

# An Analysis of Client Demographics and Legal Inquiry Patterns for ABA

Data\_Date (Team 11)

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We're Not Lawyer But We Help Lawyer!!!

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**LIMITATION**

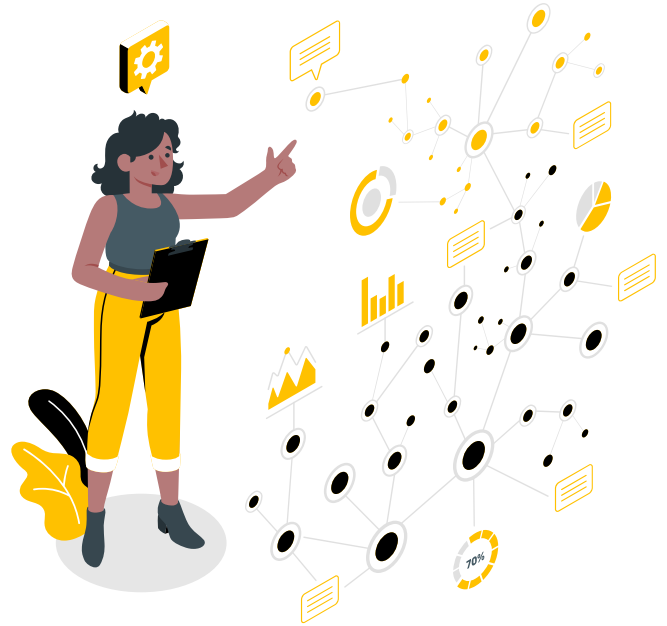
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# OVERVIEW

01



# Goals

## Goal 1



**Who's our main clients?**

**What should be our main focus?**

**Potential clients?**

## Goal 2



**What did we missed?**

**How can we improve?**

**Provide more efficient  
legal services?**

# Clients

Clients distribution

# Time

Split a day into 24 intervals and count the number of questions in each category

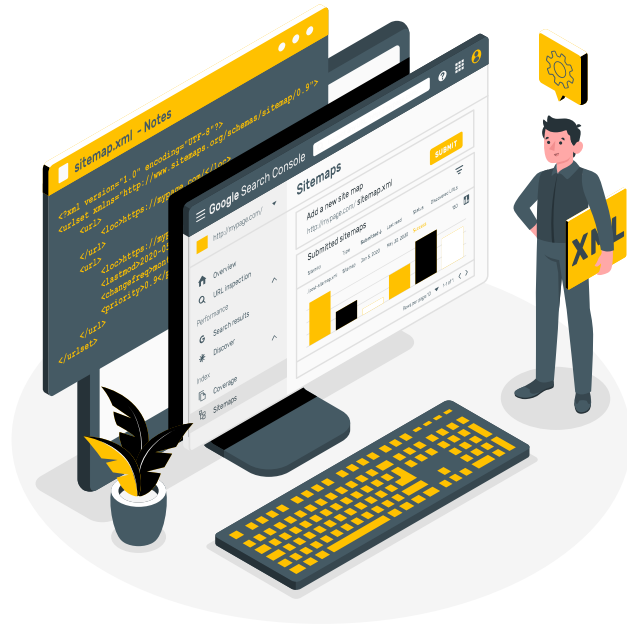
- User active time
- Frequently asked question categories

# Questions

- Analysis of user waiting time

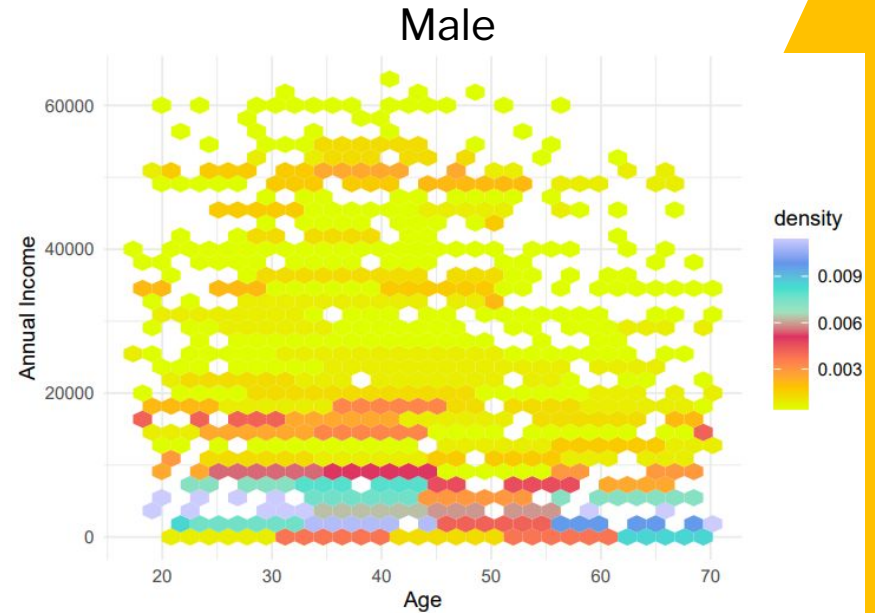
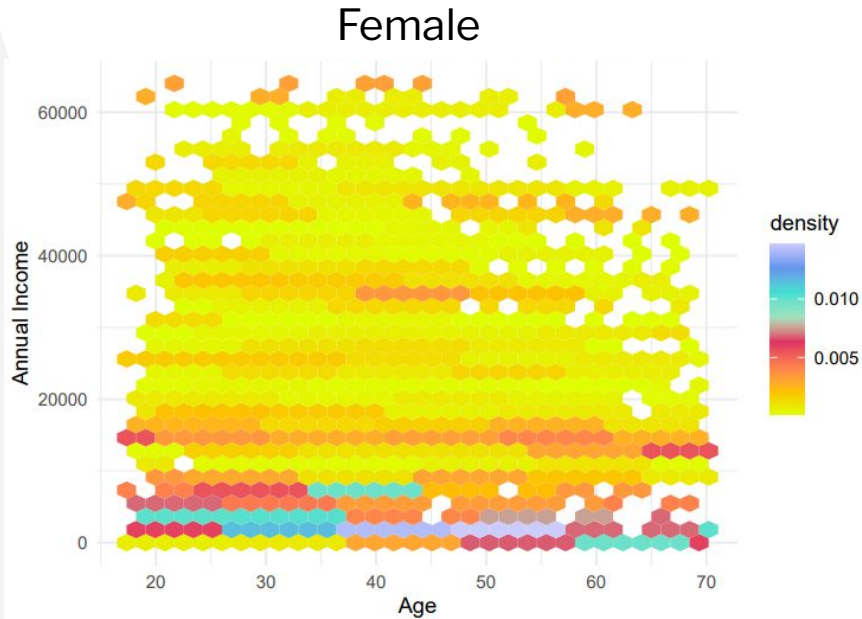
# Client Analysis

## 02



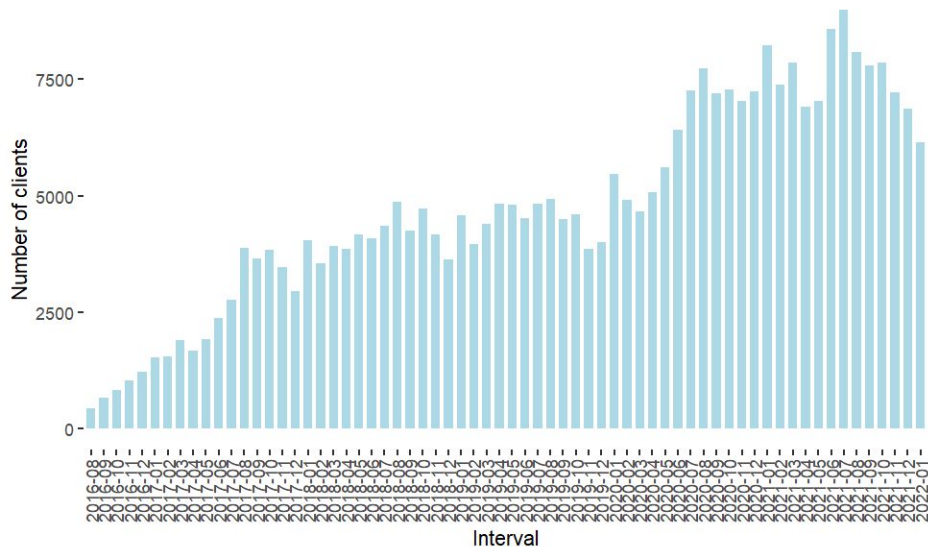
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# Clients: Age, Income and Gender

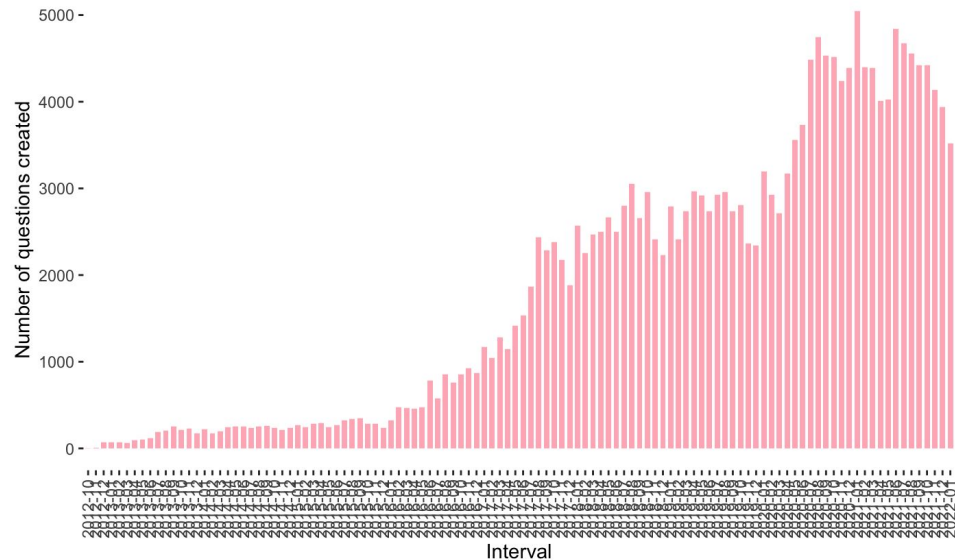


**20-45 / 60-70 low income**

# NewClients Trend



# NewQuestions trend





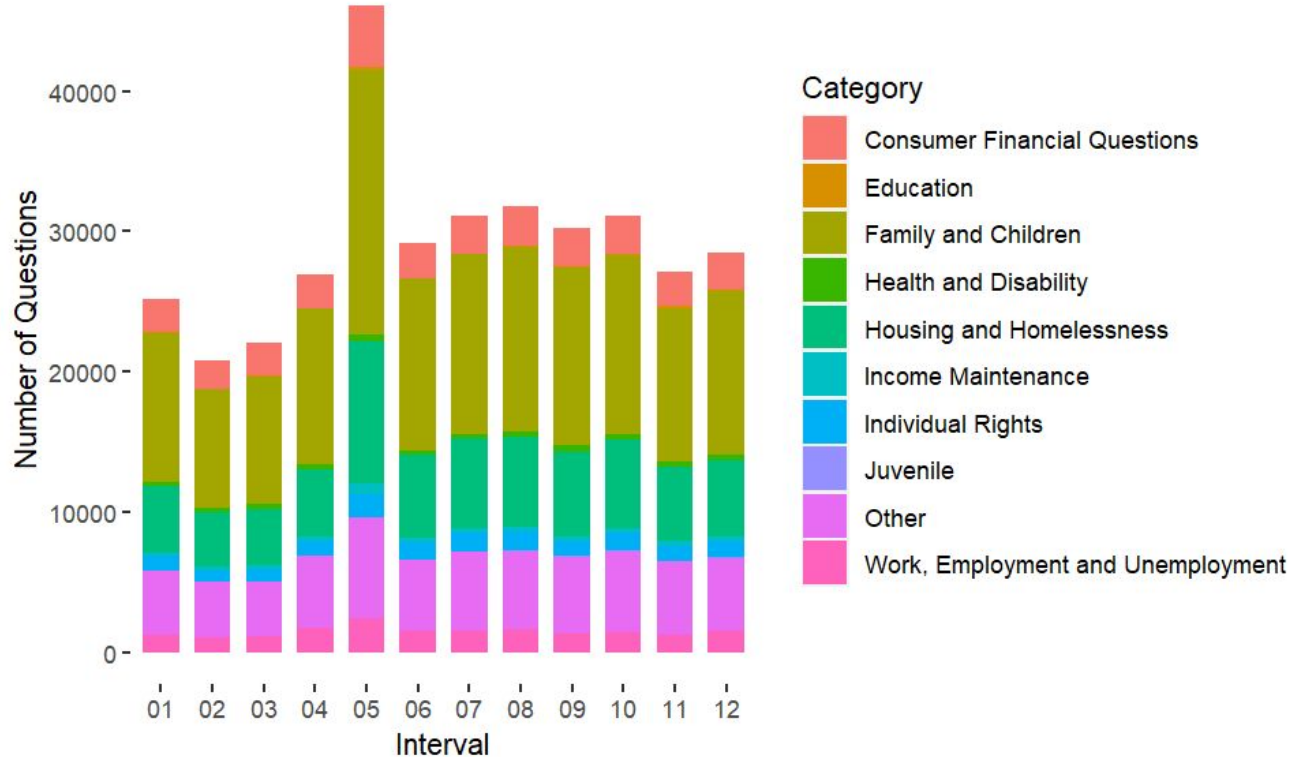


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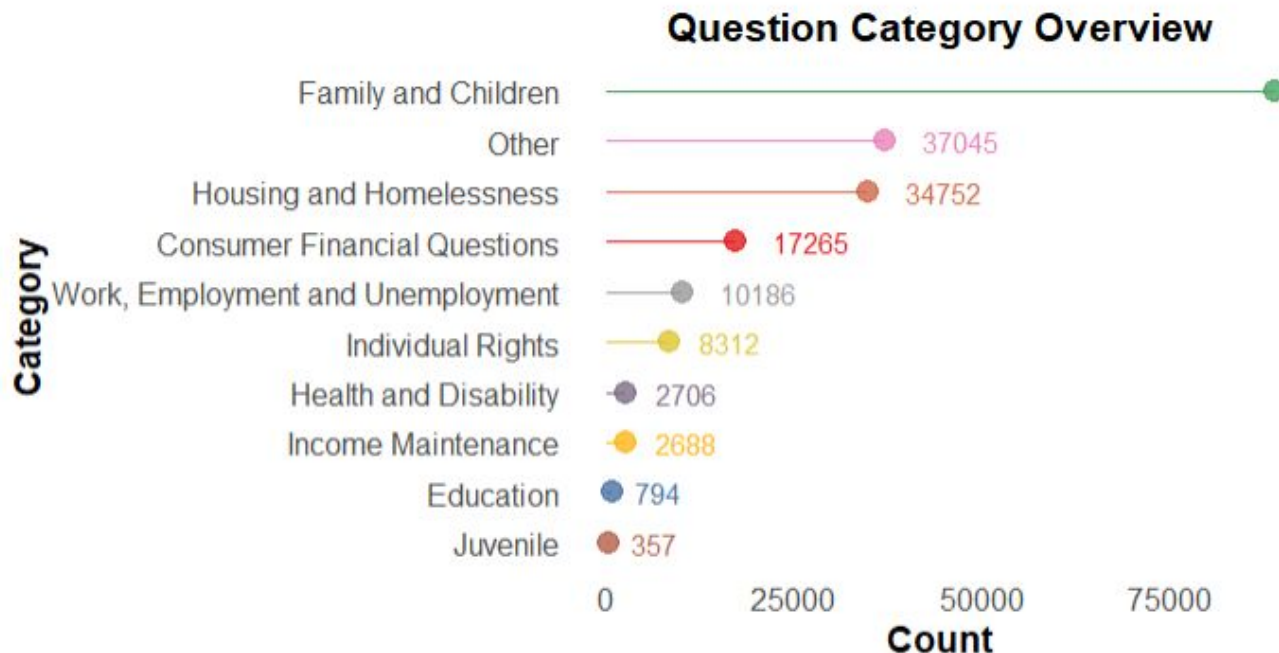
# Questions Analysis

# 03

# When are we busy?

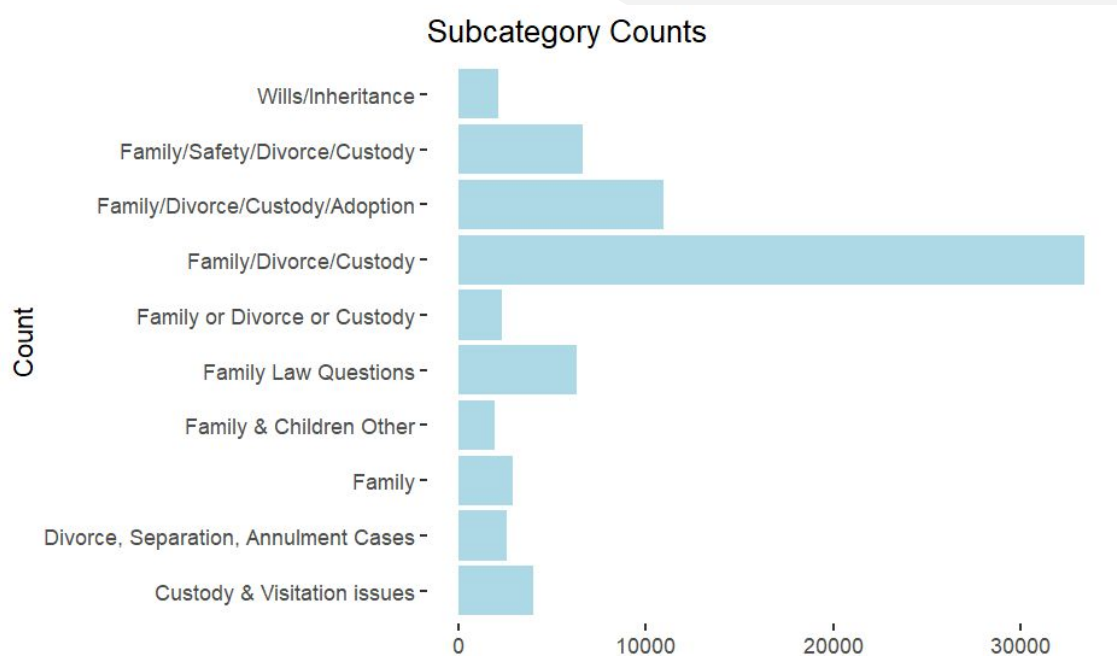


# What are the Concerns?



About  $\frac{1}{3}$  of the questions is in Family and Children Category!

# Family and Children Category: Subcategory Distribution



About 20% of all questions is in Family/Divorce/Custody Category!

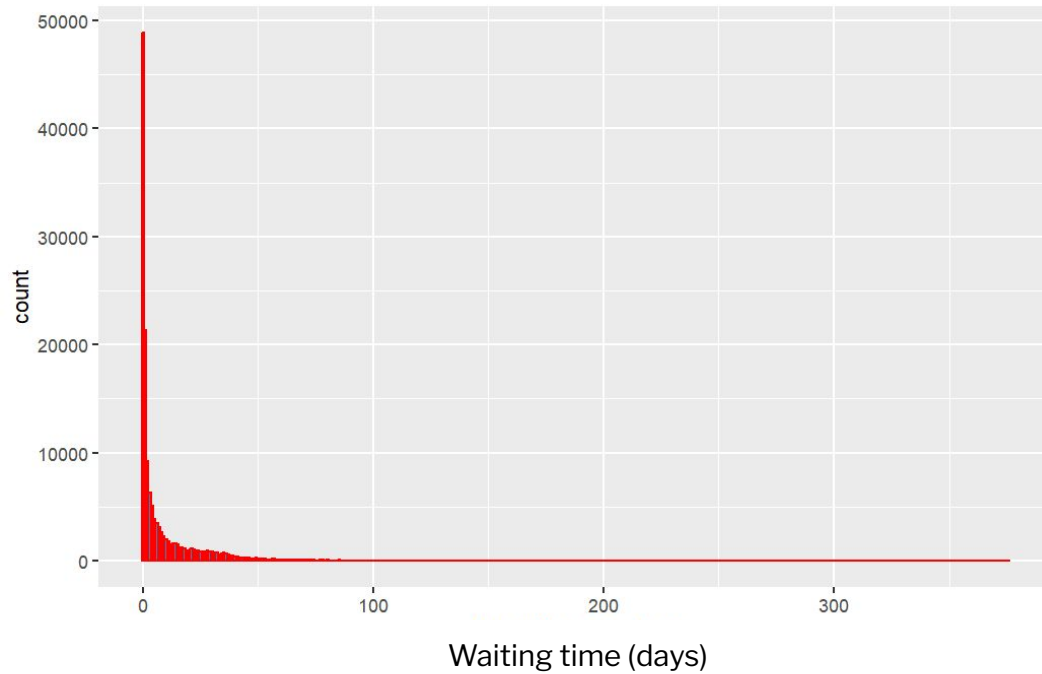
petition made Florida agree trying question county going change name sign  
evidence went state answer visit done agreed represent place dad don't right response may  
now marriage live notice required money currently time know u left call  
sure move find look able Court without start contact use best interest must husband keep mother Thank  
getting one everything see make fact either might job parent service kid already Good luck income document well son  
believe point ex give judge attorney need judgment copy thing house said modify appear lawyer paperwork  
think school long issue custody parenting plan process request come option tell spouse told best  
father pay hearing information person really married served situation property even ordered found ex husband part asked called  
child support divorce case attorney order children



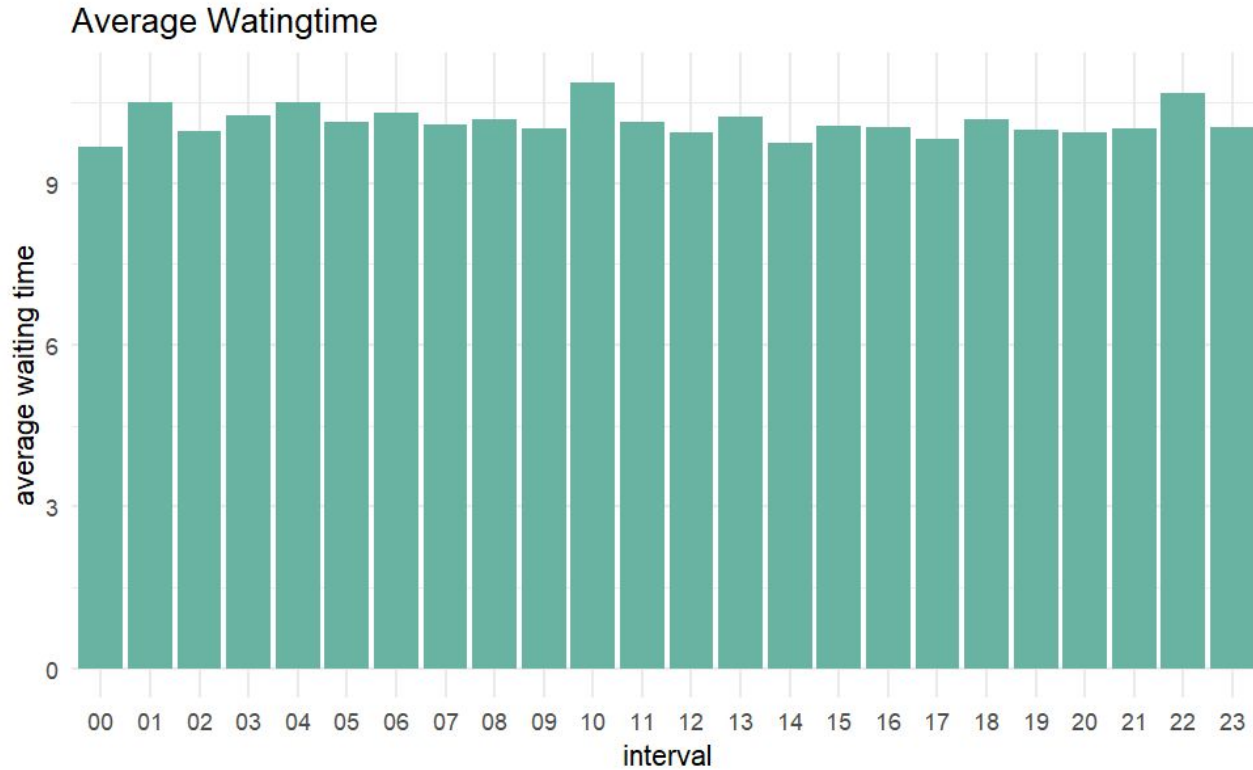
# Limitation

04

# Waiting Time?

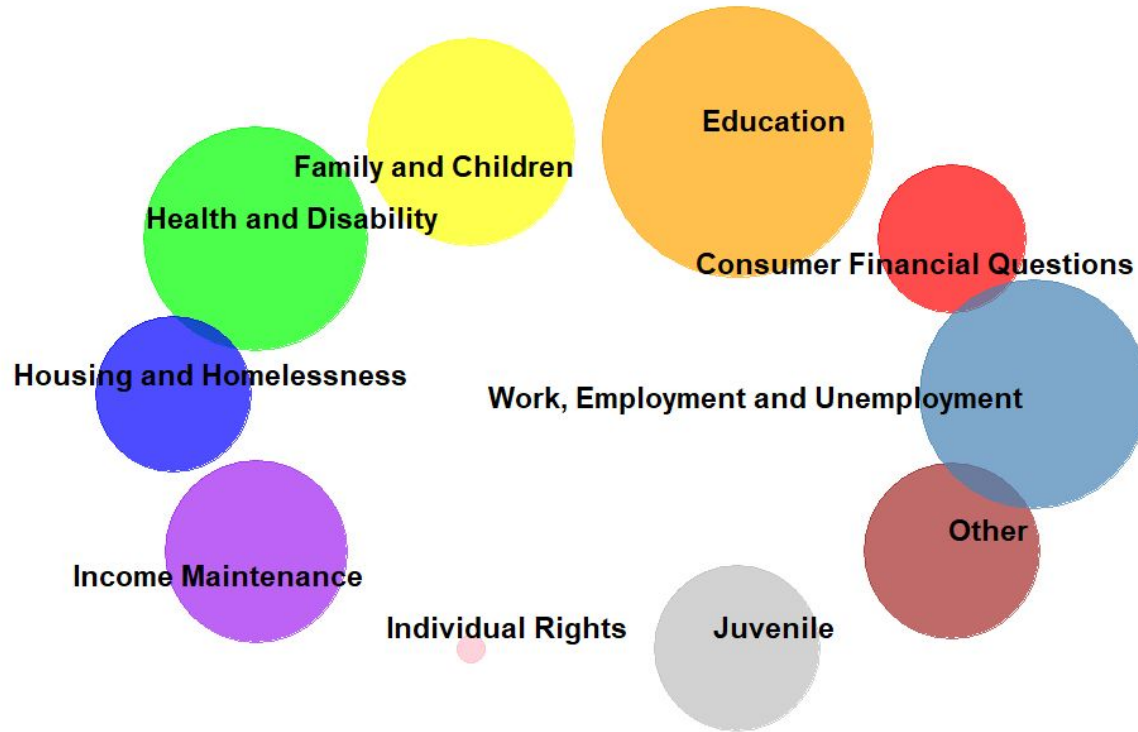


# Average Waiting Time



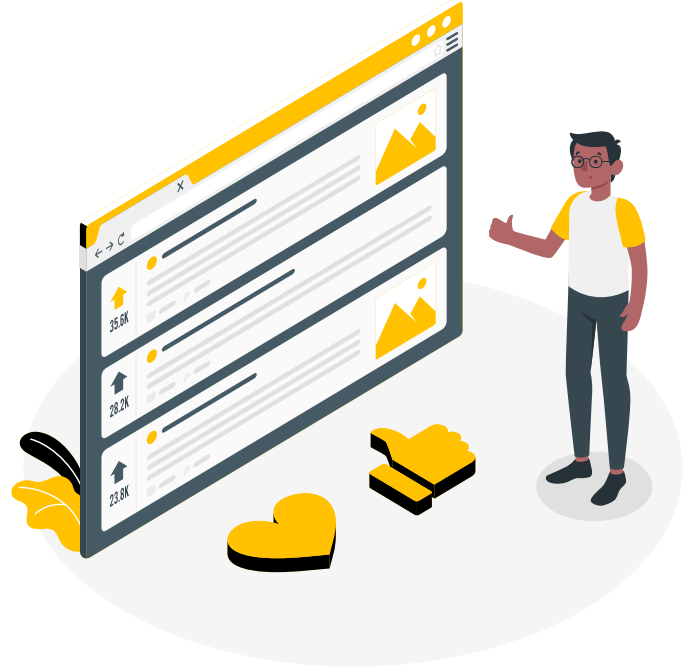


# Waiting Time And Category



# Conclusion

05



# What is the next step?

## More Legal Professionals

Increase the availability of legal professionals during peak month (May) to address the high volume of questions

## Focus more on Education, Employment, and Health

The three categories with the longest waiting times are:

1. Education
2. Health and Disability
3. Work, Employment, and Unemployment



## Targeted Strategies

Develop targeted outreach strategies and resources for low-income individuals, particularly those in the age ranges of 20-45 and 60-70.

## Frequently Asked Question

Prepare some solutions for common asked questions such as question about divorce, family and children.

# Thanks!

