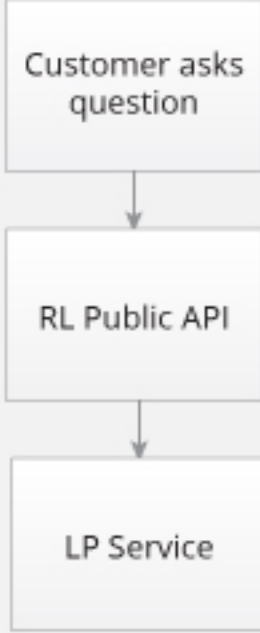


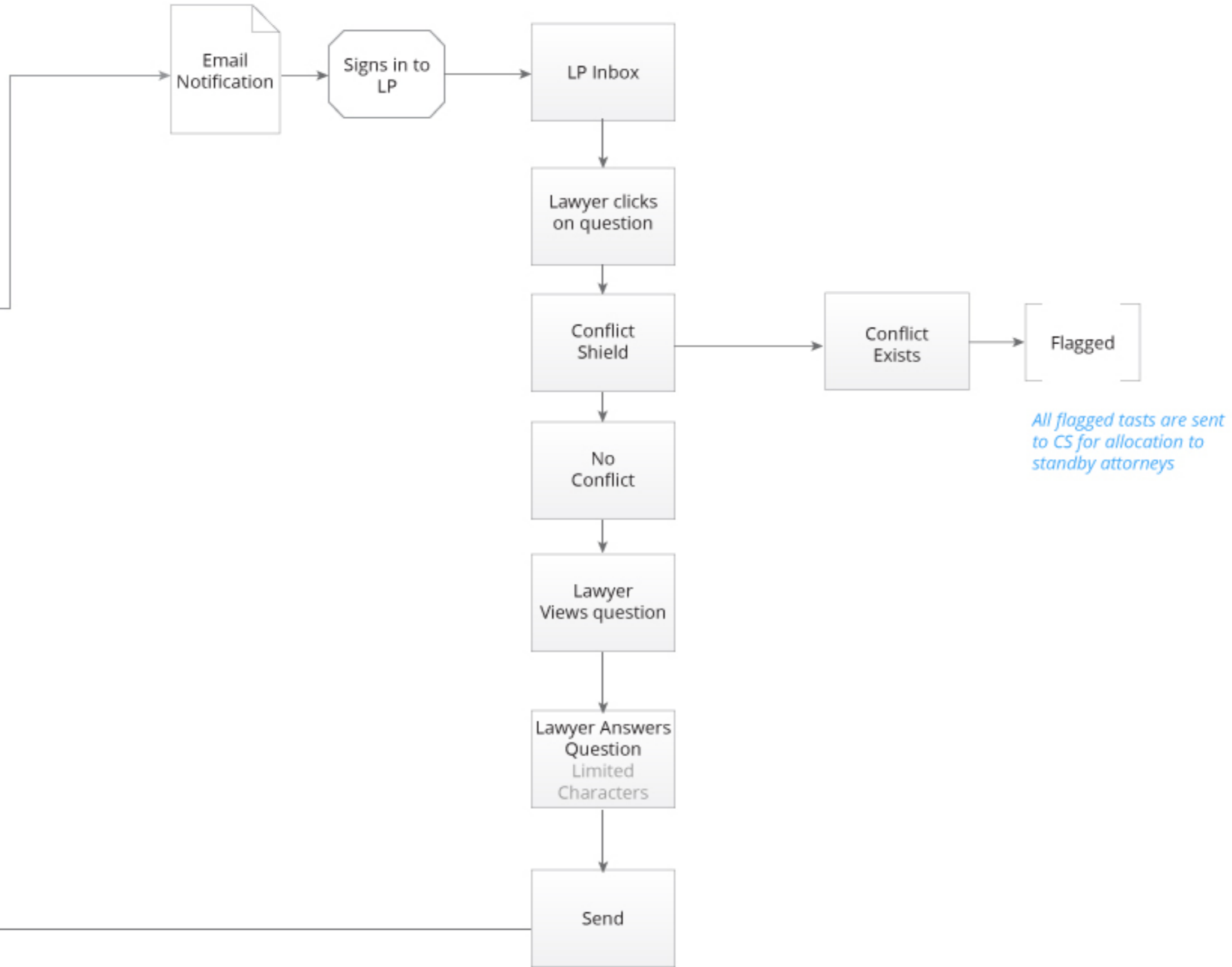
Lawyer UX | Q&A Flow - Current



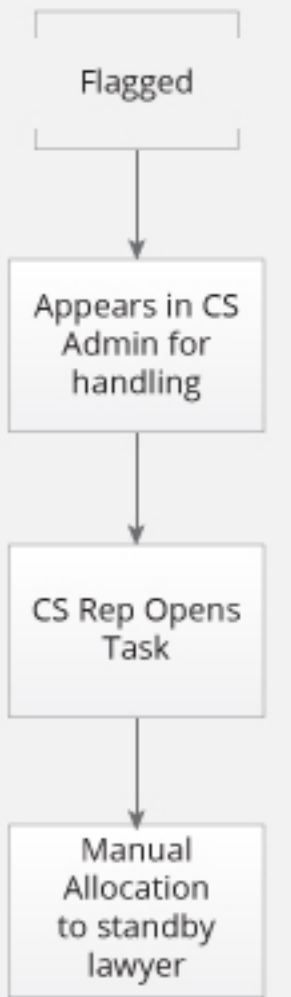
Customer



Lawyer



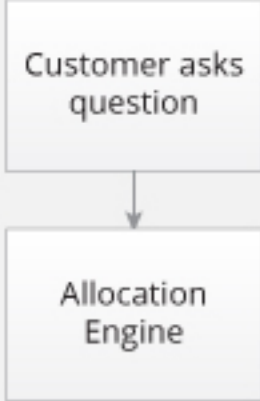
CS Rep



Lawyer UX | Q&A Flow - Q1 Target



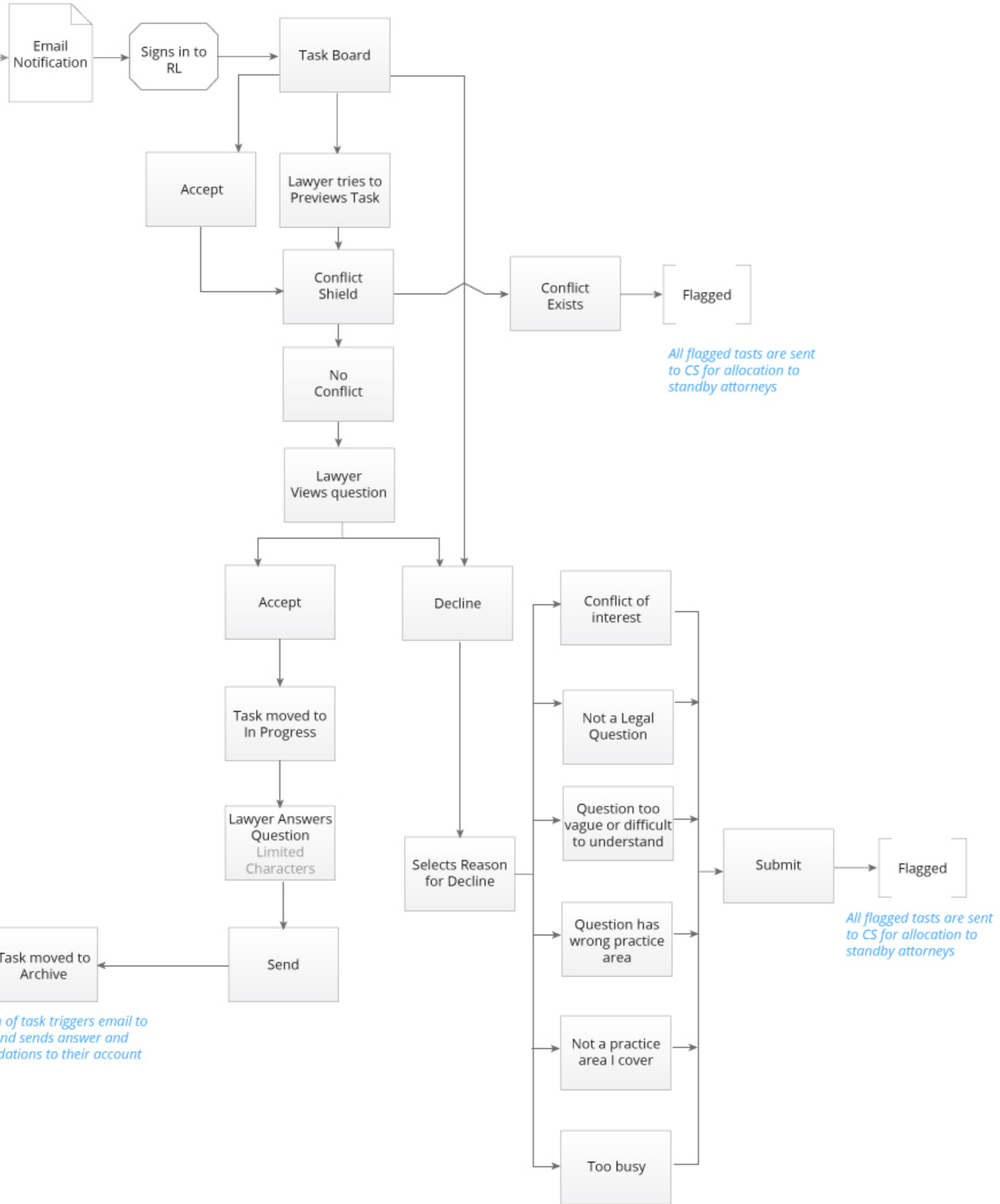
Customer



AL determines which lawyer(s) to send the question to. Once allocation is determined, the system triggers email notification and starts a countdown for the lawyer(s) to accept or reject the task



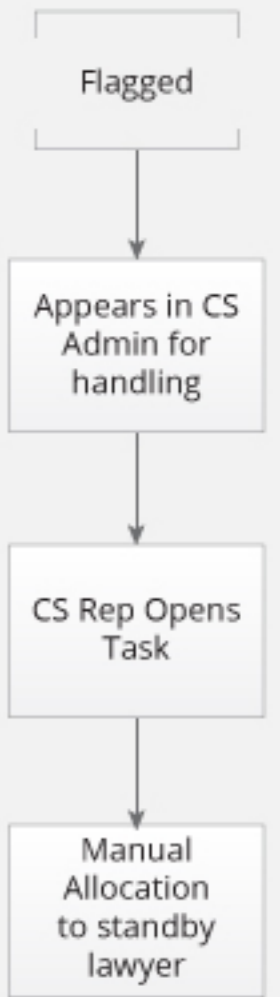
Lawyer



Completion of task triggers email to customer and sends answer and recommendations to their account for viewing



CS Rep



Lawyer UX | Q&A Flow - Final



Customer

Customer asks question

Allocation Engine

AL determines which lawyer(s) to send the question to. Once allocation is determined, the system triggers email notification and starts a countdown for the lawyer(s) to accept or reject the task

Email Notification

Email Notification



Lawyer

Email Notification

Sign-in

Task Board

Accept

Lawyer tries to Preview Task

Conflict Shield

No Conflict

Lawyer Views question

Accept

Decline

Task moved to In Progress

Lawyer Answers Question Limited Characters

Adds Recommendation 3 max

Send

Email Notification

Flagged

Not started in z hours

Task moved to Archive

Completion of task triggers email to customer and sends answer and recommendations to their account for viewing



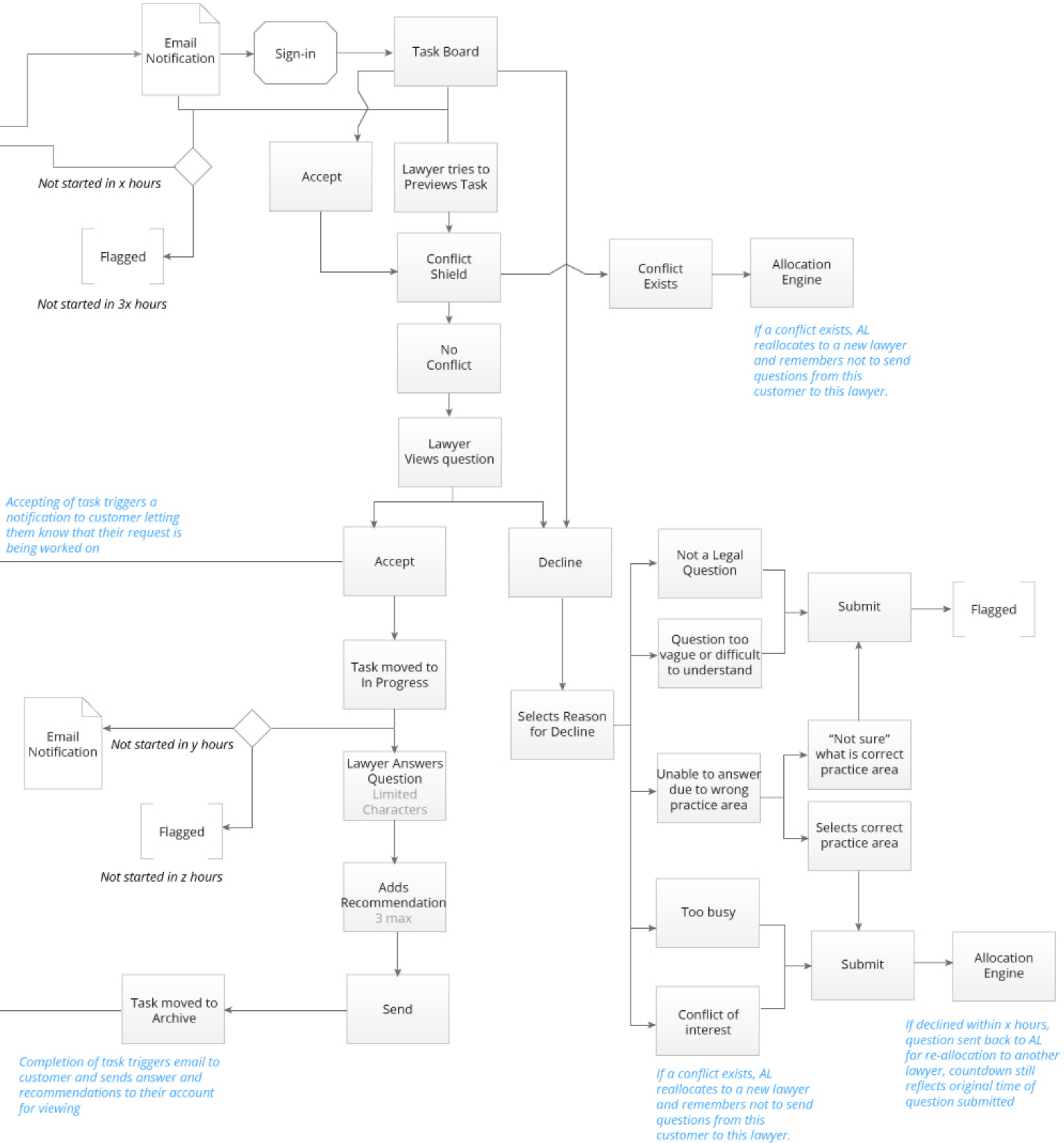
CS Rep

Flagged

Appears in CS Dashboard for handling

CS Rep Opens Task

Manual Allocation to standby lawyer



Accepting of task triggers a notification to customer letting them know that their request is being worked on

If a conflict exists, AL reallocates to a new lawyer and remembers not to send questions from this customer to this lawyer.

If a conflict exists, AL reallocates to a new lawyer and remembers not to send questions from this customer to this lawyer.

If declined within x hours, question sent back to AL for re-allocation to another lawyer, countdown still reflects original time of question submitted