RE: Feedback - Google Chrome

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RE: Feedback

SD

[redacted]

Tue 12/4, 7:08 PM

Keli Y Chang

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Coding Law

Hey Keli,

Here is my feedback for the app:

Are the questions easy to understand? Yes, they are clear.

Does this make it easier to find the right attorney for certain project needs? Yes, if you know the working groups and what type of work you need specifically. One of our concerns is that some working groups may change their name and therefore might not know which category they fall under according to the choices. The other concern is assuming that our client knows the type of work they need completed. More often than not they may expect any attorney in our team to be able to complete their request but that is not the case.

What is the strongest change you'd like to see for this? The process is lengthy and if we could shorten the amount of questions, that would be better since we don't want to discourage our clients from the intake process. I think we could forgo the deep details of the work order since we will be discussing with them furthermore and could make do with a short summary. I would like this intake form to be concise and not have more pages of information than we need.

Any potential foreseeable issues? Teaching and notifying the clients to use this tool rather than what they're comfortably doing now. Going through IT's technology approval and integration process takes time. I'm not sure how feasible this would be on a global scale but we could keep this limited to the US offices or even ours only.

What other improvements could be made? Would like if there were examples for the different work order types so the clients could get a better understanding if it applies to them or not. Instead of a download, is it possible for the intake receipt to open in a new browser window? Or if the client could automatically be emailed a copy of their receipt?

Thanks,

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ENG 5:07 AM 12/19/2018