

Team 1

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The troll attacks businesses using an arsenal of attorneys and vague software patents.



It has an immunity to patent lawsuits because it makes no products.



PATENT TROLL
Nonpracticing Entity
(It doesn't actually make anything)

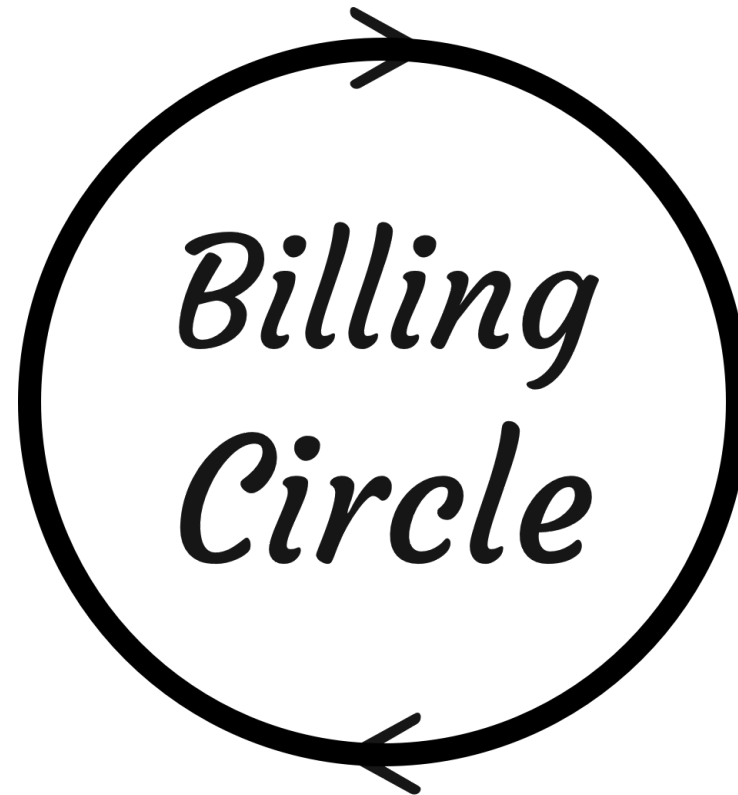


The troll's primary weapon is the threat of massive legal fees.









Opportunity

- In 2003, US census recorded 183 billion legal revenue
- Independent research concluded that over-billing or padding accounted for 10-30% of legal costs
- Courts find it hard to accept legal fees breakdown when awarding legal fee payments

Opportunity

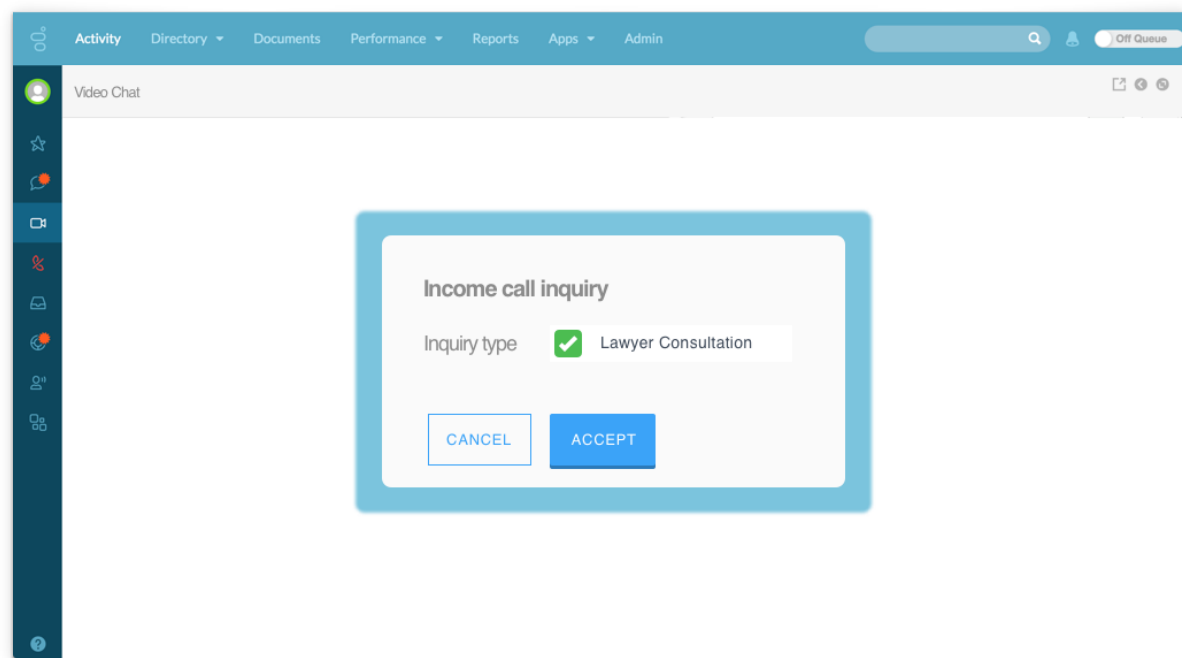
- Problem:
 - i) Customers are frustrated to see vague description of their bill
 - ii) Lawyer's trust is undermined by vague billing
- Target customer:

Professional firms that bill based on a time-based methodology. These allows firms to offer a greater degree of transparency to their customers, improving trust and customer experience.

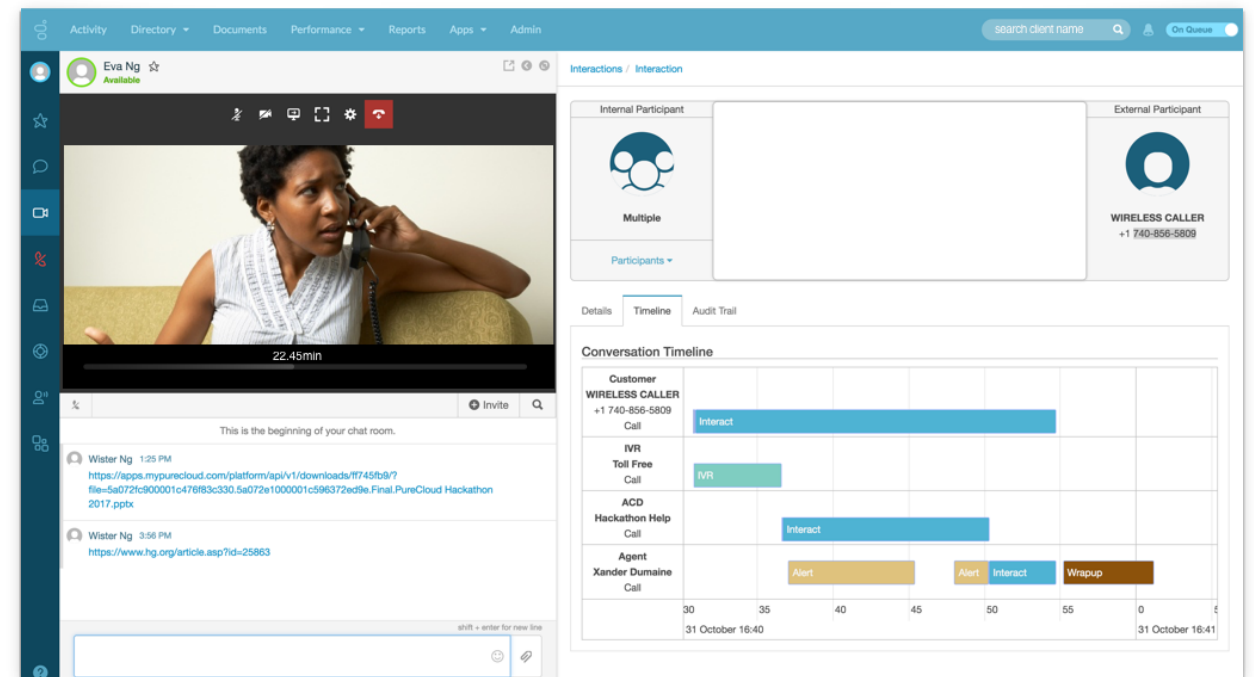
Other potential industries: accountants, doctors, digital marketing, creative, IT and other professional sectors

Agent View

Agent's View: Video Call



Accept or decline income call with inquiry stated



Agent seeing customer as well as the customer's profile

Admin view



Video Chat

Employee Productivity

List of agent and who they talked to

10 items

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Lawyer	Contact Info	# of inquiry	Payment	Inquiry Date	Payment Due
Alexander Stokes	andrew_hayes@yahoo.com	9	Approved	09/15/2016	09/15/2016
Tom Jenkins	sipes.tavares@hotmail.com	15	Denied	11/06/2016	10/22/2016
Floyd Shaw	cordelia.reynolds@hotmail.com	22	Denied	06/27/2016	10/11/2016
Garrett Davis	gianni.gusikowski@austen.ca	35	Approved	12/15/2016	09/11/2016
Maud Banks	lance.schumm@gmail.com	12	Denied	01/08/2016	09/31/2016
Dominic Cobb	guiseppe.stark@yahoo.com	22	Denied	10/06/2016	11/11/2016
Curtis Holmes	lola.gerhold@tremayne.com	17	Approved	01/20/2016	09/08/2016

Detail agent and customer engagement history

Income, growth and customer or employee engagement at a view

Admin View

Agent's View: Invoice Sending Flow

Activity Directory Documents Performance Reports Apps Admin

Video Chat

Customer List

List of customer agent talked to

10 items

Download Upload Edit

Customer Name	Contact Info	# of Inquiry	Status	First Active	Last Active
Alexander Stokes	andrew_hayes@yahoo.com	9	Positive	09/15/2016	09/15/2016
Tom Jenkins	sipes.tavares@hotmail.com	15	Positive	11/06/2016	Resubmit
Floyd Shaw	cordelia.reynolds@hotmail.com	22	Negative	06/27/2016	Resubmit
Garrett Davis	gianni.gusikowski@austen.ca	35	Positive	12/15/2016	09/11/2016
Maud Banks	lance.schumm@gmail.com	12	Positive	01/08/2016	Resubmit
Dominic Cobb	guiseppe.stark@yahoo.com	22	Positive	10/06/2016	Resubmit
Curtis Holmes	lola.gerhold@tremayne.com	17	Positive	01/20/2016	09/08/2016

List of customer agent talked to

Activity Directory Documents Performance Reports Apps Admin

Video Chat

Customer Detail

All base stations 19 April - 19 May Send Bundle Invoice

Engagement and Satisfaction

Type of Inquiry

Positive Negative Video Call Phone Email

10 items

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Inquiry list	Type of Inquiry	How long	Date	Time Started	Time Ended
About housing	Video Call	60 min	09/15/2016	10:00am	11:00am
About commercial law	Phone	45 min	11/06/2016	2:30pm	3:15pm

Customer details

Activity Directory Documents Performance Reports Apps Admin

Dashboard

Call detail

Send Invoice

Time and Date ID: 3D4H853262EA1

2017 Jan 29. 4:15pm to 5:15pm

Rate ID: 3D4H853262EA1

CAD \$ 100/hour

Other ID: 3D4H853262EA1

Note N/A

Previous call

Date and Time	Agent Name	Time & Cost
March 2017 / 9:10am	Bryan	1hr: 130\$
March 2017 / 9:10am	Bryan	1hr: 130\$
March 2017 / 9:10am	Bryan	1hr: 130\$
March 2017 / 9:10am	Bryan	1hr: 130\$

Call detail for invoicing

Activity Directory Documents Performance Reports Apps Admin

Dashboard

Call detail

Send Invoice

Time and Date ID: 3D4H853262EA1

2017 Jan 29. 4:15pm to 5:15pm

Previous call

invoice

Number: A000000000000000000001

Date: 10/4/2009

Item	Amount	Count	Subtotal
fan payment	\$100.00	1.00	\$100.00

Subtotal: \$100.00

Discount (0.00 %): \$0.00

Withholding (0.00 %): \$0.00

Total: \$100.00

Due date: 10/31/2009

Site fee: 0.00 %

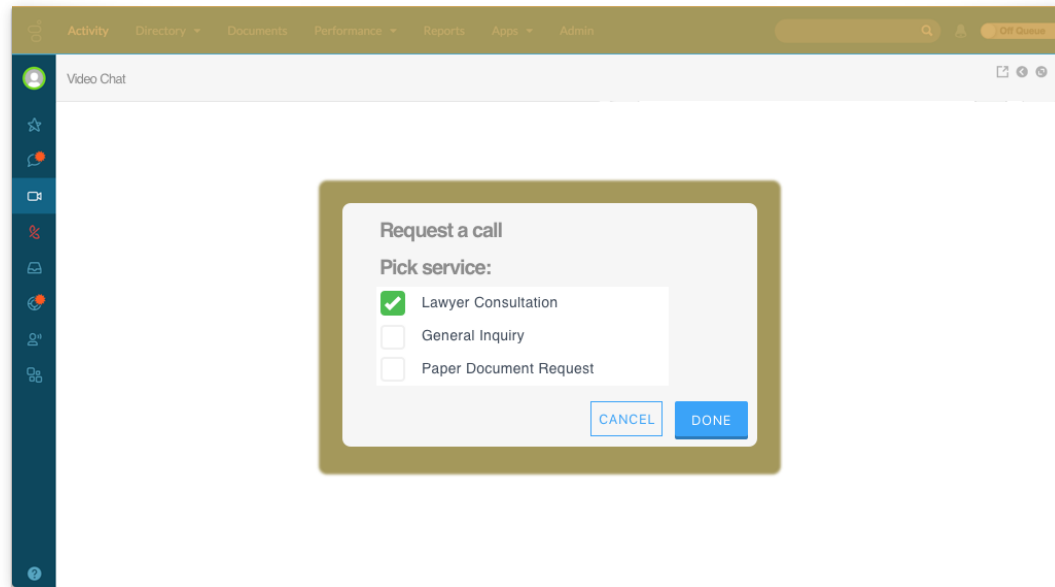
Payment type: TT

CANCEL CONFIRM

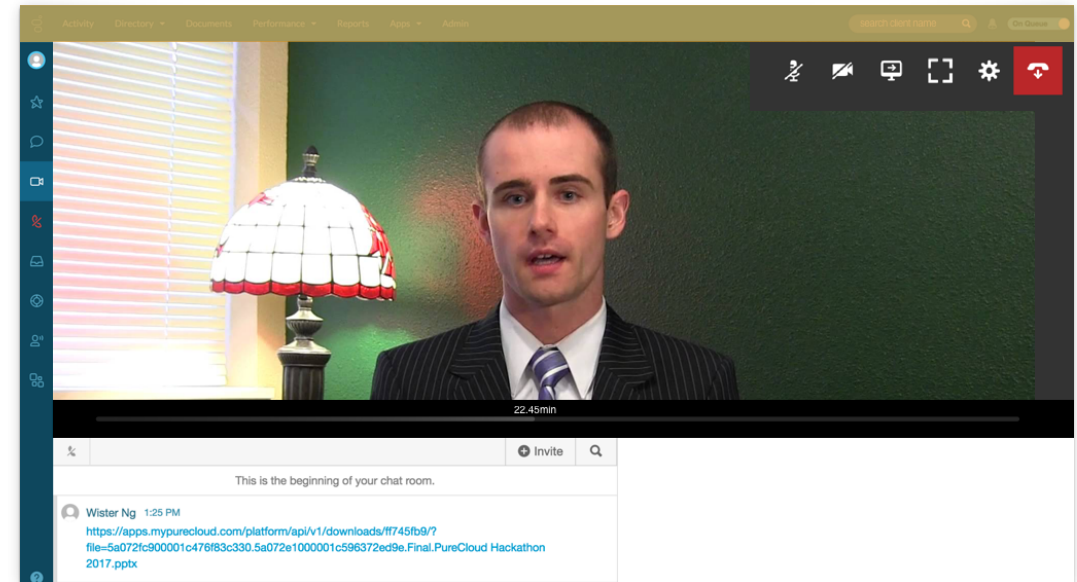
Invoice preview

Client side

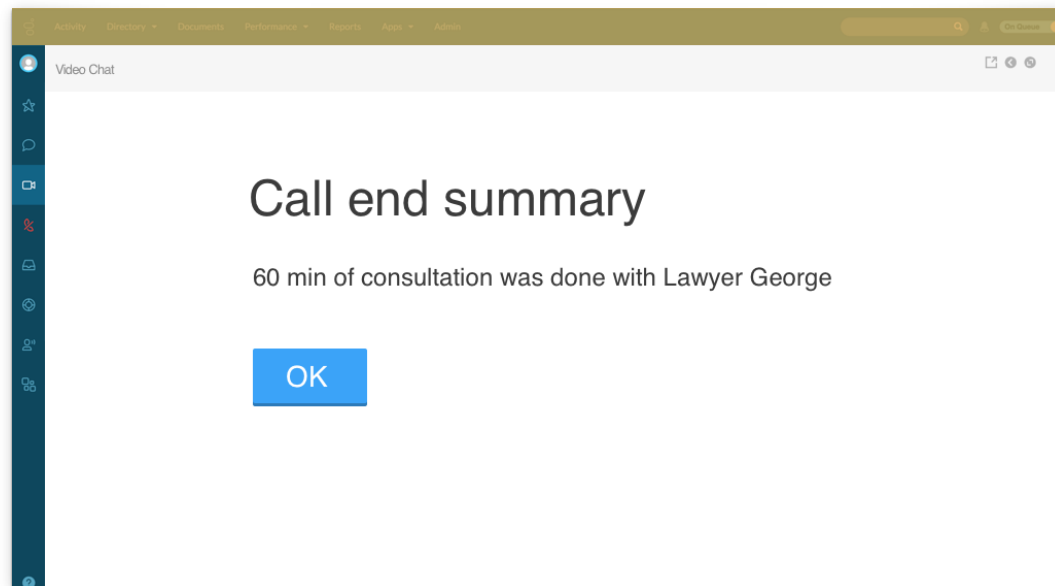
Customer View



Option to service type for billing clarity



Real-time video chat with agent



Call end summary to acknowledge time spent

Demo

Future features

- Video recording
- Call/Video transcription
- Integrations with time tracking software
- Document serving and signature