

19:40

Tuesday evening.
Your office is closed.

A tenant with black mould in her bedroom fills in your enquiry form.

Without cover, she waits until morning and may call another firm first.
With EngageAI, she hears from you within a minute.

19:40

Enquiry read

EngageAI saves it, issues a reference and checks she isn't already a client.

REFERENCE
Tue 19:40

19:40

Case opened on your system

The case appears in your case management system, and nobody on your team types it in.

NEW CASE
Case 26-1187

19:40

Sophie calls. No answer.

Your AI assistant rings 47 seconds after the form arrives, inside the calling hours you set.

19:41

WhatsApp from your firm

A message from your own business account says who called and why.

Sorry, bath time! 8pm is fine. 19:52

WHATSAPP
Tue 19:41

20:00

Qualified on your questions

Sophie asks only your approved questions. She passes the compensation question to your solicitors and books a callback.

QUALIFIED
Tue 20:04

20:05

Filed in the case

The summary, answers, recording, transcript and WhatsApp messages sit under one reference.

FILED
Call and messages

By morning, EngageAI has worked all nine overnight enquiries

Tuesday 18:00 to Wednesday 08:30

9

Enquiries overnight

6

Qualified, callback booked

1

Private landlord, politely signposted

2

No answer after 3 tries, back to your sequence

09:00

Wednesday morning.
Your team logs on.

Your team starts with answers instead of a chase list.

Six qualified tenants are waiting for a solicitor's call, each with a full case file.

Callbacks today		Booked overnight by Sophie
09:30	Daniel Okafor council tenant	Qualified
10:00	Chloe Harris housing association	CALLBACK
10:30	Amira Shah housing association	Qualified
11:30	Lee Parker council tenant	Qualified

✓

Not one was typed in by hand.

At month end, EngageAI works your uncontacted leads again by text and call.

EngageAI does

●

Opens the case on your system, day or night

●

Calls out-of-hours enquiries within a minute

●

Sends WhatsApp from your firm when a call is missed

●

Files each call and message in the case

●

Works uncontacted leads again each month

Your team decides

●

The questions Sophie asks

●

Your calling hours and retry times

●

Every legal answer

●

Which cases you take on

●

Whether office-hours enquiries skip the AI call

Built for regulated work

- ✓

Sophie says she is an AI at the start of each call
- ✓

Calls are recorded, and the caller is told
- ✓

She gives no legal advice and passes legal questions to you
- ✓

We review flagged calls and a weekly sample

Get this working for your firm.

lawfirms.engageai.pro

See how it works and book a call