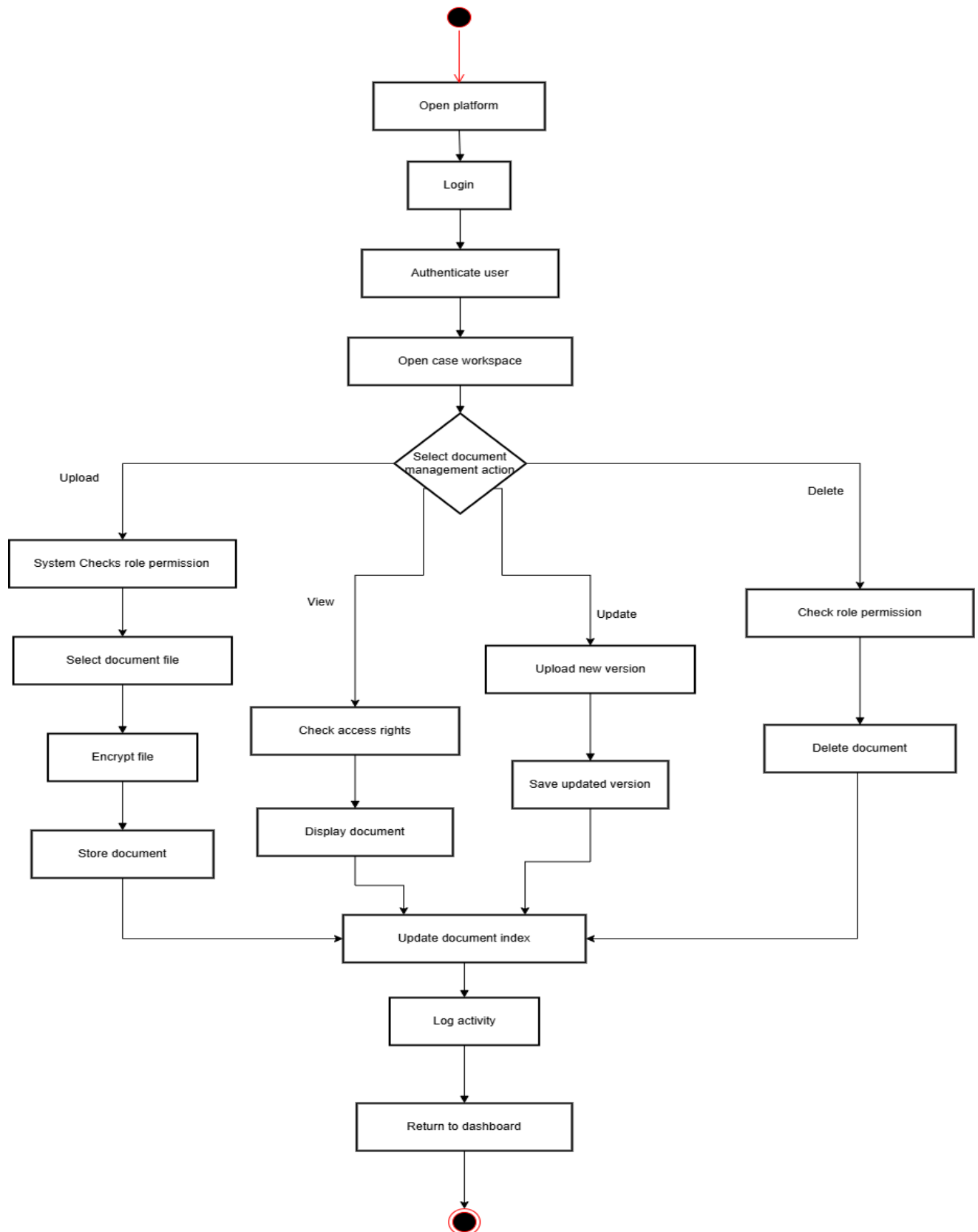


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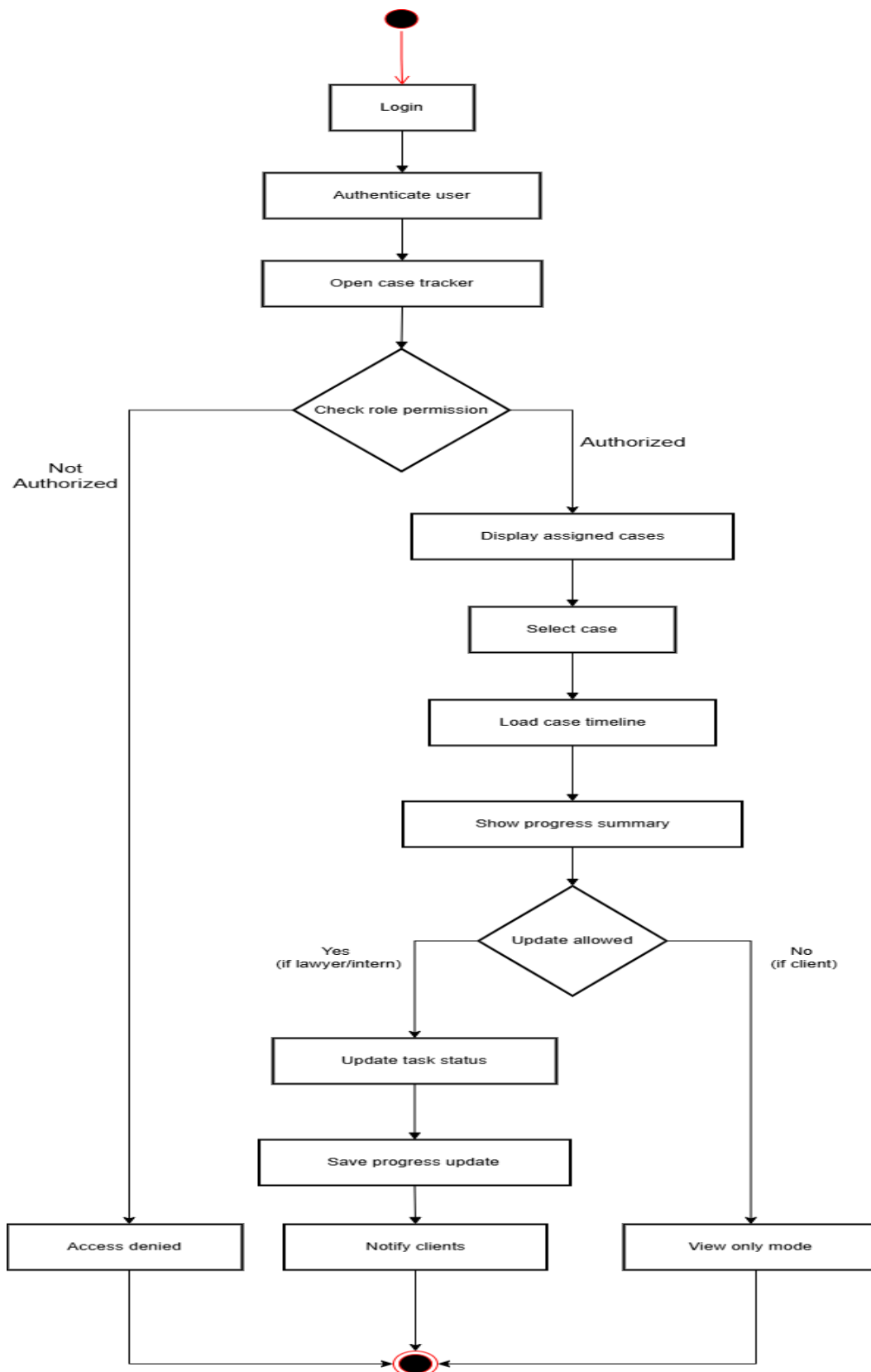
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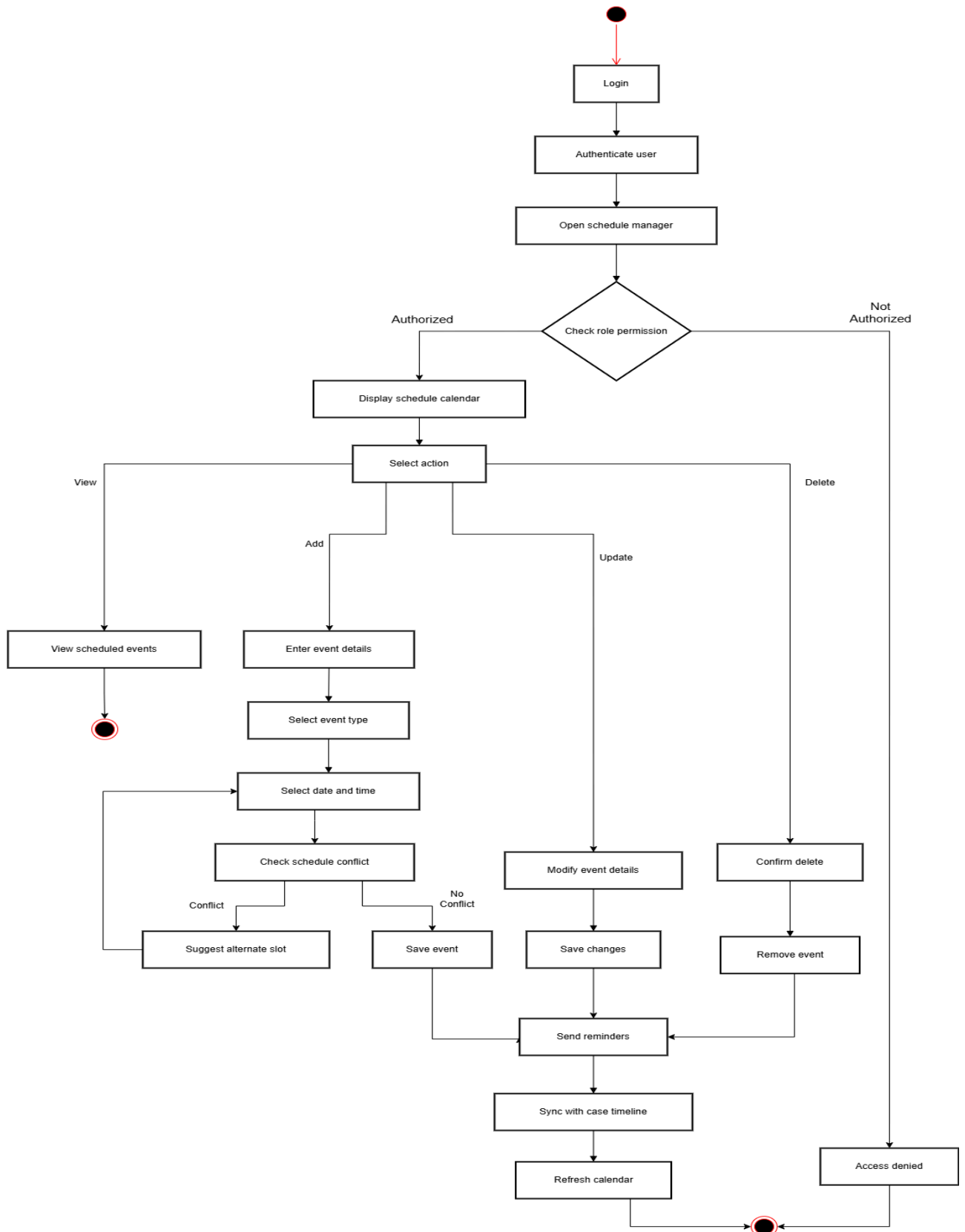
3.2.2. Document Management:



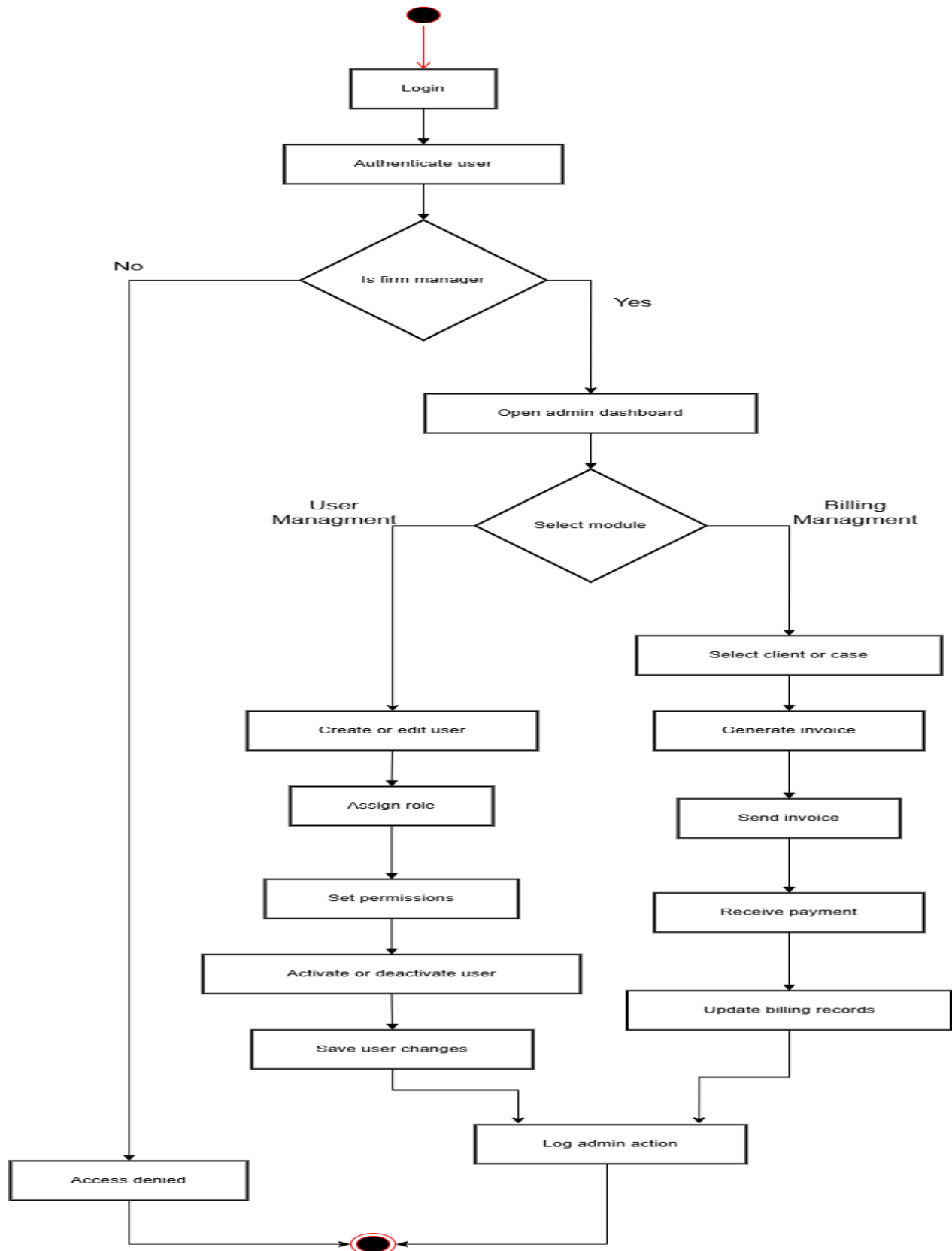
3.2.3. Case Tracker:



3.2.4. Schedule Manager:



3.2.5. User Billing



3.3. Sequence Diagram:

