
Advocate Assist

Online Lawyer Appointment System

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Roll No: - 30

Batch: - S9 INTMCA

AdvocateAssist

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Guide: Ms Shelly Shiju George

Requirement Gathering Questionnaire

1. Project Overview?

AdvocateAssist is an online platform connecting clients with legal professionals for easy booking of legal services. It simplifies the process, offers transparency, and empowers users to make informed decisions. Users can browse lawyer profiles, view expertise, read reviews, and schedule appointments conveniently. Revolutionizing the legal services industry with modern technology.

2. To what extent the system is proposed for?

The proposed system, AdvocateAssist, aims to simplify connecting clients with legal professionals, offering convenience and transparency. It facilitates easy appointment booking, enables lawyers to manage profiles, and provides administrators with a dashboard for platform management. The main project additions include a lawyer calendar, legal blog, forms library, chatbot, and feedback system to enhance the user experience.

3. Specify the Viewers/Public which is to be involved in the System?

- Clients: Individuals or businesses seeking legal advice, consultations, or representation.
- Lawyers: Legal professionals offering their services and expertise to clients.
- Administrators: System administrators or platform moderators responsible for managing user accounts and maintaining the platform.

4. List the Modules included in your System?

- Registration

- Login
- Client Cart
- Lawyer Details
- Searching
- Lawyer Profile Management
- Booking and Scheduling
- Payment
- Admin Dashboard and Moderation
- Lawyer Calendar
- Legal Blog and News
- Legal Forms and Templates
- Virtual Legal Assistant (Chatbot)
- Feedback

5. Identify the users in your project?

- Clients: Individuals or businesses seeking legal advice, consultations, or representation.
- Lawyers: Legal professionals offering their services and expertise to clients.
- Administrators: System administrators or platform moderators responsible for managing user accounts and maintaining the platform.

6. Who owns the system?

- Administrators (Joseph James INTMCA S9)

7. System is related to which firm/industry/organization?

- The AdvocateAssist system is related to the legal services industry.

8. Details of person that you have contacted for data collection?

Adv. Josy Sebastian
Changanacherry

9. Questionnaire to collect details about the project? (Min 10 questions, include descriptive answers, attach additional docs (e.g., Bill receipts, certificate models), if any?)

1. How do clients usually find and approach for legal consultations in the current offline system?

Answer: Clients typically find an advocate through word-of-mouth referrals or by directly visiting law office.

2. How do advocate handle client inquiries and initial consultations in the current offline system?

Answer: Clients usually reach out to advocate via phone calls or in-person visits to schedule an initial consultation.

3. What is the usual process for clients to schedule appointments for legal advice?

Answer: Clients either call office to schedule appointments or walk in during office hours to discuss their legal needs.

4. How do advocate provide information about expertise and qualifications to potential clients?

Answer: Advocate provide printed brochures and business cards with details about expertise and qualifications.

5. How do advocate handle appointment reminders and confirmations with clients?

Answer: Advocate usually call clients the day before their scheduled appointments to remind them, and ask them to confirm their attendance.

6. Are there any challenges advocate face in ensuring clients can access reviews or feedback from previous clients?

Answer: Currently, Advocate rely on clients' testimonials or word-of-mouth referrals for potential clients to access feedback about services.

7. How do advocate handle scheduling conflicts or double bookings, if they occur?

Answer: If scheduling conflicts arise, advocate try to reschedule appointments or prioritize urgent matters based on clients' needs.

8. What resources or legal forms do advocate provide to clients during consultations?

Answer: Advocate have physical copies of legal forms and documents that provide to clients during consultations.

9. How do Advocate ensure that clients have a clear understanding of consultation fees and payment terms?

Answer: Advocate explain consultation fees and payment terms during the initial conversation or before proceeding with the consultation.

10. Are there any limitations in the current offline system concerning clients' access to legal resources beyond the consultation?

Answer: Yes, clients may need to visit a law library or purchase legal books to access additional legal resources beyond the consultation.