

Client Intake & Onboarding Workflow Outline

By

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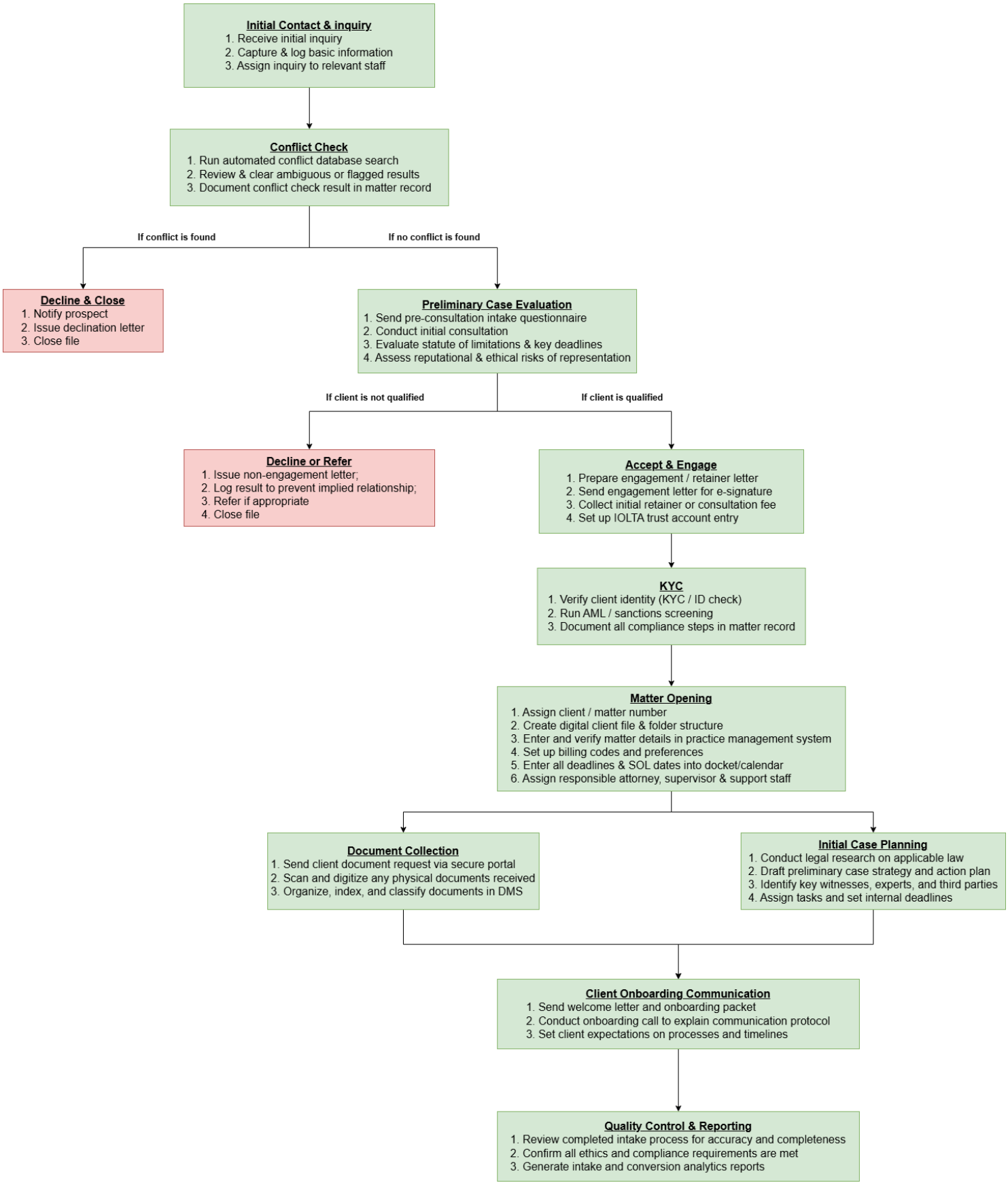
Client Intake & Onboarding Flowchart



Required Automations & Humans-in-Loop

TASK / ACTIVITY	TYPE	HUMANS-IN-LOOP	RELEVANT TOOLS
1. INITIAL CONTACT & INQUIRY			
Receiving initial inquiry (phone, email, web form, walk-in)	Manual & Automatable	Receptionist Intake coordinator	CRM (Clio, HubSpot) Chatbot (Lawmatics) Web intake forms
Logging contact & capturing basic info	Automatable	N/A	CRM auto-capture Email parser (Zapier) Intake form → CRM sync
Assigning inquiry to staff/attorney	Manual & Automatable	Intake coordinator	CRM round-robin rules Clio Grow auto-assign
2. CONFLICT OF INTEREST CHECK			
Searching firm database for conflicts	Automatable		Clio MyCase Filevine conflict module Thomson Reuters Conflicts
Reviewing & clearing ambiguous conflicts	Manual	Managing partner Ethics partner	N/A
Documenting conflict check result	Automatable	N/A	Practice management system DocuSign Clio auto-notes
3. PRELIMINARY CASE EVALUATION			
Conducting initial consultation	Manual	Attorney Senior paralegal	N/A
Sending pre-consultation intake questionnaire	Automatable	N/A	Lawmatics Clio Grow Typeform + Zapier
Assessing merits, risks & complexity	Manual	Attorney	N/A
Evaluating statute of limitations/deadlines	Manual & Automatable	Attorney (final sign-off)	Clio calendaring Legal deadline calculators CourtDeadlines.com API
4. CLIENT QUALIFICATION			
Determining practice area fit	Manual & Automatable	Intake coordinator	Intake questionnaire logic CRM routing rules
Evaluating financial viability / client ability to pay	Manual	Attorney Managing partner	N/A
Assessing reputational/ethical risks	Manual	Managing partner Ethics partner	N/A
Deciding to accept, decline, or refer	Manual	Attorney Intake committee	N/A
5. FEE AGREEMENT & ENGAGEMENT			
Preparing engagement / retainer letter	Manual & Automatable	Attorney (review & approve)	HotDocs Documate Clio Draft DocAssemble
Sending engagement letter for signature	Automatable	N/A	DocuSign Adobe Sign Clio eSign
Collecting retainer / initial fee	Automatable	N/A	LawPay CPACharge Clio Payments Stripe

Setting up IOLTA trust account entry	Manual & Automatable	Bookkeeper Office manager	Clio Accounting QuickBooks TrustBooks
6. IDENTITY VERIFICATION & COMPLIANCE			
Verifying client identity (KYC/ID check)	Manual & Automatable	Intake coordinator (review)	Jumio Onfido Persona Stripe Identity
AML / sanctions screening	Automatable	N/A	Dow Jones Risk & Compliance LexisNexis WorldCompliance ComplyAdvantage
Documenting compliance steps	Automatable	N/A	Practice mgmt system Audit log tools
7. MATTER OPENING			
Assigning client/matter number	Automatable	N/A	Clio MyCase Filevine
Creating client file (physical & digital)	Manual & Automatable	Legal secretary Paralegal	NetDocuments iManage SharePoint Clio Docs
Entering matter details into practice mgmt system	Manual & Automatable	Intake coordinator	Clio MyCase Filevine
Setting up billing codes & preferences	Manual & Automatable	Billing coordinator	Clio Billing Bill4Time TimeSolv
Entering deadlines & SOL dates into docket/calendar	Manual & Automatable	Attorney (verify)	Clio Scheduler CompuLaw Deadlines on Demand MyCase Calendar
8. DOCUMENT COLLECTION & ORGANIZATION			
Requesting documents from client	Automatable	N/A	Clio Grow Lawmatics SecurePortal SmartVault
Scanning & digitizing physical documents	Manual	Legal secretary Paralegal	N/A
Organizing & indexing documents in DMS	Manual & Automatable	Paralegal	NetDocuments AIiManage RAVN Clio Docs
9. INITIAL CASE PLANNING			
Conducting legal research	Manual & Automatable	Attorney Associate	WestlawLexis+ AI Fastcase Casetext CoCounsel
Drafting preliminary strategy / action plan	Manual	Attorney	N/A
Identifying witnesses, experts, third parties	Manual	Attorney Paralegal	N/A
Setting task assignments & internal deadlines	Manual & Automatable	Managing attorney	Clio Tasks Asana Monday.com ClickUp

10. CLIENT ONBOARDING COMMUNICATION			
Sending welcome letter / onboarding packet	Automatable	N/A	Lawmatics Clio Grow Mailchimp HubSpot
Explaining communication protocol to client	Manual	Attorney Paralegal	N/A
Setting client expectations on processes & timelines	Manual	Attorney	N/A
11. INTAKE REPORTING & QUALITY CONTROL			
Reviewing intake for accuracy & completeness	Manual	Intake coordinator Supervising attorney	N/A
Ensuring ethics & compliance requirements are met	Manual	Ethics partner Managing partner	N/A
Generating intake & conversion reports	Automatable	N/A	Clio Insights MyCase Analytics Power BI Looker Studio
Sending non-engagement letter (declined matters)	Manual & Automatable	Attorney (approve)	Clio Draft DocAssemble DocuSign

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https://app.legalworkflows.online

It contains the essential features of law management practice apps like Clio, MyCase, Lawmatics, Filevine, etc.

It’s free to sign up (in less than 30 seconds) and test.