

System Inefficiencies:

Why do certain client questions experience significant time lags?

BOO(LEAN) BUSTERS

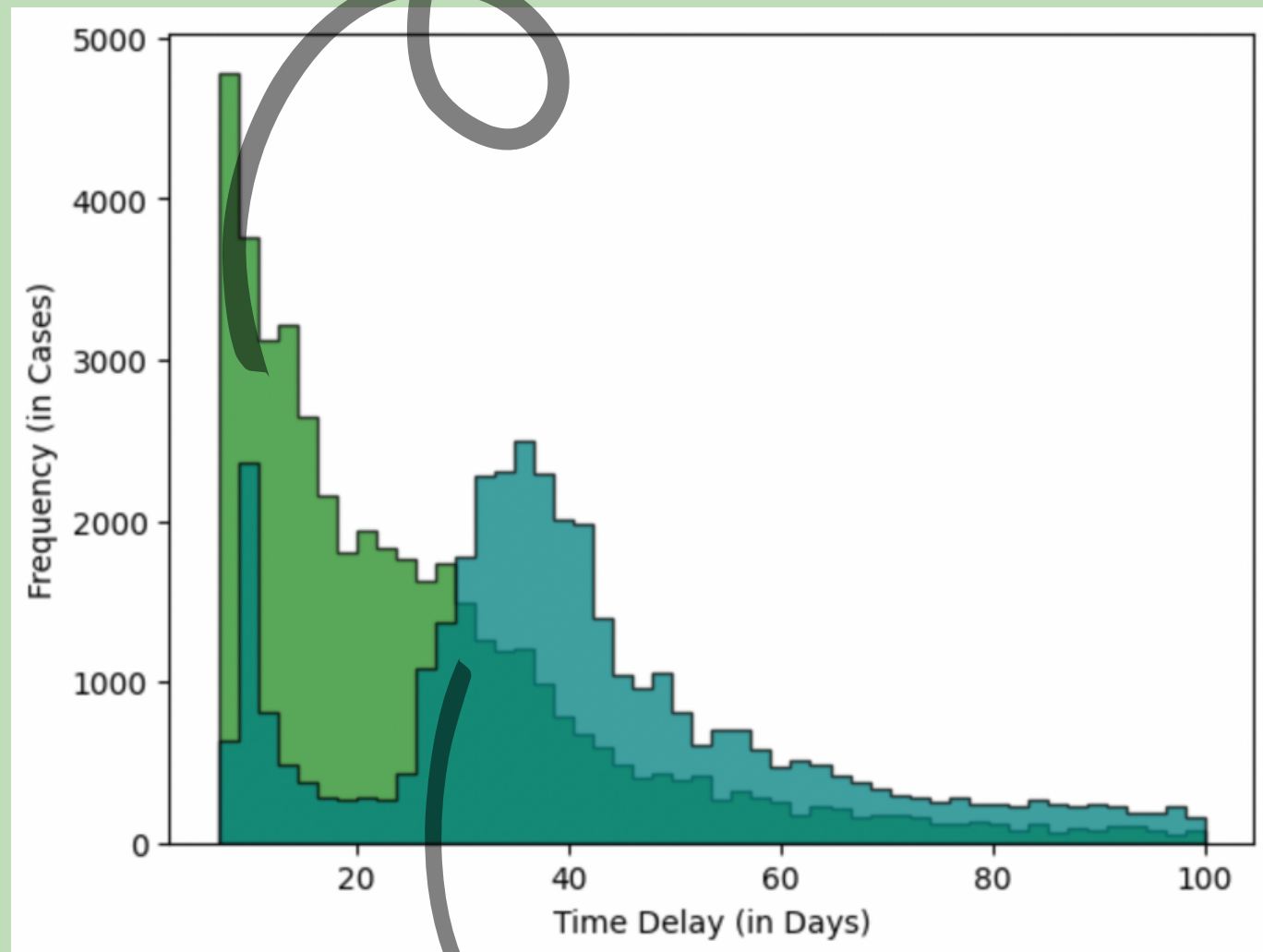
JOSHUA SUSANTO, SRINJANA SRIRAM

LE TUAN KHANG NGUYEN, SUMEDHA GOYAL

KRITHIK JATAVALLABHULA

Closed Cases

Time taken for an attorney to answer a question

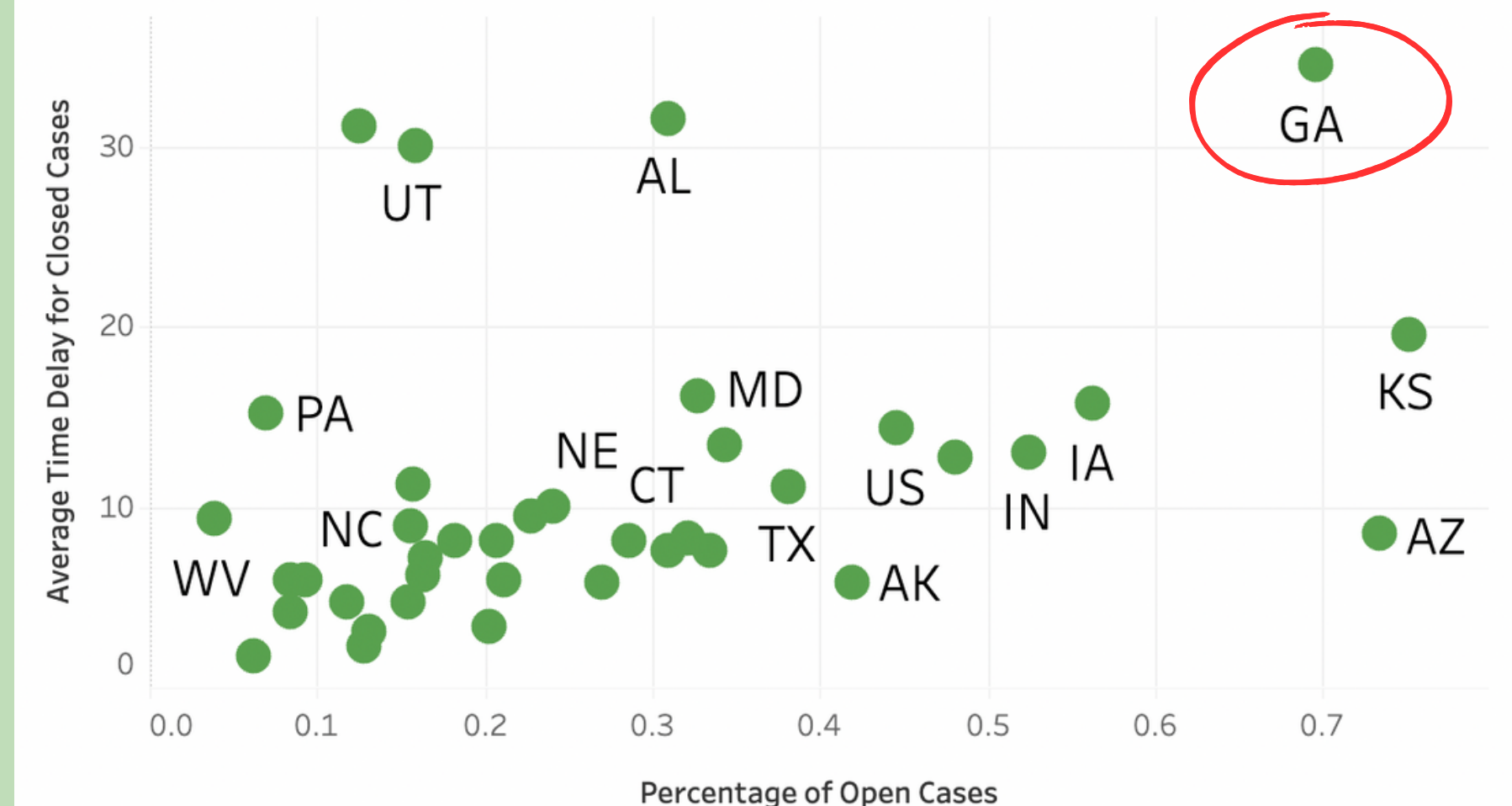


Open Cases

Time taken for the system to close an unanswered question

Georgia is the state with attorneys taking the longest time to complete cases, and a lot of cases not even being accepted.

Percentage of Open Cases vs Average Time Delay for Closed Cases



Hidden Features Within Georgia's Question Posts (with high time lags)

Client to Attorney Ratio per State

