

(56)

References Cited

U.S. PATENT DOCUMENTS

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2005/0177599	A1	8/2005	Goodman	
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OTHER PUBLICATIONS

Algoriz lets you build trading algorithms with no coding required,
posted Mar. 3, 2017 to Techcrunch.com.

* cited by examiner

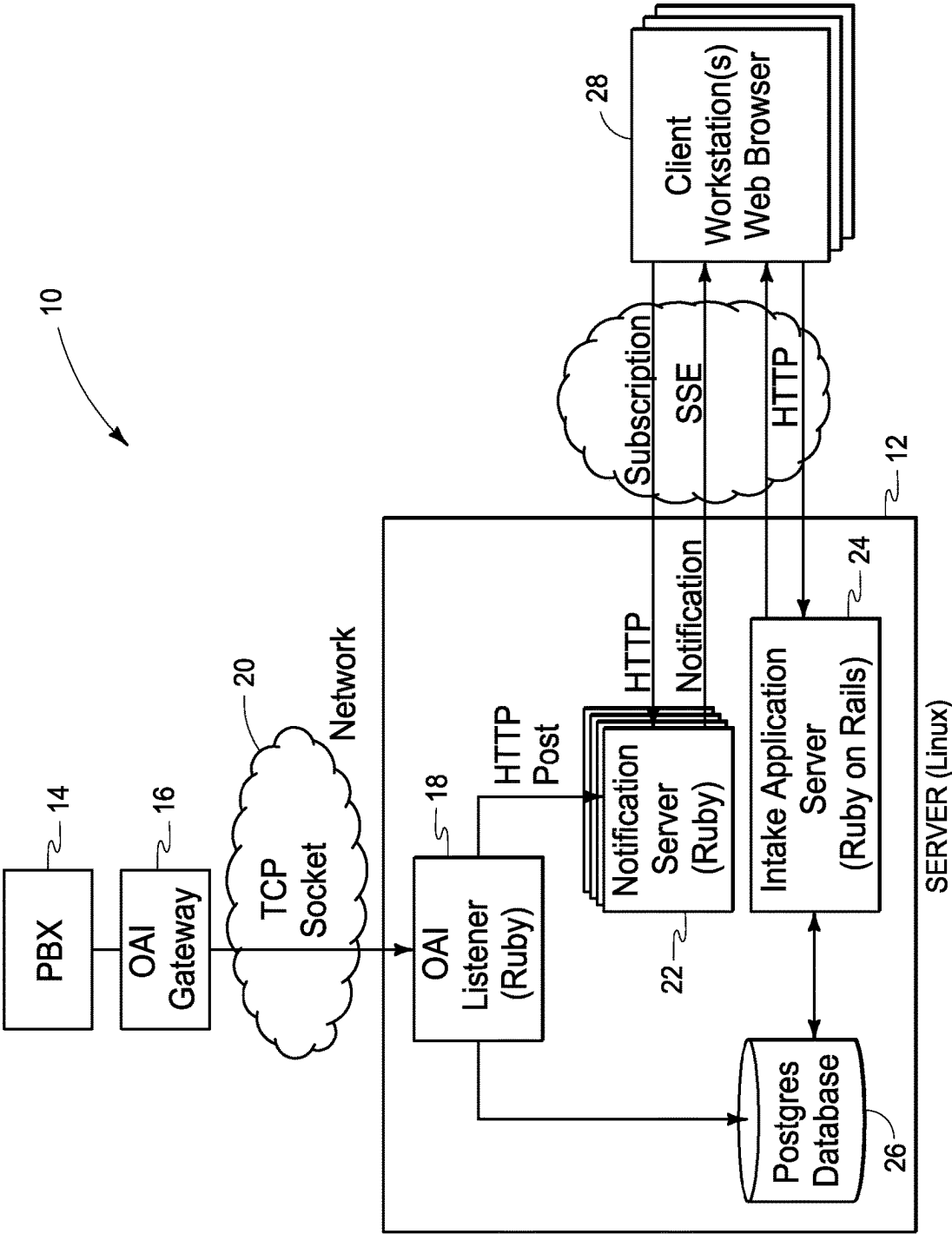


FIG. 1

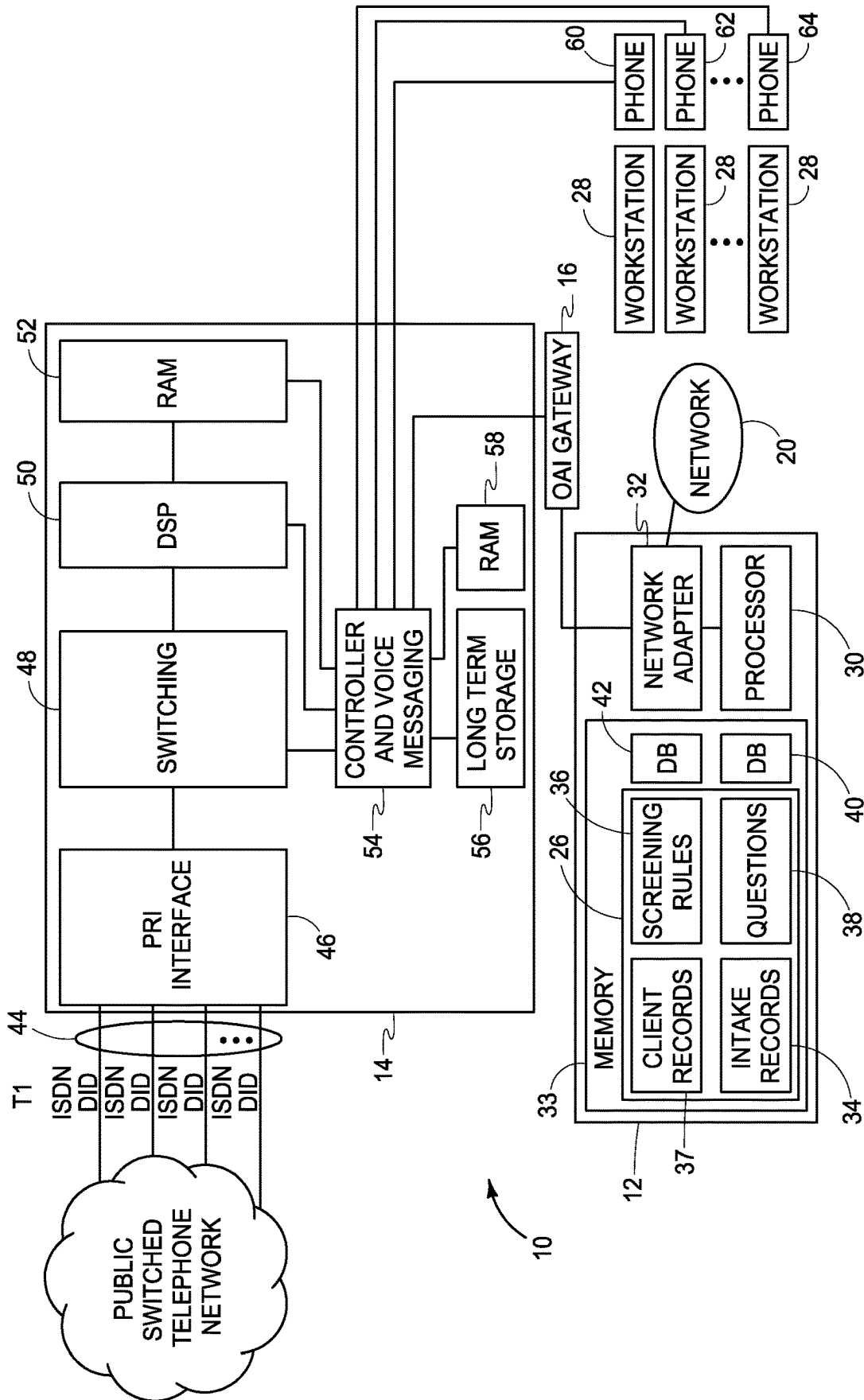


FIG. 2

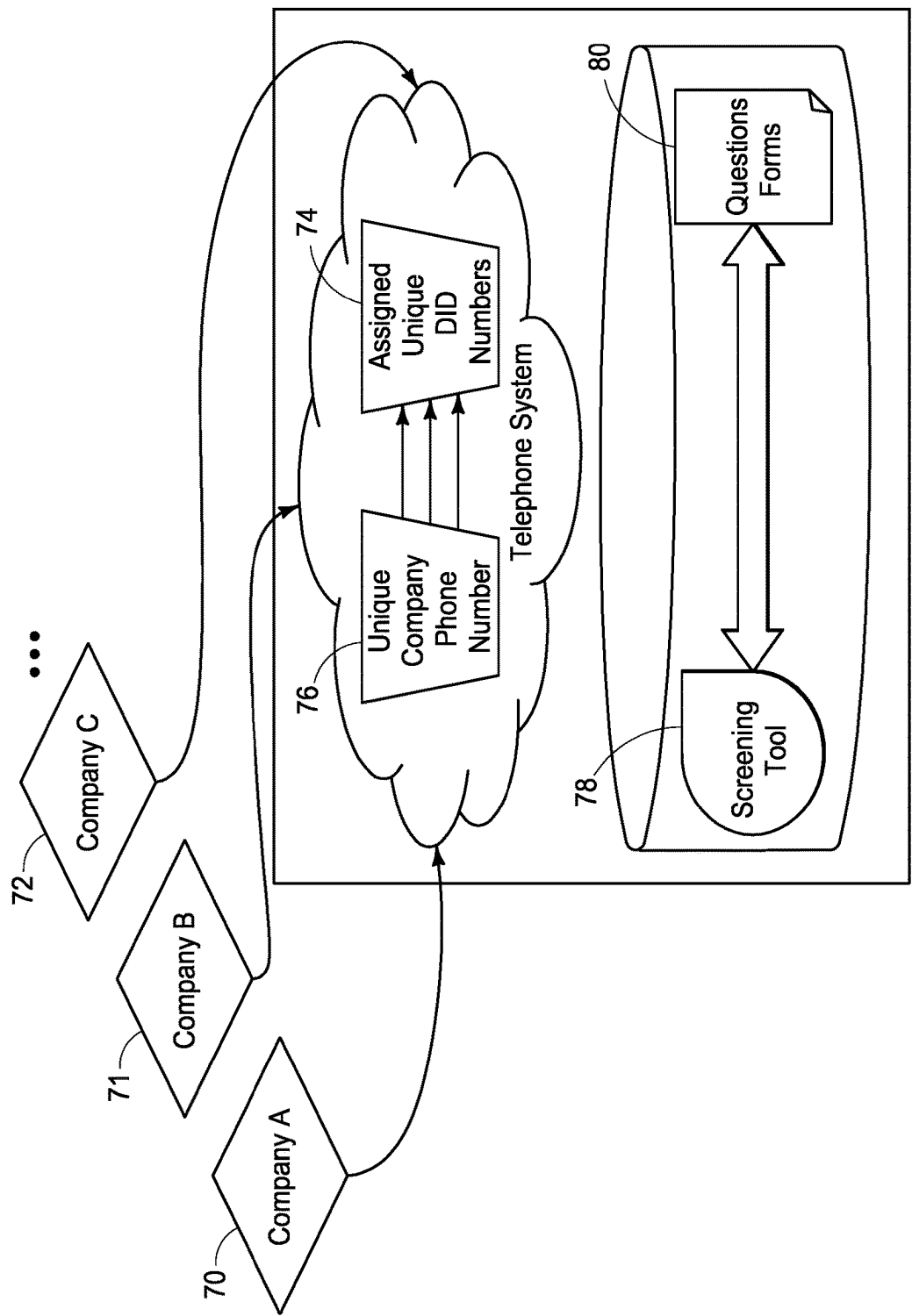


FIG. 3

82

86

Description

84

This is an example

88

Algorithm Conditions (ALL must apply for rule to kick in)

88

→ •

90

Date of Matter?

96

✕

98

Within Days

94

Score

92

0

100

Intake Date

X

(use < 0 for "days after", e.g. "-10...-Infinity" is valid)

Add Condition

Create Screening Rule

102

Cancel

104

FIG. 4

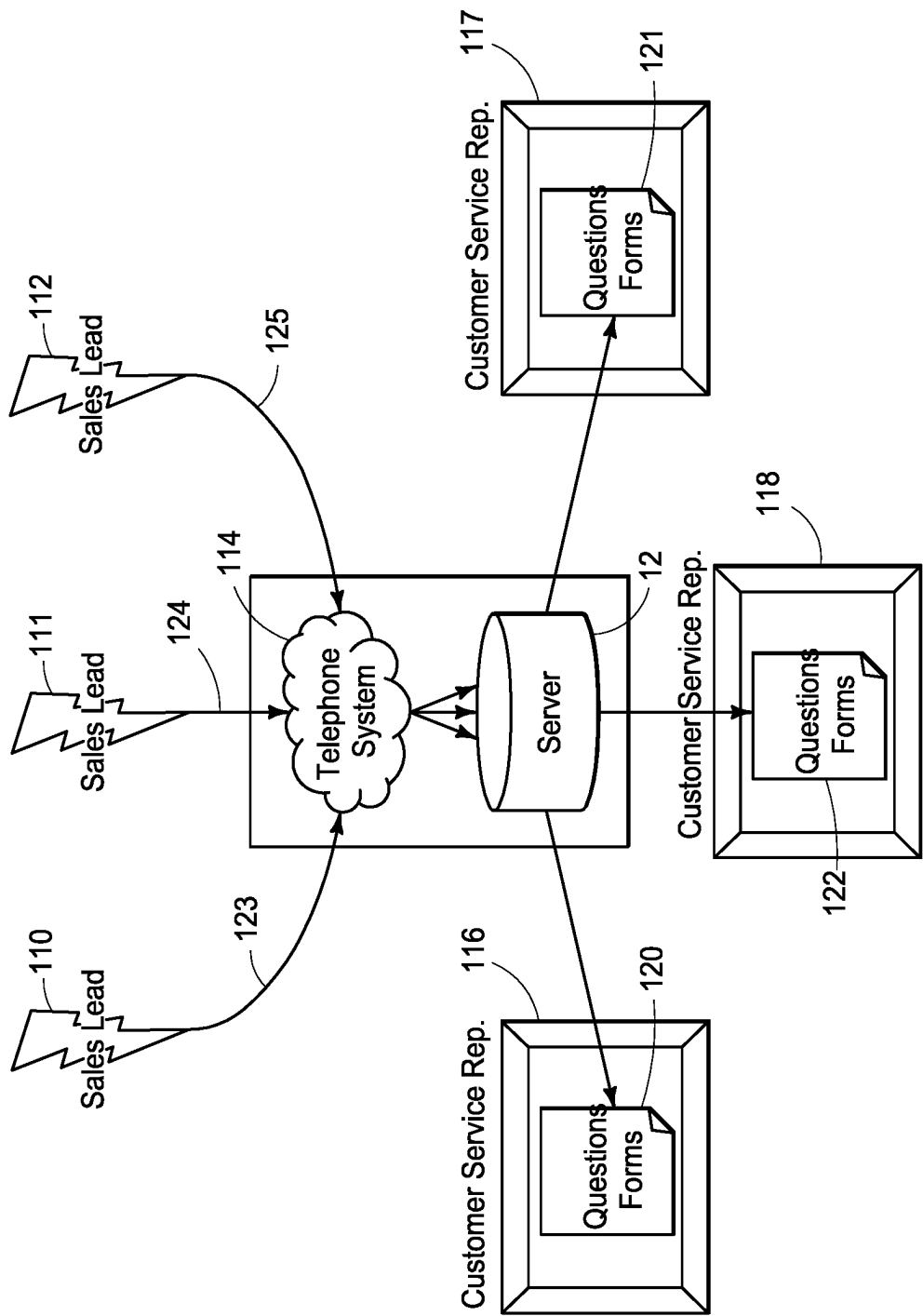


FIG. 5

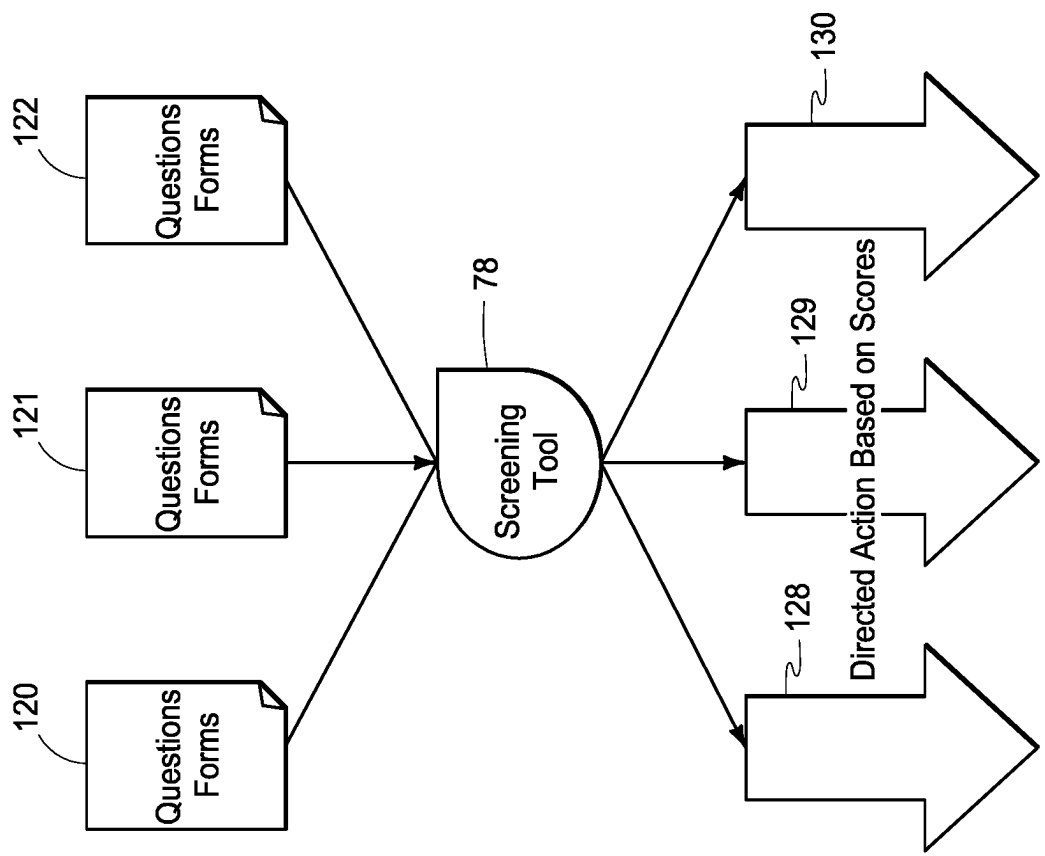


FIG. 6

IP #157854, Sanchez 12/03...
<https://intake.upcyclelegal.com/intakes/157854/edit>

Home Admin Questionnaires Calls Intakes

Intake Locked
 User tjw is editing this intake.
 A notification has been sent.

Created @ 12/03/2015 12:07PM
 Case Number:
 Number Of Cases:
 Disposition: Full Appt
 Attorney Live Call: No
 Admin Follow-Up
 Want: Yes
 No Charge:
 Attachments (0):
 Drop new Attachment here, or Browse for file...
 Notes (0):
 Index: 1000
 Description = Mouse Trap
 Great Idea = Yes
 Revenue = No

Do you have a great idea? Yes ☐ No ☐
 Describe the Invention
 Will it generate a lot of revenue? Yes ☐ No ☐
 How would you best describe it? Better than Mouse Trap

Print this Intake
 Delete this Intake

FIG. 7

ConverTrack

https://intake.upcyclelegal.com/scoring..rules.html?utf8=✓&filter[specialty..id]=43

Description
Perfect

Score
1000000

Screening Conditions (All must apply for rule to kick in)

- Do you have a great idea ☐ is ☐ Yes ☒ 261
- Will it generate a lot of revenue? ☐ is ☐ Yes ☒ 266
- How would you best describe it? ☐ in ☐ ✖ Better than the Mouse Trap 267

Add Condition 274

Update Screening Rule 276 Cancel 278 Delete 280

260

FIG. 8

[https://intake.upcyclelegal.com/questions.html?utf8=✓&filter\[specialty..id\]=43](https://intake.upcyclelegal.com/questions.html?utf8=✓&filter[specialty..id]=43)

Specialty

▼

292

Position: 0.0

294

Name

296

Response type: ▼

298

Lookup: -None-

300

Code

302

Show Text On Digest: ☒

304

Active: ☒

306

Help Text:

308

Create Question

310

Cancel

312

(note: no matter your selection, this question will NOT show up unless there is actual answer)

290

FIG. 9

[https://intake.upcyclelegal.com/questions.html?utf8=✓&filter\[specialty..id\]=43](https://intake.upcyclelegal.com/questions.html?utf8=✓&filter[specialty..id]=43)

Specialty

IP Intake for Demonstration - IP

▼

292

Position:

4

294

Name

Have you ever seen this invention before?

296

Response type:

▲

298

Lookup:

Q

Code

Test

Show Text On Digest:

Text Area

Active:

Number

Help Text:

Date

Datetime

Yes No

Select One

Group Start

308

310

Create Question

Cancel

312

290

FIG. 10

ConverTrack

https://intake.upcyclelegal.com/scoring..rules.html?utf8=✓&filter[specialty..id]=43

Description

test

Score

0

Screening Conditions (ALL must apply for rule to kick in)

Add Condition

Create Screening Rule

Cancel

320

322

324

326

328

330

FIG. 11

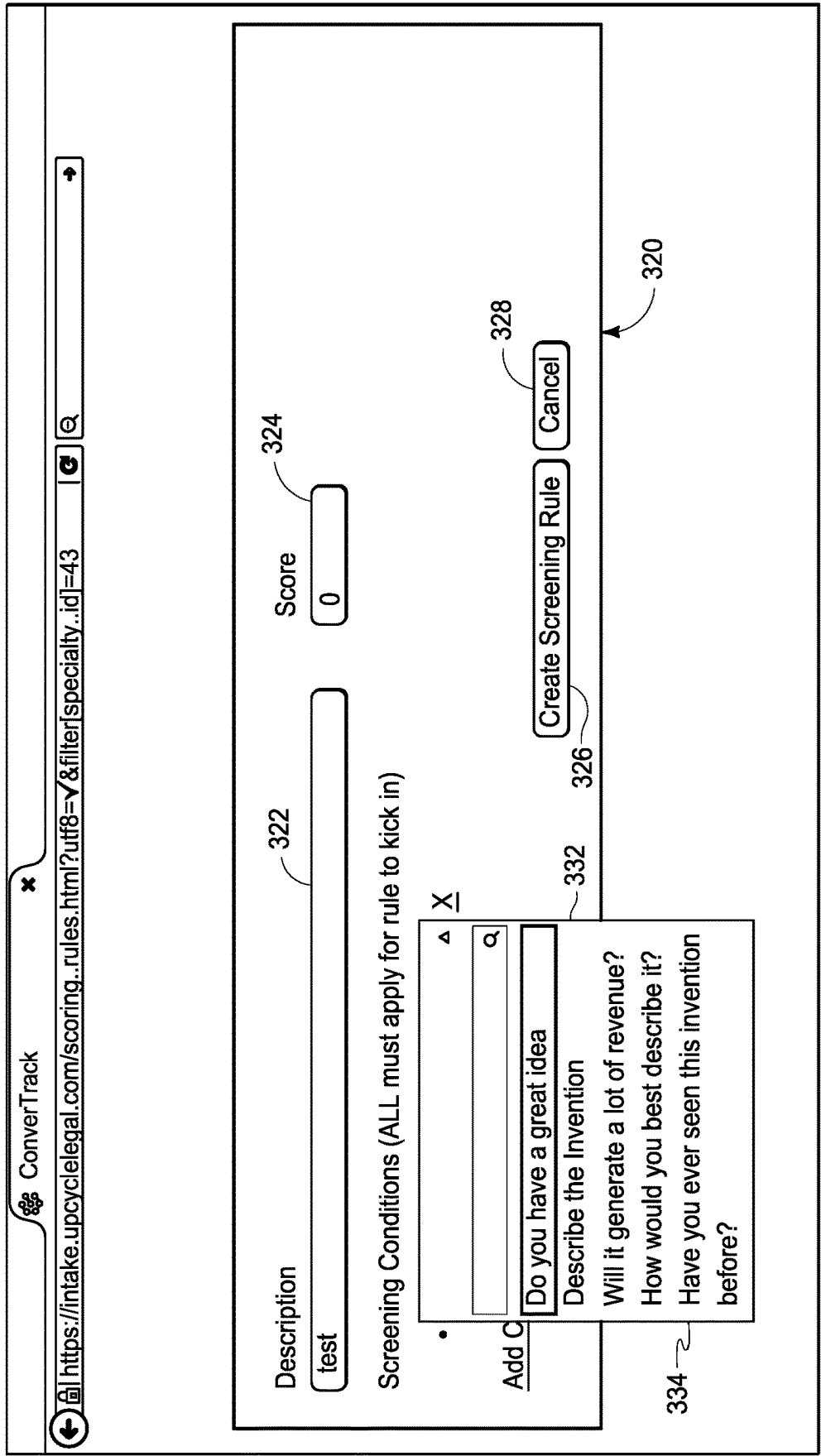


FIG. 12

ConverTrack

https://intake.upcyclelegal.com/scoring..rules.html?utf8=✓&filter[specialty..id]=43

Description

test

Score

-500

Screening Conditions (ALL must apply for rule to kick in)

• Have you ever seen this invention... ✕

Is

Yes

X

Add Condition

Create Screening Rule

Cancel

FIG. 13

IP #157854, Sanchez 12/03...
https://intake.upcyclelegal.com/intakes/157854/edit

Home Admin Questionnaires Calls Intakes Quick Search Dee IP Guy
Create new Encounter for Contact IP

IP #157854

Print this Intake

Created @ 12/03/2015 12:07PM
Case Number: 220
Number Of Cases: 220

Disposition:
Full Appt *
Attorney Live Call: No
Admin Follow-Up
Want: Yes *
No Charge: ☐
Attachments (0):

Drop new Attachment here, or Browse for file...
Add Note

Notes (0):
Index: -475
Description = Potential
Great Idea = Yes
Revenue = No
test

Delete this Intake

204 → Do you have a great idea Yes No !!
205 → Describe the Invention Screening Tool
206 → Will it generate a lot of revenue? Yes No !!
207 → How would you best describe it? It has real potential * !!
208 → Have you ever seen this invention before? Yes No !!

214 Index: -475
216 Description = Potential
232 Great Idea = Yes
234 Revenue = No
test

218
222
224
226
228
230

352

350

FIG. 14

370

IP #157854, Sanchez 12/03...✱

<https://intake.upcyclelegal.com/intakes/157854/edit>

Home Admin Questionnaires Calls Intakes

Lookups
Question
Specialties
Questionnaires
Marketing Sources
Screening Rules

Source ▾

Intake Locked
User tjw is editing this intake.
A notification has been sent.

Email Done

Eric Sanchez

Potential Client

First Name Eric 372

Last Name Sanchez 374

Nickname 376

Potential Client

Type Self ▾ 378

Caller if not Same As Potential Client

First Name (C) Self 380

Last Name (C) Self 382

Relationship to Potential Client

Self ▾ 384

Contact's Street Address Toggle Map

Address 28 S. Mong Street 386

City Durham 388

State NC 390

Zip Code 27010 392

Email esanchez@mymail.com 394

Referred By 396

Marketing Source ▾ 398

Language English 400

Gender Male 402

Race White 404

Birth Date 1/2/1971 406

Age 45 408

Phone Number 919-688-1234 410

Add Phone Number 412

Type Office 412

Possible existing Contacts

Sanchez, Eric
280 S. Mong Street,
Durham NC 27010 pick

Sanchez, Michael
PO Box 101
Durham NC 27010 pick

2 matches

FIG. 15

FIG. 16A FIG. 16B

FIG. 16

ConverTrack

Home 236 Admin 237

Questions 448

Position	Name	Specialty	Type	Lookup
1.0	Do you have a great idea	IP Intake for Demonstration - IP	Yes No	
1.5	Describe the Invention	IP Intake for Demonstration - IP	Text	
2.0	Will it generate a lot of revenue?	IP Intake for Demonstration - IP	Yes No	
3.0	How would you best describe it?	IP Intake for Demonstration - IP	Select One	IP Intention Demo
4.0	Have you ever seen this invention before?	IP Intake for Demonstration - IP	Yes No	

New Question 446

424 422 426 428 430 420

FIG. 16A

Quick Search

Dee IP Guy

IP Intake for Demonstration - IP

Show Text On Digest	Code	Active	Help Text	Num. answers	
Yes		Yes	No	1 →	Edit
Yes		Yes	No	1 →	Edit
Yes		Yes	No	1 →	Edit
Yes		Yes	No	1 →	Edit
Yes		Yes	No	0 →	Edit

FIG. 16B

[https://intake.upcyclelegal.com/questions?utf8=✓&filter\[specialty..id\]=43](https://intake.upcyclelegal.com/questions?utf8=✓&filter[specialty..id]=43)

[Home](#)
[Admin](#)
[Questionnaires](#)
[Calls](#)
[Intakes](#)
[Dee IP Guy](#)

[Quick Search](#)

[IP Intake for Demonstration - IP](#)

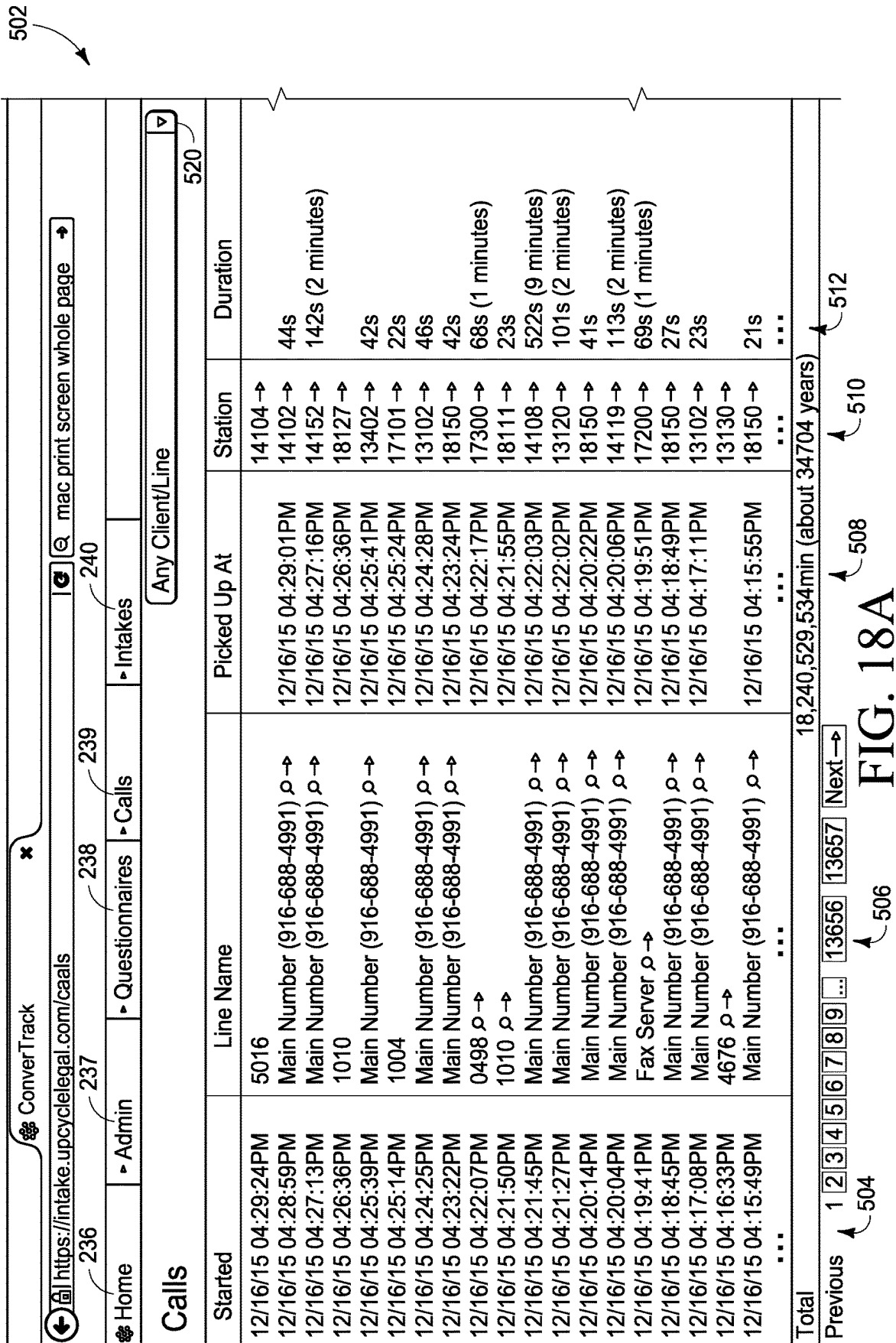
Screening Rules

Specialty	Description	Screening Conditions	Score
IP Intake for Demonstration -IP	Description = Mouse Trap	How would you best describe it?: in [Better than the Mouse Trap]	1000 Edit
IP Intake for Demonstration -IP	Description = Not Worth Time	How would you best describe it?: in [Probably not worth anyone's time]	-1000 Edit
IP Intake for Demonstration -IP	Description = Potential	How would you best describe it?: in [It has real potential]	25 Edit
IP Intake for Demonstration -IP	Great Idea = Yes	Do you have a great idea: yes	50 Edit
IP Intake for Demonstration -IP	Idea = No	Do you have a great idea: no	-1000 Edit
IP Intake for Demonstration -IP	Perfect	Do you have a great idea: yes Will it generate a lot of revenue?: yes How would you best describe it?: in [Better than the Mouse Trap]	1000000 Edit
IP Intake for Demonstration -IP	Revenue = No	Will it generate a lot of revenue?: no	-50 Edit
IP Intake for Demonstration -IP	Revenue = Yes	Will it generate a lot of revenue?: yes	25 Edit

[New Screening Rule](#)
[Download CSV](#)
[Download Condition Details CSV](#)

FIG. 17

FIG. 18A FIG. 18B FIG. 18



502

Quick Search				Dee IP Guy	
- Select Status - ▾		Answered + Un-answered ▾		On Or After ▾	
522		524		526	
528		528		528	
On Or Before		On Or After		On Or Before	
Caller Number	Caller ID	OAI Call ID	Intake		
17045443503	Insurers	1XX5301	Create Intake		
19195258233	DEE MALHOTRA	1XX5201	Create Intake		
19195911983	WIRELESS CALLER	1XX4*01	Create Intake		
19198143222	KCDS	1XX4501	Create Intake		
12523436037	WIRELESS CALLER	1XX4001	Create Intake		
19197436185	ND SG MC IND COM	1XX3F01	Create Intake		
12522887726	WIRELESS CALLER	1XX3901	Create Intake		
12522539311	WIRELESS CALLER	1XX3201	Create Intake		
		1XX2#01	Create Intake		
19198143222	KCDS	1XX2501	Create Intake		
19104018065	WIRELESS CALLER	1XX2201	Create Intake		
19192653069	NADIA YUNIKOV	1XX2101	Create Intake		
19602377282	UNKNOWN NAME	1XX1801	Create Intake		
18004422075	UNKNOWN NAME	1XX1701	Create Intake		
16032451054	CARCO	1XX1301	Create Intake		
19192693135	MICHAEL SMITH	1XX0P01	Create Intake		
19199045134	WIRELESS CALLER	1XX0*01	Create Intake		
19199415549	FAMILY DENTAL	1XX0501	Create Intake		
19193230722	WIRELESS CALLER	1XX0201	Create Intake		
...	...	...	...		

519

514

516

FIG. 19A

FIG. 19B

FIG. 18B

FIG. 19

Client	Name	Checklistable Type
James Scott Farrin 552	ED - Appraiser	Involvement
James Scott Farrin 553	ED - Condemnation	Case
James Scott Farrin 554	ED - Demand	Case
James Scott Farrin 555	ED - Discovery (fr Nor)	Case
James Scott Farrin 556	ED - Discovery (to Nor)	Case
James Scott Farrin 557	ED - Initial	Case
James Scott Farrin 558	ED - Mediation	Case
James Scott Farrin 559	ED - NEG	Case
James Scott Farrin 560	ED - Pre-DMD-Review	Case
James Scott Farrin 561	ED - PRR	Case
James Scott Farrin 562	ED - Rec'd Complaint	Case
James Scott Farrin 563	ED - Trial	Case
James Scott Farrin 564	ED - WOC	Case
James Scott Farrin 565	PI - ALL-Defendant DWI	Case
James Scott Farrin 566	PI - ALL-Property Damage	Case

FIG. 19A

Eric [Search] [Window] [Close]

Operations [Home] [Grid] [List] [Search] [User/Menu] [Print] [Refresh] [EJS] [HELP]

Filter condition 576

- Case Practice Area:ED
- Involvement Type:["Appraiser-Condemnors", "Appraiser-PO"]
- Case Practice Area:ED
- Case DOI during:["after"=>"01/01/0001", "before"=>" "]
- Case Practice Area:ED
- Case Practice Area:ED
- Case DOI during:["after"=>" ", "before"=>"01/01/0001"]
- Case Practice Area:ED
- Case DOI during:["after"=>" ", "before"=>"01/01/0001"]
- Case Practice Area:ED
- Case Practice Area:ED
- Case Question ID answered: 109
- Case DOI during:["after"=>" ", "before"=>"01/01/0001"]
- Case Practice Area:ED
- Case Status:["Neg"]
- Case Practice Area:ED
- Case Status:["HDP"]
- Case Practice Area:ED
- Case Practice Area:ED
- Case DOI during:["after"=>" ", "before"=>"01/01/0001"]
- Case Practice Area:ED
- Case Question ID answered: 152
- Case DOI during:["after"=>" ", "before"=>"01/01/0001"]
- Case Practice Area:ED
- Case Status:["WOC"]
- Case Question ID answered: 428
- Case Practice Area:PI
- Case Practice Area:PI
- Case Question ID answered: 419

Select Checklistable Type- 582

Case

Record Request

Insurance Policy

Involvement

Note

2	Edit
4	Edit
3	Edit
5	Edit
1	Edit
2	Edit
5	Edit
5	Edit
9	Edit
2	Edit
1	Edit
1	Edit

580

FIG. 19B

Client	Name	Checklistable Type
James Scott Farrin	ED - Condemnation	Case
James Scott Farrin	ED - Demand	Case
James Scott Farrin	ED - Discovery (fr Nor)	Case
James Scott Farrin	ED - Discovery (to Nor)	Case
James Scott Farrin	ED - Initial	Case
James Scott Farrin	ED - Mediation	Case
James Scott Farrin	ED - NEG	Case
James Scott Farrin	ED - Pre-DMD-Review	Case
James Scott Farrin	ED - PRR	Case
James Scott Farrin	ED - Rec'd Complaint	Case
James Scott Farrin	ED - Trial	Case
James Scott Farrin	ED - WOC	Case
James Scott Farrin	PI - ALL-Defendant DWI	Case
James Scott Farrin	PI - ALL-Property Damage	Case
James Scott Farrin	PI - ALL-WOM	Case

FIG. 20A

FIG. 20A

FIG. 20B

FIG. 20

Filter condition	Count	Edit
• Case Practice Area:ED • Case DOI during:["after"=>"01/01/0001","before"=>" "]	12	Edit
• Case Practice Area:ED	6	Edit
• Case Practice Area:ED • Case DOI during:["after"=>" ", "before"=>"01/01/0001"]	2	Edit
• Case Practice Area:ED • Case DOI during:["after"=>" ", "before"=>"01/01/0001"]	4	Edit
• Case Practice Area:ED	3	Edit
• Case Practice Area:ED • Case Question ID answered: 109 • Case DOI during:["after"=>" ", "before"=>"01/01/0001"]	5	Edit
• Case Practice Area:ED • Case Status:["Neg"]	1	Edit
• Case Practice Area:ED • Case Status:["HDP"]	2	Edit
• Case Practice Area:ED	5	Edit
• Case Practice Area:ED • Case DOI during:["after"=>" ", "before"=>"01/01/0001"]	5	Edit
• Case Practice Area:ED • Case Question ID answered: 152 • Case DOI during:["after"=>" ", "before"=>"01/01/0001"]	9	Edit
• Case Practice Area:ED • Case Status:["WOC"]	2	Edit
• Case Question ID answered: 418 • Case Practice Area:PI	1	Edit
• Case Practice Area:PI • Case Question ID answered: 429	1	Edit
• Case Practice Area:ED • Case Status:["WOM"]	4	Edit

FIG. 20B

FIG. 21A

FIG. 21B

FIG. 21



FIG. 21A

Eric									
filter%5Bchecklis_template_id%5D=42									
634636638									
Operations									
NameChild Item OfSelect Parent Checklist ItemRoots only Only									
612614616618620622624626628									
Days dueRepeatingLimitationsKeep once triggeredAssignee/ Assgn. Inv. TypeMail merge templateParentChildrenComment									
630									
0	No	No	No	Primary Paralegal			0	Edit	
0	No	No	No	Primary Paralegal			0	Edit	
7	No	No	No	Primary Paralegal	Draft Discovery		0	Edit	
0	No	No	No	Primary Paralegal			0	Edit	
0	No	No	No	Primary Paralegal			0	Edit	
30	No	No	No	Primary Paralegal	Received Complaint		1	Edit	
0	No	No	No	Primary Paralegal			1	Edit	
0	No	No	No	Primary Paralegal			0	Edit	
0	No	No	No	Primary Paralegal			0	Edit	
0	No	No	No	Primary Paralegal			1	Edit	
7	No	No	No	Primary Paralegal	Draft Extension of Time for Discovery		0	Edit	
0	No	No	No	Primary Paralegal			0	Edit	
Displaying all 12 Checklist Items									

FIG. 21B

Casee  

Secure | https://farrin.casesoftware.com/checklist_template_items?filter%5Bcheckbox%5D=42

☐ Bookmarks ☐ ConverTrack  ConverTrack  Casee  STAGING  Audit Logs

Checklist Items for Checklist "ED-Condemnation"
for Checklist Type Case

Position Name Comment

0 Draft Discovery 644

Additional Conditions for Qualifying Cases

Note: This Checklist Item is only applicable if all Filter condition are fulfilled in addition to Checklist's Filter condition (-Case Practice

Add Rule 646

Parent Checklist Item 648

Received Complaint 652 of the Parent Checklist Item.

Who will be assigned to the Task 650

Primary Paralegal * OR Staff Person

When is the Task due?

Days due Trigger method

30 days after 654 of the Case. Repeating 657

When Task completed, trigger Mail Merge

Mail merge template 660

Update Checklist Item 662

FIG. 22A FIG. 22B FIG. 22

FIG. 22A

Eric - □ ×	
a ☆ ::	
Limitations Keep once triggered □ □ □	
Aria:ED - Case DOI during: ["after"=>"01/01/0001", "before=>" "]). only when the parent task is will be the completion date	
If the Trigger Method is provided, the Due Date will be Days Due after the date returned by sending that trigger method to the Case. If no date is returned, the calculation is based on the date that this task becomes applicable.	
If no Trigger Method is provided, and this Checklist Item has a Parent Checklist Item, the Due Date calculation is based on the Completion Date of the parent. Otherwise the Due Date is will be Days Due after the day that the task is being created (the day the checklist template item first becomes applicable).	
Leave blank if no Mail Merge should be triggered. Only Mail Merges applicable to Cases are available. Mail Merges might trigger a Record Request, but this is up to the Mail Merge Template itself!	
Cancel	Delete

FIG. 22B

Casee x

Secure | https://farrin.caseesoftware.com/checklist_template_items?filter%5Bchecklist_template_id%5D=42

Bookmarks ConvertTrack ConvertTrack Casee STAGING Audit Logs

Checklist Items for Checklist "ED-Condernation" for Checklist Type Case

Position: 0 Name: Draft Discovery Comment: 668

- Additional Conditions for Qualifying Cases

Note: This Checklist Item is only applicable if all Filter condition are fulfilled in addition to Checklist's Filter condition (- Case Practice

• Case Type 666

Add Rule 666

Parent Checklist Item 648

Received Complaint

Who will be assigned to the Task

Primary Paralegal

When is the Task due?

Days due 30 days after 654

Trigger method 656

Repeating 652

of the Case. 657

When Task completed, trigger Mail Merge

Mail merge template 660

Update Checklist Item

FIG. 23A

FIG. 23B FIG. 23

Eric		-	□	×
		ⓐ	☆	::
☐ Limitation Keep once triggered ☐				
Aria:ED - Case DOI during: ["after"=>"01/01/0001", "before"=>" "]). only when the parent task is will be the completion date				
If the Trigger Method is provided, the Due Date will be Days Due after the date returned by sending that trigger method to the Case. If no date is returned, the calculation is based on the date that this task becomes applicable. If no Trigger Method is provided, and this Checklist Item has a Parent Checklist Item, the Due Date calculation is based on the Completion Date of the parent. Otherwise the Due Date is will be Days Due after the day that the task is being created (the day the checklist template item first becomes applicable). Leave blank if no Mail Merge should be triggered. Only Mail Merges applicable to Cases are available. Mail Merges might trigger a Record Request, but this is up to the Mail Merge Template itself!				
Cancel		Delete		
		Created by EJS on 12/01/2016 at 08:46am Updated by EJS on 12/01/2016 at 08:59am		

FIG. 23B

Case **x**

Secure | https://farrin.casesoftware.com/checklist_template_items?filter%5Bchecklist_template_id%5D=42

☐ Bookmarks ☐ ConverTrack ☒ ConverTrack ☒ Casee ☒ STAGING ☒ Audit Logs

Checklist Items for Checklist "ED-Condemnation"
for Checklist Type Case 640

Position	Name	644
0	Draft Discovery	

- Additional Conditions for Qualifying Cases

Note: This Checklist Item is only applicable if all Filter condition are fulfilled in addition to Checklist's Filter condition (- Case Practice)

Add Rule

Parent Checklist Item 648

Received Complaint

Received Complaint

Appraiser

Discovery (to NOR)

Discovery (from NOR)

Mediation

Trial

Nor Discovery to Atty for Review

Discovery to Client for review

When Task completed, trigger Mail Merge

Mail merge template

Update Checklist Item

FIG. 24A FIG. 24B FIG. 24C FIG. 24D

☐ Limitation		☐ Keep once triggered
Aria:ED - Case DOI during: ["after"=>"01/01/0001","before"=>" "]). only when the parent task is will be the completion date		
If the Trigger Method is provided, the Due Date will be Days Due after the date returned by sending that trigger method to the Case. If no date is returned, the calculation is based on the date that this task becomes applicable. If no Trigger Method is provided, and this Checklist Item has a Parent Checklist Item, the Due Date calculation is based on the Completion Date of the parent. Otherwise the Due Date is will be Days Due after the day that the task is being created (the day the checklist template item first becomes applicable).		
Leave blank if no Mail Merge should be triggered. Only Mail Merges applicable to Cases are available. Mail Merges might trigger a Record Request, but this is up to the Mail Merge Template itself!		
Cancel	Delete	

FIG. 24B

Case x

Secure | https://farrin.caseesoftware.com/checklist_template_items?filter%5Bchecklist_template_id%5D=42

Bookmarks ConverTrack ConverTrack Case STAGING Audit Logs

Checklist Items for Checklist "ED-Condemnation" for Checklist Type Case

Position Name 644

0 Draft Discovery 640

Additional Conditions for Qualifying Cases

Note: This Checklist Item is only applicable if all Filter condition are fulfilled in addition to Checklist's Filter condition (- Case Practice Add Rule Parent Checklist Item Received Complaint

648 450 652

Who will be assigned to the Task

Primary Paralegal x OR Staff Person

When is the Task due?

Days due 30 654

Trigger method

Repeating of the Case. 657

When Task completed

Mail merge template

Update Checklist Item

case close date

case_date_of_incident

case_date_of_incident_change

case_open_date

closed_on

created_at

explicit_statute_of_limitations_on

status_change_date

FIG. 25A

FIG. 25A FIG. 25B FIG. 25

Eric

-

□

×

☆

☆

⋮

Limitation

□

Keep once triggered

□

Aria:ED

- Case DOI during: ["after"=>"01/01/0001", "before"=>""]).

only when the parent task is

will be the completion date

If the Trigger Method is provided, the Due Date will be Days Due after the date returned by sending that trigger method to the Case. If no date is returned, the calculation is based on the date that this task becomes applicable.

If no Trigger Method is provided, and this Checklist Item has a Parent Checklist Item, the Due Date calculation is based on the Completion Date of the parent.

Otherwise the Due Date is will be Days Due after the day that the task is being created (the day the checklist template item first becomes applicable).

Leave blank if no Mail Merge should be triggered.

Only Mail Merges applicable to Cases are available.

Mail Merges might trigger a Record Request, but this is up to the Mail Merge Template itself!

Cancel

Delete

Created by EJS on 12/01/2016 at 08:46am

Updated by EJS on 12/01/2016 at 08:59am

FIG. 25B

FIG. 26A

FIG. 26B

FIG. 26

Casee x

Secure | https://farrin.caseesoftware.com/checklist_template_items?filter%5Bchecklist_template_id%5D=42

Bookmarks ConverTrack ConverTrack Casee STAGING Audit Logs

Checklist Items for Checklist "ED-Condemnation" for Checklist Type Case

Position Name
0 Draft Discovery

Additional Conditions for Qualifying Cases
Note: This Checklist Item is only applicable if all Filter condition are fulfilled in addition to Checklist's Filter condition (- Case Practice Add Rule 643
Parent Checklist Item
Received Complaint *v

If you pick a Parent, this Checklist Item will be applicable completed. The default Trigger Method (when left blank of the Parent Checklist Item.

Who will be assigned to the Task
Primary Paralegal *v OR Staff Person v

When is the Task due?
Days due 30 days after Trigger method Repeating of the Case. 657

When Task completed, trigger Mail Merge
Mail merge template 658

000 CLIENT SATISFACTION SURVEY 000
902 WC NCIC FORM 18M 902
1007 WC Mot to Strike Reduce WC Lien 1007
862 ED-BANK LTR RE SEND BORROWER AUTH 862
856 ED-Fax Cover Sheet 856
205 LIT MOET 205
869 ED-PLEADING AND DISCOVERY INDEX 869
000P CLIENT SATISFACTION SURVEY 000SP

Update Checklist Item

FIG. 26A

Eric		-	□	×
		□	☆	:
☐ Limitation ☐ Keep once triggered				
Aria:ED Case DOI during: ["after"=>"01/01/0001", "before"=>" "]). only when the parent task is will be the completion date				
If the Trigger Method is provided, the Due Date will be Days Due after the date returned by sending that trigger method to the Case. If no date is returned, the calculation is based on the date that this task becomes applicable. If no Trigger Method is provided, and this Checklist Item has a Parent Checklist Item, the Due Date calculation is based on the Completion Date of the parent. Otherwise the Due Date is will be Days Due after the day that the task is being created (the day the checklist template item first becomes applicable). Leave blank if no Mail Merge should be triggered. Only Mail Merges applicable to Cases are available. Mail Merges might trigger a Record Request, but this is up to the Mail Merge Template itself!				
Cancel Delete		Created by EJS on 12/01/2016 at 08:46am Updated by EJS on 12/01/2016 at 08:59am		

FIG. 26B

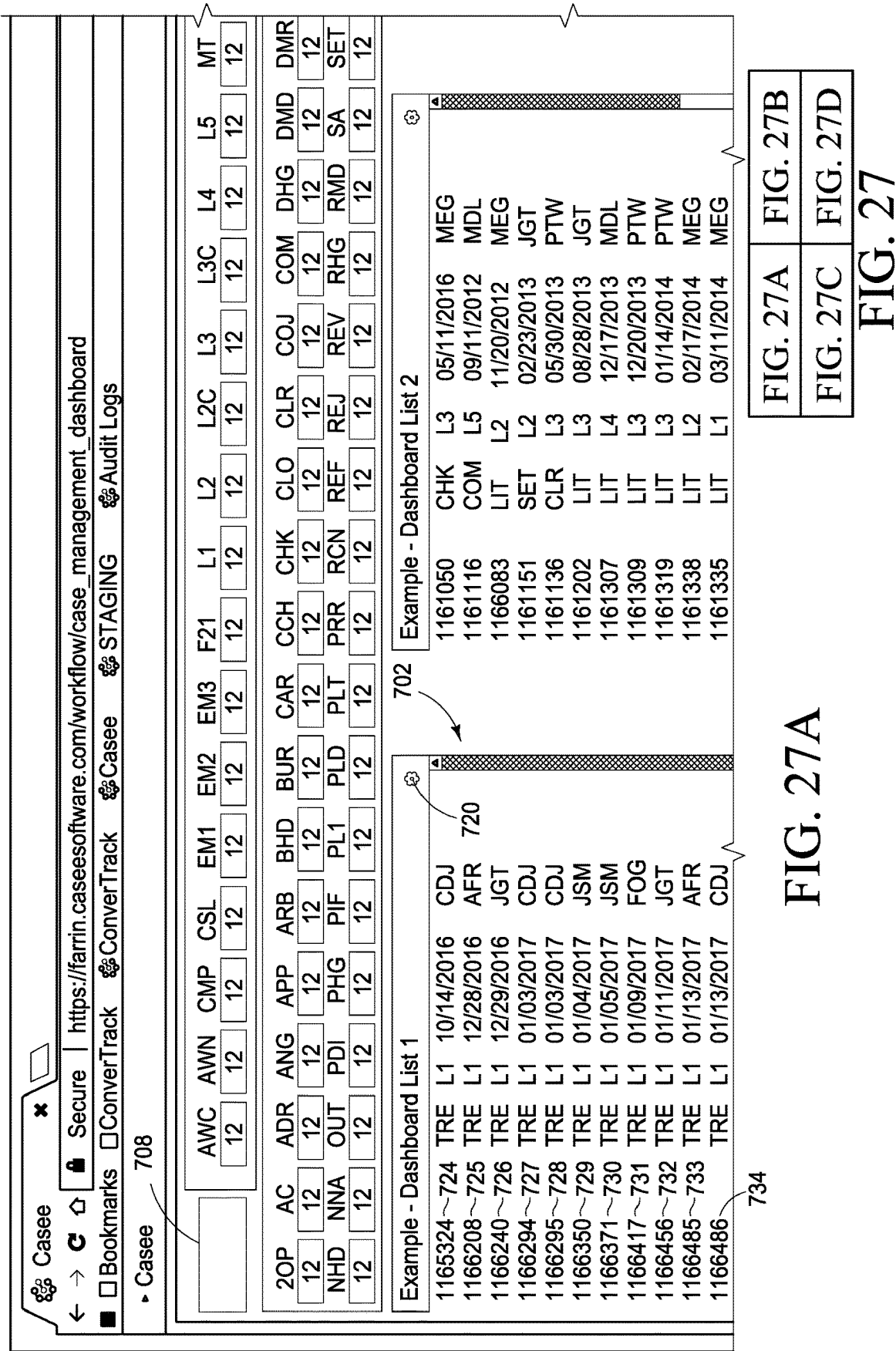


FIG. 27B

[illegible]

FIG. 27C

1165411	DMD	L1	10/19/2016	CDJ	1163904	CHK	L2	06/01/2016	AFR
1165335	WOO	L2	10/19/2016	FOG	1164557	SA	L2	08/02/2016	AFR
1165356	WOO	L2C	10/19/2016	EPH	1164598	CHK	L2C	08/04/2016	EPH
1165379	PDI	L1	10/20/2016	AFR	1164693	CLR	L2	08/12/2016	AFR
1165390	TRE	L1	10/20/2016	FOG	1164695	WOO	L2	08/13/2016	AFR
1165378	CHK	L1	10/20/2016	AFR	1165012	SET	L2	09/14/2016	AFR
1165400	WOM	L2	10/20/2016	MLS	1165093	WOO	L2	09/21/2016	AFR
1165387	WOO	L1	10/24/2016	AFR	1165191	SA	L2	09/30/2016	AFR
1165406	TRE	L1	10/24/2016	MLS	1165792	WOO	L2	11/22/2016	AFR
1165454	TRE	L2	10/25/2016	MLS	1165793	WOO	L2	11/22/2016	AFR

704

705

FIG. 27D

Secure

[←](#)
[→](#)

[https://farrin.caseesoftware.com/case/case_lists?utf8=✓&filter%5Bdashboard_id%5D=&filter%5Binternal](#)

☐ Bookmarks

☐ ConverTrack

☐ ConverTrack

☐ Casee

☐ STAGING

☐ Audit Logs

CaseeAdmin

General

Configure

Operations

Case Lists on Dashboard

770

772

Title

Internal name

Filter conditions

Example - Dashboard List 1

Example

- Case Type: ["L1"]
- Case Status: ["TRE"]
- Case Status Change: ["to_status_id"=>"8", "after"=>"30 days before today", "before"=>""]
- Claimant Age >=: 18
- Marketing Source: ["183"]

Example - Dashboard List 2

Example

- Case DOI before (or on): last Thursday
- Involving Types # times: At least 1 in Types ["Medical Provider"]
- Case Practice Area: PI
- Language: ["English"]

Example - Dashboard List 3

Example

- Question ID date answer during : Answer for Question 402 is after "three months ago"
- Case Status Not: [CLO]
- Note Exists (Topic/Since/Before): Note Topic ["Client Contact"] created since "last month"
- Incident State: ["NC"]

Example - Dashboard List 4

Example

- Marketing Source: ["172"]
- Language: ["Spanish"]
- Case Type: ["L2", "L2C"]

New Case List for Dashboard

FIG. 28A

FIG. 28B

FIG. 28

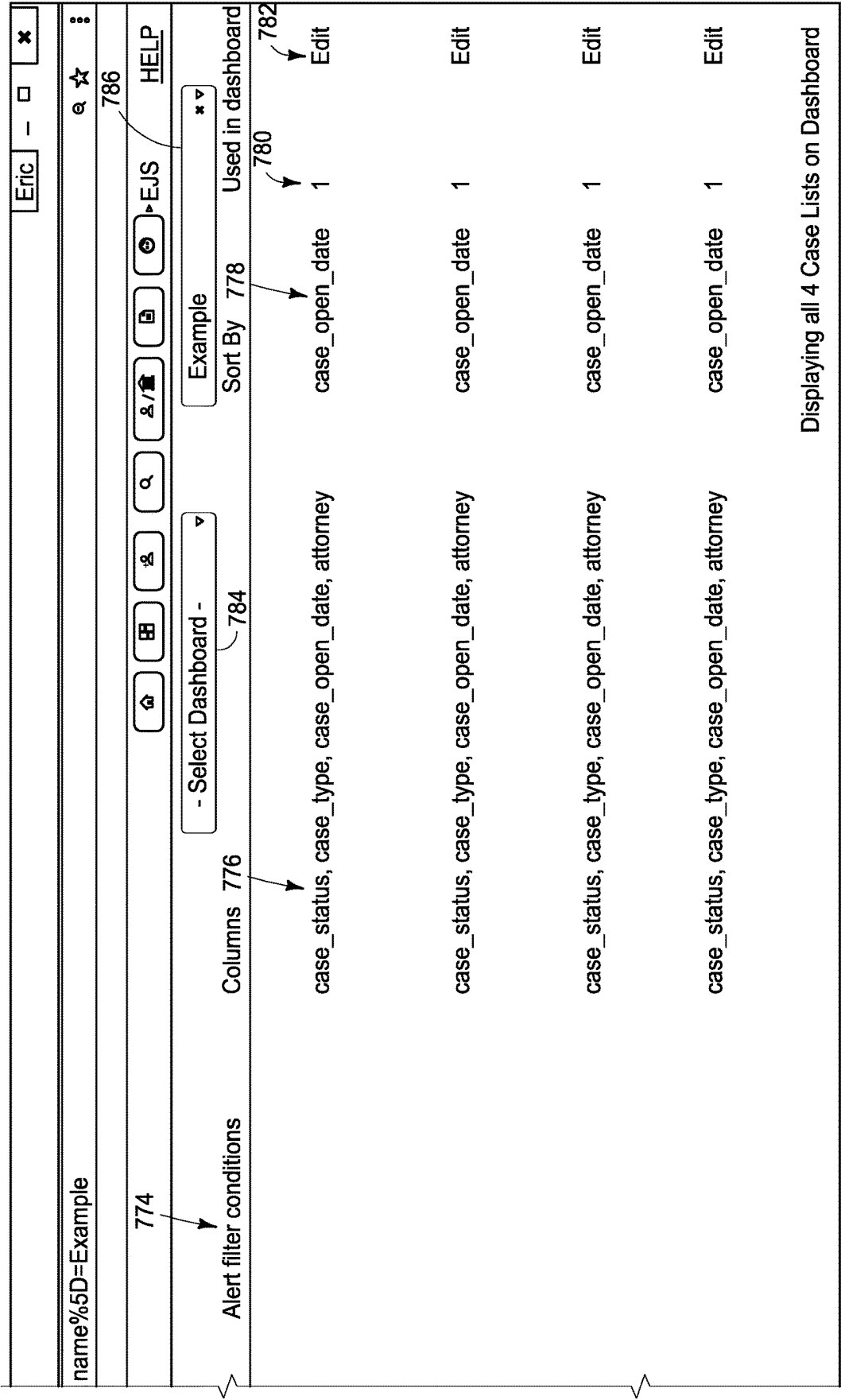
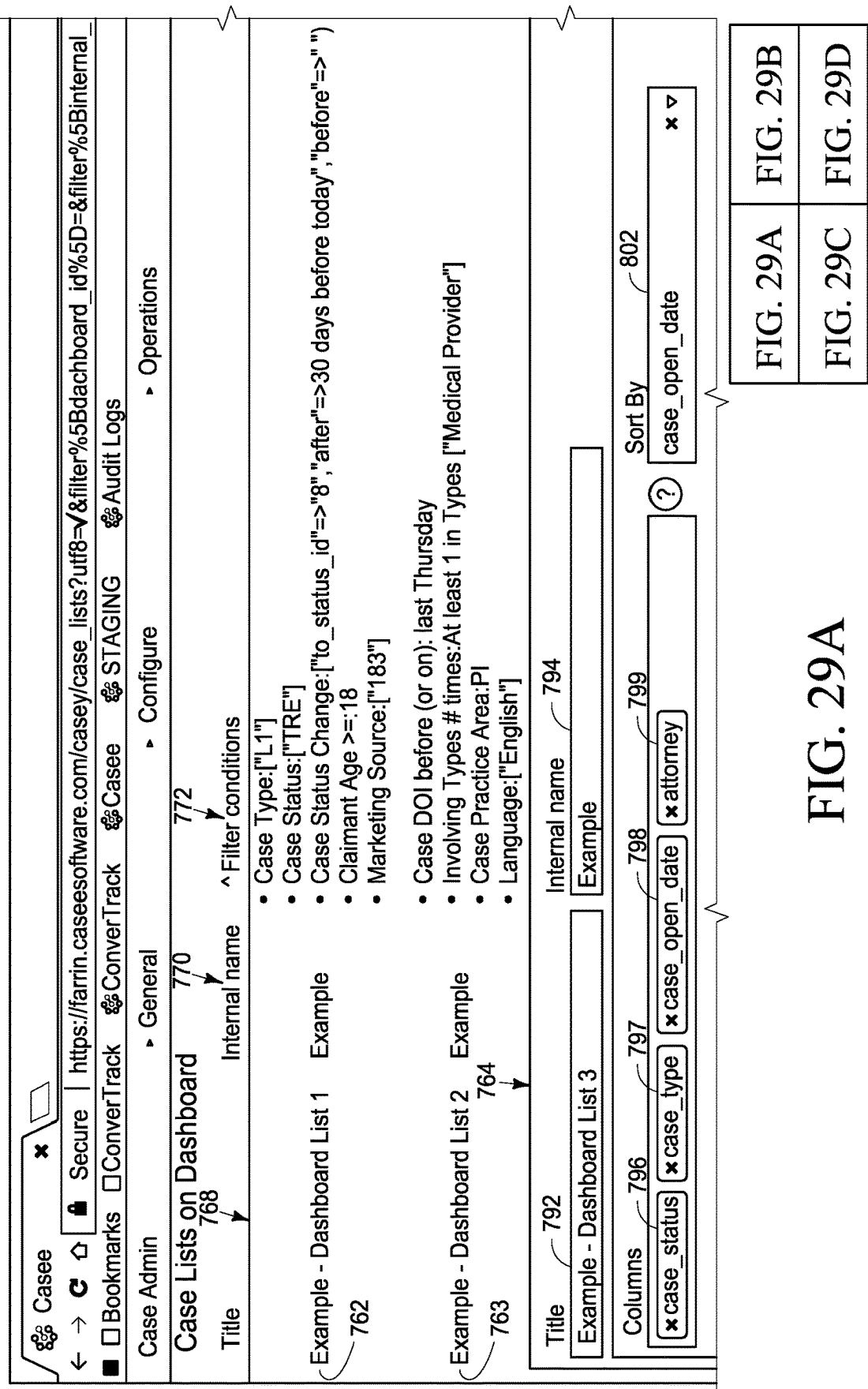


FIG. 28B



name%5D=Example	
Alert filter conditions	Columns
	case_status, case_type, case_open_date, attorney
	case_status, case_type, case_open_date, attorney

FIG. 29B

Filter condition

- Question ID date answer during Answer for Question 402 is after "three months ago" x 804
- Case Status Not:[CLO] x 805
- Note Exists (Topic/Since/Before):Note Topic ["Client Contact"] created since "last month" x 806
- Incident State: ["NC"] x 807

Add Rule 810

Example - Dashboard List 4 Example 765

- Marketing Source: ["172"]
- Language: ["Spanish"]
- Case Type: ["L2", "L2C"]

New Case List for Dashboard 790

FIG. 29C

Alert filter condition
Add Rule

OR

Copy from Case List:

▼812

Update Case List for Dashboard814

Cancel

Delete

case_status, case_type, case_open_date, attorney

FIG. 29D

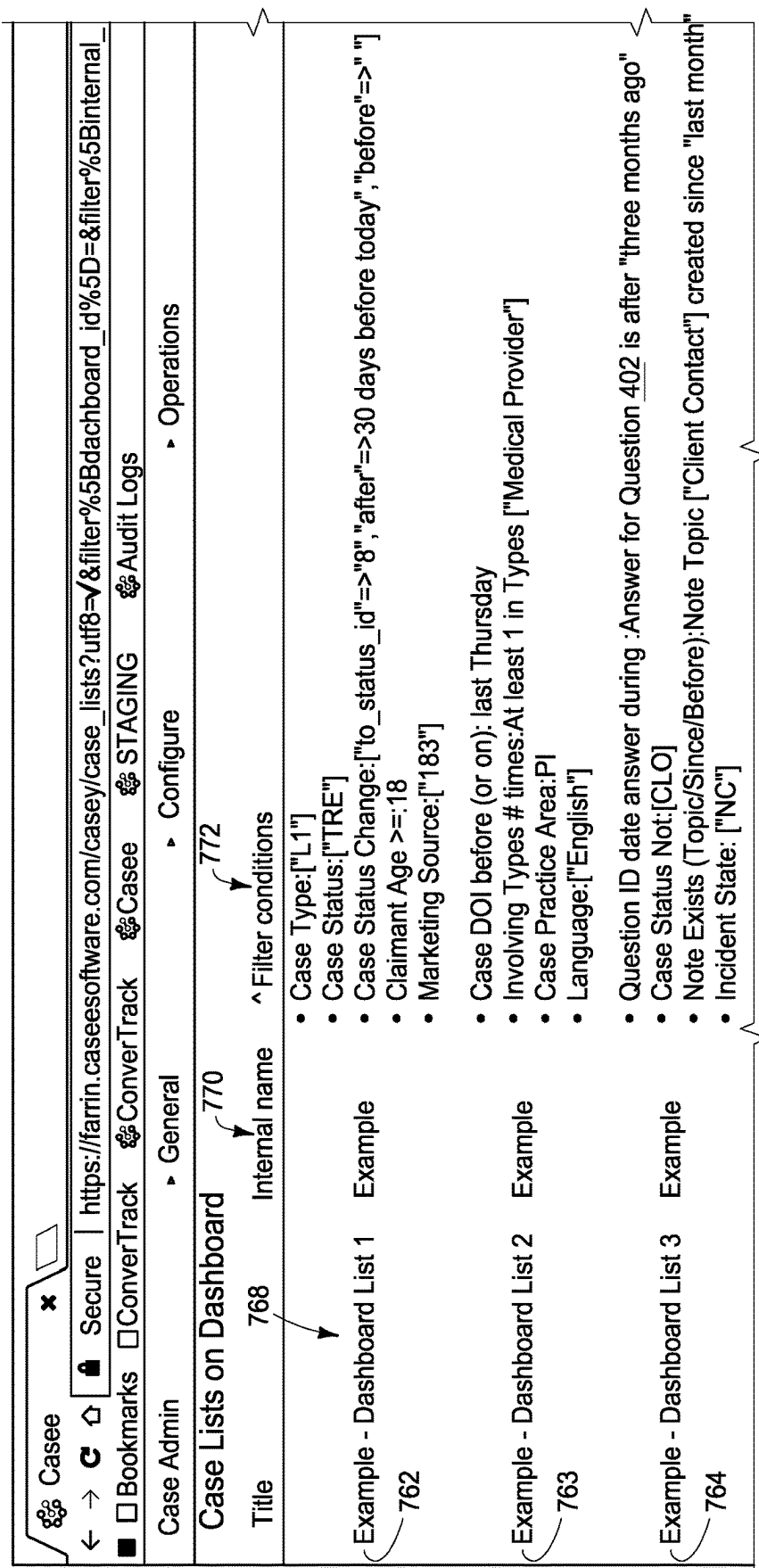


FIG. 30A

FIG. 30A | FIG. 30B

FIG. 30B

FIG. 30

name%5D=Example					
					EJS
Alert filter conditions	- Select Dashboard -			Example	* ▾
Columns	Sort By			Used in dashboard	
	case_status, case_type, case_open_date, attorney			case_open_date	1 Edit
	case_status, case_type, case_open_date, attorney			case_open_date	1 Edit
	case_status, case_type, case_open_date, attorney			case_open_date	1 Edit

FIG. 30B

Example - Dashboard List 4 Example

765

- Marketing Source: ["172"]
- Language: ["Spanish"]
- Case Type: ["L2", "L2C"]

Title

Example - Dashboard

Internal name

Example

Columns

?

▼

Filter condition

Add Rule

New Case List for Dashboard

820

FIG. 30C

case_status, case_type, case_open_date, attorney	case_open_date	1	Edit
Alert filter condition Add Rule			
OR			
Copy from Case List: Example - Dashboard List 1 x ▾ 812			
Create Case List for Dashboard Cancel			
814 Displaying all 4 Case Lists on Dashboard			

FIG. 30D

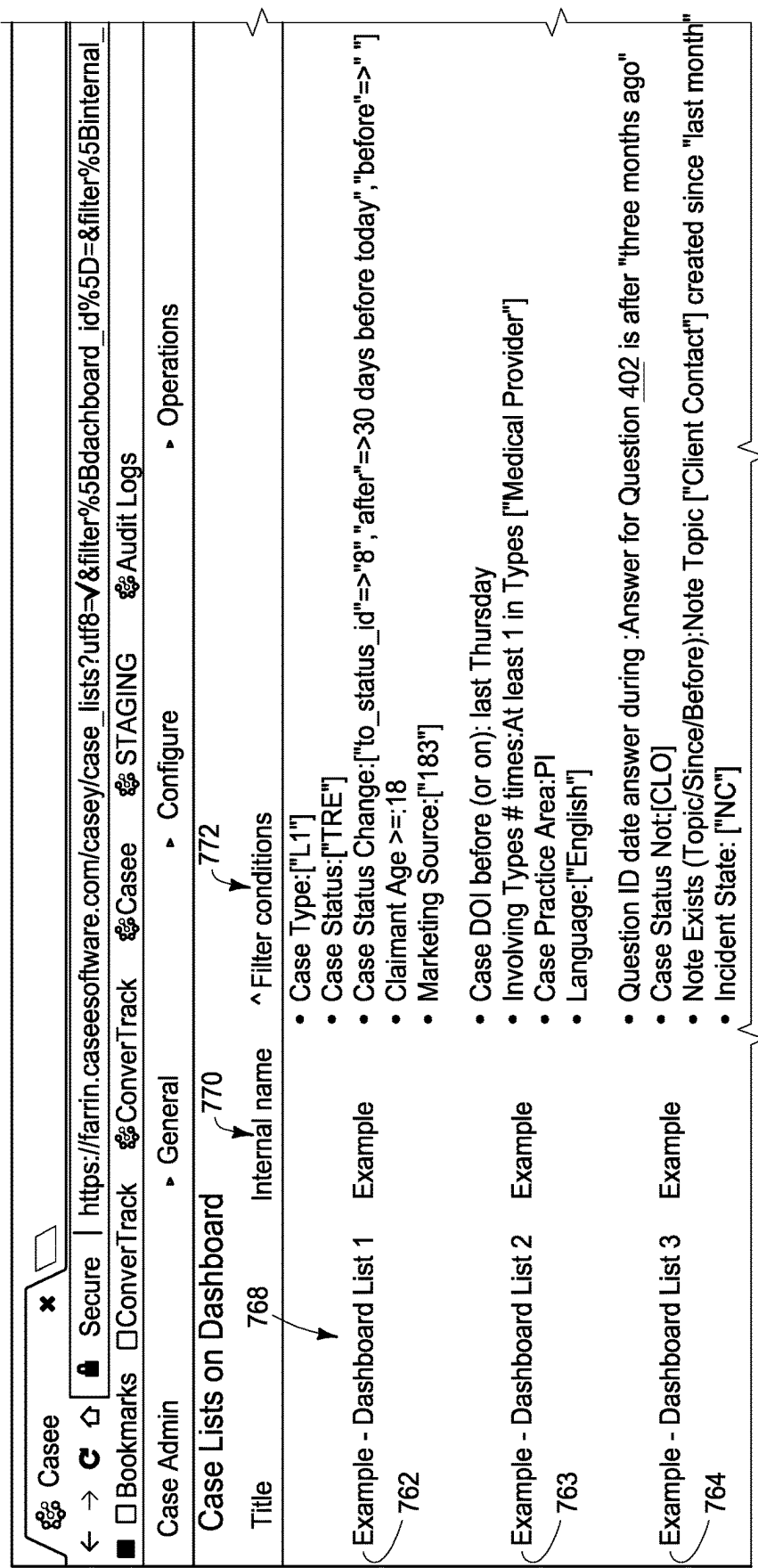


FIG. 31A

FIG. 31A	FIG. 31B
FIG. 31C	FIG. 31D

FIG. 31

Eric

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name%5D=Example

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▶EJS

HELP

- Select Dashboard - ▾

Example

✕ ▾

Alert filter conditions

Columns

Sort By

Used in dashboard

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

FIG. 31B

Example - Dashboard List 4 Example

765

- Marketing Source: ["172"]
- Language: ["Spanish"]
- Case Type: ["L2", "L2C"]

Title

Example - Dashboard

Internal name

Example

Columns

✕ case_status

✕ case_type

✕ case_open_date

✕ attorney

?

Filter condition

Add Rule

Sort By

case_open_date

✕ ▾

closed_on

case_age

case_date_of_incident

case_open_date

case_status

case_type

claimant

imported_case_key

New Case List for Dashboard

FIG. 31C

case_status, case_type, case_open_date, attorney		case_open_date	1	Edit
Alert filter condition Add Rule				
OR				
Copy from Case List: Example - Dashboard List 1		x v	812	
Update Case List for Dashboard		Cancel	Delete	
814				
Displaying all 4 Case Lists on Dashboard				

FIG. 31D

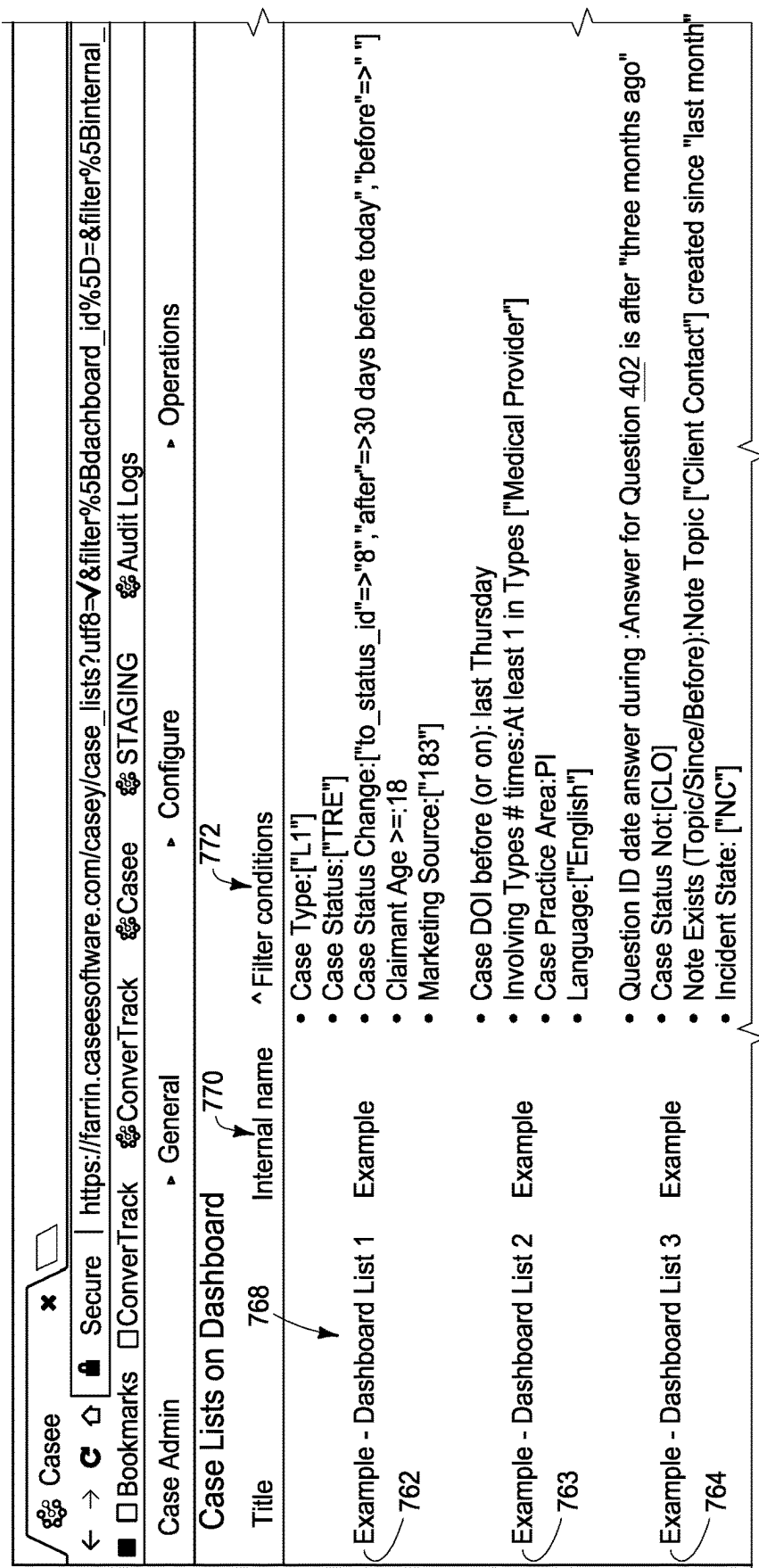


FIG. 32A

FIG. 32A	FIG. 32B
FIG. 32C	FIG. 32D

FIG. 32

Eric		-	□	✖
name%5D=Example				
🏠 🔍 👤 📅 🔍 👤/🏠 📅 ▶ EJS HELP - Select Dashboard - ▼ Example ✖ ▼ Sort By Used in dashboard				
Alert filter conditions	Columns			
	case_status, case_type, case_open_date, attorney	case_open_date	1	Edit
	case_status, case_type, case_open_date, attorney	case_open_date	1	Edit
	case_status, case_type, case_open_date, attorney	case_open_date	1	Edit

FIG. 32B

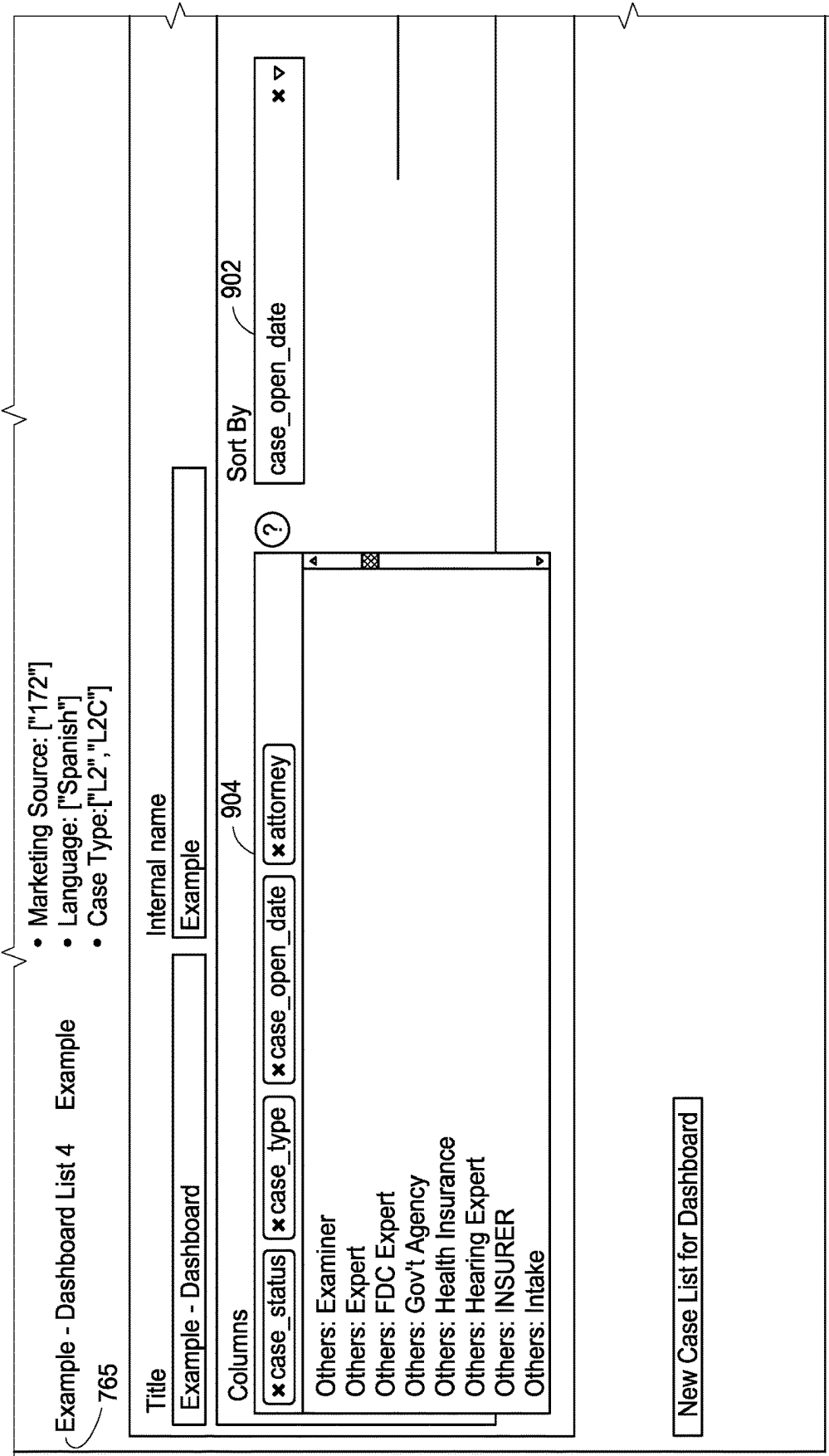


FIG. 32C

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

Alert filter condition

Add Rule

OR

Copy from Case List: Example - Dashboard List 1

x ▾

812

Update Case List for Dashboard

Cancel

Delete

814

Displaying all 4 Case Lists on Dashboard

FIG. 32D

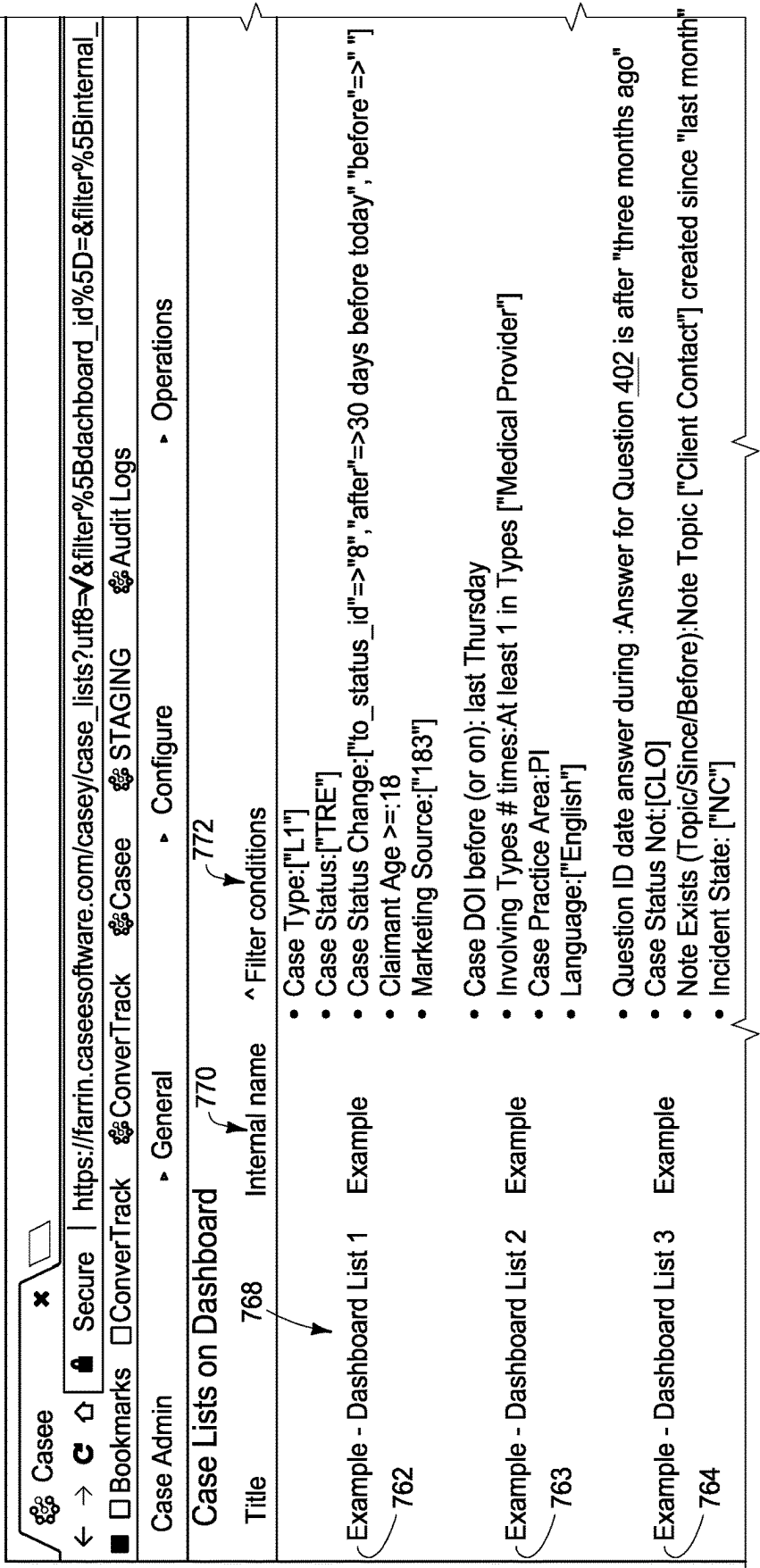


FIG. 33A

FIG. 33A	FIG. 33B
FIG. 33C	FIG. 33D

FIG. 33

Eric

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□

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name%5D=Example

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📅

👤

🔍

👤/📅

📄

➡EJS

HELP

- Select Dashboard - ▾

Example

Used in dashboard

Alert filter conditions

Columns

Sort By

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

FIG. 33B

Example - Dashboard List 4 Example

765

- Marketing Source: ["172"]
- Language: ["Spanish"]
- Case Type: ["L2", "L2C"]

Title

Example - Dashboard Internal name
Example

Columns

✕ case_status

✕ case_type

✕ case_open_date

✕ attorney

Filter condition

Case Type

✕ ▾

Add Rule

Sort By

case_open_date ✕ ▾

906

LS

WCN

WDN

L1

L2C

L3C

WP3

SS

908

New Case List for Dashboard

FIG. 33C

case_status, case_type, case_open_date, attorney		case_open_date	1	Edit
Alert filter condition Add Rule				
OR				
Copy from Case List: Example - Dashboard List 1		x ▾	812	
Update Case List for Dashboard		Cancel	Delete	
814				
Displaying all 4 Case Lists on Dashboard				

FIG. 33D

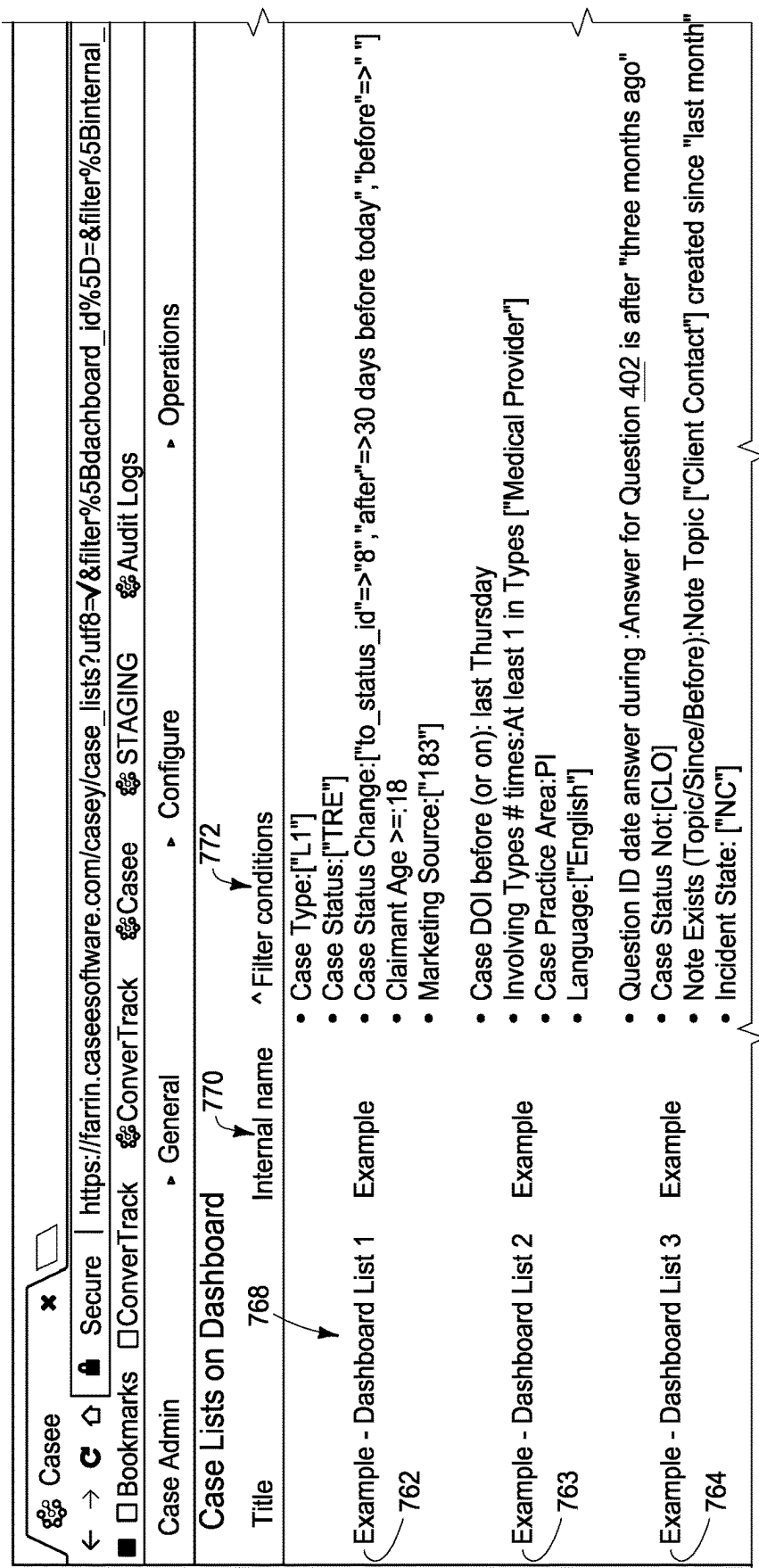


FIG. 34A

FIG. 34A | FIG. 34B

FIG. 34B

FIG. 34C | FIG. 34D

FIG. 34D

FIG. 34

		Eric - □ ✕	
name%5D=Example 🔍 ☆ ⋮			
		EJS HELP	
Alert filter conditions	Columns	Sort By	Used in dashboard
	🏠 🔍 👤/🏠 📄 ⚙️ ➡️ EJS HELP - Select Dashboard - ▾ Example ✕ ▾		
	case_status, case_type, case_open_date, attorney	case_open_date	1 Edit
	case_status, case_type, case_open_date, attorney	case_open_date	1 Edit
	case_status, case_type, case_open_date, attorney	case_open_date	1 Edit

FIG. 34B

Example - Dashboard List 4 Example

765

- Marketing Source: ["172"]
- Language: ["Spanish"]
- Case Type: ["L2", "L2C"]

Title

Example - Dashboard

Internal name

Example

Columns

✕ case_status

✕ case_type

✕ case_open_date

✕ attorney

906

Sort By

case_open_date

✕ ▾

Filter condition

908

- Case Type ✕ ▾
- Case Status ✕ ▾

Add Rule

912

✕ L1

910

CLO

INV

WOM

ADR

LIT

BHD

FDC

DHG

New Case List for Dashboard

FIG. 34C

case_status, case_type, case_open_date, attorney		case_open_date	1	Edit
Alert filter condition Add Rule				
OR				
Copy from Case List: 812				
Update Case List for Dashboard CancelDelete				
814				
Displaying all 4 Case Lists on Dashboard				

FIG. 34D

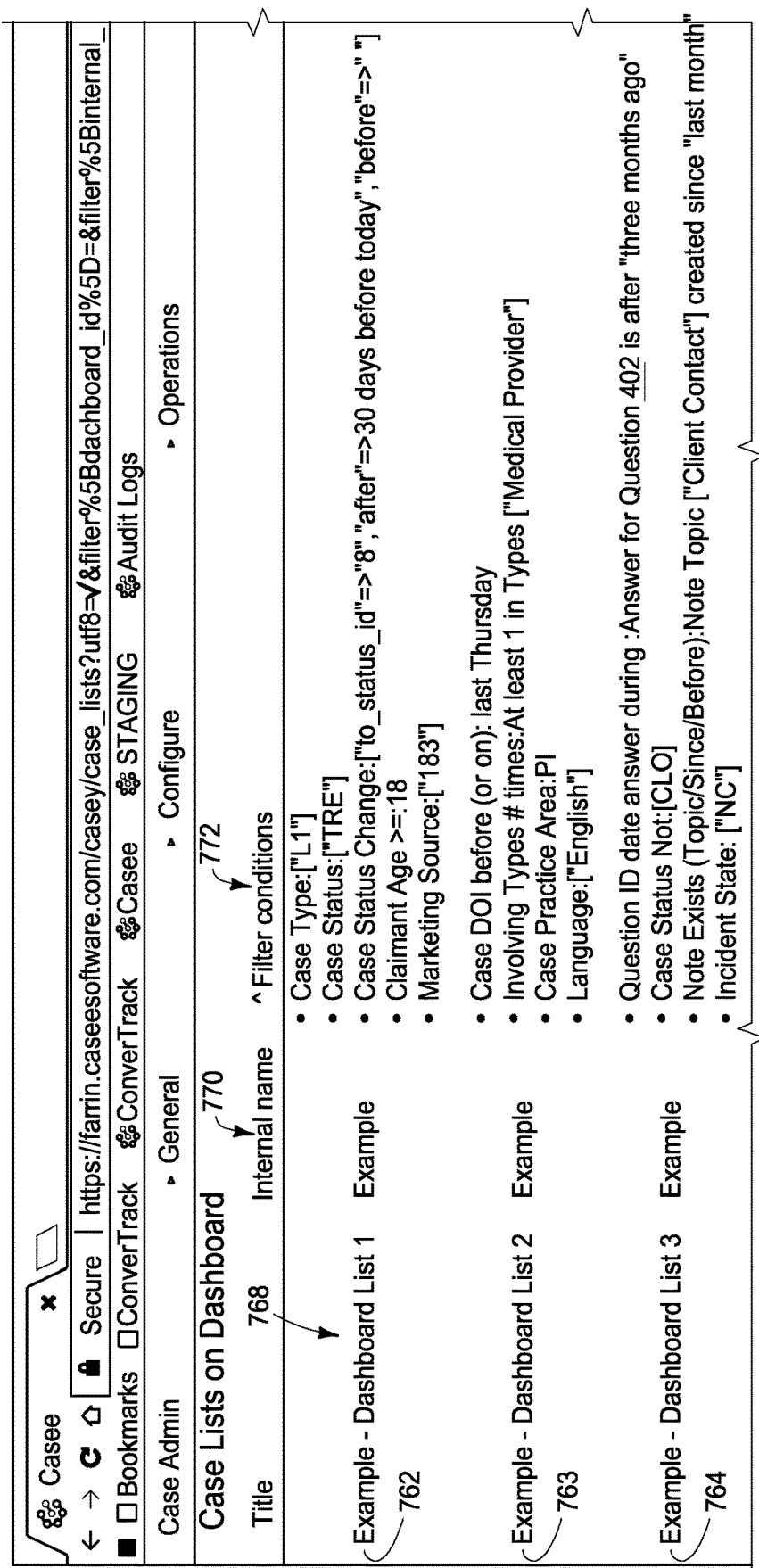


FIG. 35A

FIG. 35A	FIG. 35B
FIG. 35C	FIG. 35D

FIG. 35

Eric - x					
name%5D=Example					
e ☆ ::					
HELP					
EJS					
Example *v					
Used in dashboard					
Alert filter conditions					
Columns					
- Select Dashboard - v					
Sort By					
case_status, case_type, case_open_date, attorney					
case_open_date 1 Edit					
case_status, case_type, case_open_date, attorney					
case_open_date 1 Edit					
case_status, case_type, case_open_date, attorney					
case_open_date 1 Edit					

FIG. 35B

Example - Dashboard List 4 Example

765

- Marketing Source: ["172"]
- Language: ["Spanish"]
- Case Type: ["L2", "L2C"]

Title

Example - Dashboard

Internal name

Example

Columns

✕ case_status

✕ case_type

✕ case_open_date

✕ attorney

906

Filter condition

908

- Case Type ✕ ▾

✕ L1

 910
- Case Status ✕ ▾

✕ TRE

 910
- Case Status Change ✕ ▾ TRE

912

916

914

Sort By

case_open_date ✕ ▾

Enter a relative date or an absolute date.
View Examples
This would currently resolve to
12/31/2016 08:00:00PM

Before (leave blank for "Unlimited") ?

Add Rule

New Case List for Dashboard

FIG. 35C

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

Alert filter condition

Add Rule

OR

Copy from Case List:

812

Update Case List for Dashboard

Cancel

Delete

814

Displaying all 4 Case Lists on Dashboard

FIG. 35D

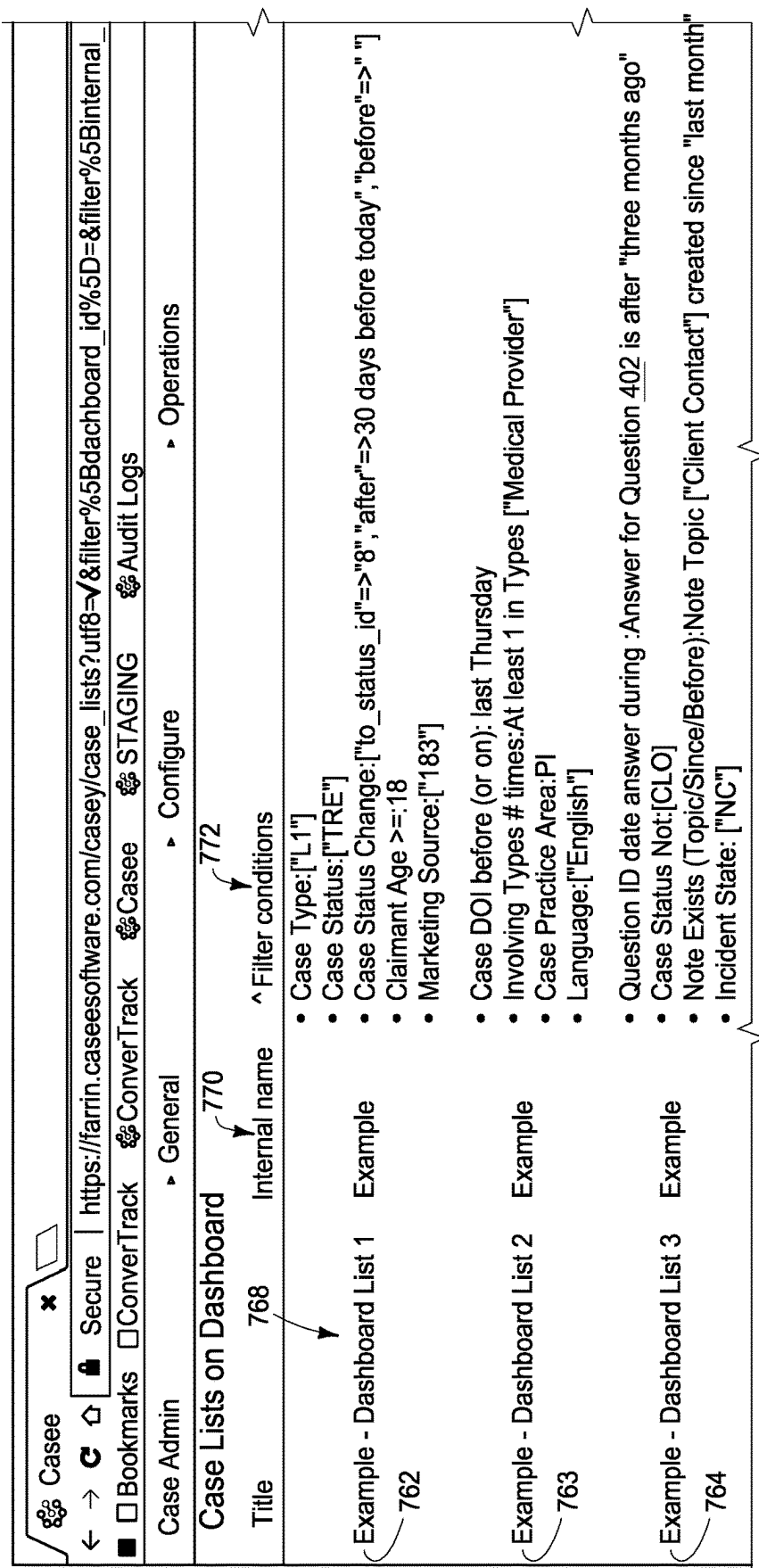


FIG. 36A

FIG. 36A

FIG. 36B

FIG. 36C

FIG. 36D

FIG. 36

Eric

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□

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name%5D=Example

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🔍

👤/🏠

📄

⚙️

EJS

HELP

- Select Dashboard - ▾

Example

Sort By

Used in dashboard

Alert filter conditions

Columns

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

FIG. 36B

Example - Dashboard List 4

Example

765

- Marketing Source: ["172"]
- Language: ["Spanish"]
- Case Type: ["L2", "L2C"]

Title

Example - Dashboard

Internal name

Example

Columns

✕ case_status

✕ case_type

✕ case_open_date

✕ attorney

906

?

Filter condition

908

Case Type

✕ L1

✕

910

Case Status

✕ TRE

✕

910

Case Status Change

TRE

✕

914

916

30 days before today

?

Before (leave blank for "Unlimited" ?)

Marketing Source

✕

912

Add Rule

920

Sort By

case_open_date

✕ ▾

NCVBA

OTH - Other

R - Radio

SOK - Sokolove

TV - Television

TYP - Combined TV-YP

WOS - Word on the Street

YP - Yellow Pages

918

FIG. 36C

case_status, case_type, case_open_date, attorney		case_open_date	1	Edit
Alert filter condition Add Rule				
OR				
Copy from Case List: 812				
Update Case List for Dashboard Cancel Delete				
Displaying all 4 Case Lists on Dashboard				

FIG. 36D

1

DATABASE SEARCHING BASED ON USER-DEFINABLE PARAMETERS

CROSS REFERENCE TO RELATED APPLICATION

This is a continuation of copending U.S. patent application Ser. No. 15/434,564, filed Feb. 16, 2017, which in turn claims priority to U.S. Provisional Patent Application Ser. No. 62/296,595 filed Feb. 17, 2016, both of which name Sanchez et al as inventors, and both of which are incorporated herein by reference.

TECHNICAL FIELD

The technical field comprises telephonic communications. The technical field also comprises database and file management. The technical field also comprises operator interface processing.

BACKGROUND

Making sound business decisions in virtually every arena, operationally, strategically, and the like, involves the need to analyze data. Now, more than ever, the need is great. The amount of data captured increases and the ability to analyze the masses of data becomes more and more complex. The ability to effectively and correctly analyze data is further hindered by the various, and sometimes incompatible, sources which house the data. For example, data related to operations is not automatically tied to financial data (marketing and profit).

Typically, the ability to analyze data involves complex maneuvers, complex algorithms and multi-layered queries to access data in its various forms, to accumulate the data, and to present data in a user-friendly format.

SUMMARY

Various embodiments provide a logic tool that enables individual users to create a multitude of logic statements, each with multiple conditions to create a logic hierarchy. Further, each limiting condition comprises a multitude of factors. Collectively the logic conditions and factors drive action to obtain a particular result. In various embodiments, the logic tool enables an individual to create logic statements without any programming knowledge or ability. In some embodiments, it enables logic statements to be implemented within a program or database without hard coding. In some embodiments, it enables flexibility for creating on-demand queries based on business workflow needs in the form of a multitude of checklists with multitude of reminders, and a multitude of dashboards with a multitude of panels. Various different logic tool embodiments are described below in greater detail.

Some embodiments provide a screening customized tool for a database which enables users to assign mathematical values or scores to text, numeric fields or database events (e.g., time values), to evaluate a set of circumstances. In response to the evaluation, recommendations are made, actions determined, or actions are automatically performed. The tool allows users to adjust values and scoring based on personal preference, or externally-driven parameters. In some embodiments, a user is endowed with the ability to engage complex algorithms without possessing advanced skills or training in mathematics or computer science.

2

In some embodiments, a user can assign mathematical values to text or numeric fields within the context of a questionnaire used to evaluate whether to accept a potential customer. In a more particular embodiment, a user can assign mathematical values to text or numeric fields within the context of a questionnaire used to evaluate a potential legal customer or their claim (cause of action) in a particular legal setting. Each field score may be aggregated to form a larger score. The user can adjust values based on laws in a specific jurisdiction or on personal preference. Customized parameters can form the basis for action recommendations or can result in automated action set by the user. In various embodiments, the user may vary values or aggregate scoring or both to form complex algorithms without any advanced training in mathematics or computer science.

Various embodiments provide systems and methods for a user to develop and define their own scoring values to define complex systems to evaluating legal causes of action. This objective is accomplished, in some embodiments, by providing within the database a user-definable form with which a user can create questions and ascribe scores depending on the answers to the questions. Scores are aggregated as each question is answered on the form to define a unique score for each potential client. The unique score is stored within several tables inside of the database and is visible on each potential client's claim form. The score is automatically calculated based on the values ascribed by the user to each question created by the user.

BRIEF DESCRIPTION OF THE VIEWS OF THE DRAWINGS

FIG. 1 is a functional block diagram of a system in accordance with various embodiments.

FIG. 2 is a hardware block diagram of the system of FIG. 1 showing greater details of the PBX included in the system of FIG. 1, in accordance with various embodiments.

FIG. 3 is a block diagram illustrating attaching of company numbers to unique direct inward dial numbers, in accordance with various embodiments.

FIG. 4 is a screen shot illustrating a graphical user interface for setting a value for a condition, to perform a screening using the system of FIG. 1, in accordance with various embodiments.

FIG. 5 is a functional block diagram illustrating automatic routing based on the system of FIG. 1 reading a direct inward dial number, in accordance with various embodiments.

FIG. 6 is a functional block diagram illustrating that responses to question forms trigger directed action, using the system of FIG. 1, in accordance with various embodiments.

FIG. 7 is a screen shot illustrating a graphical user interface for inputting intake questionnaire screening information, using the system of FIG. 1, in accordance with various embodiments.

FIG. 8 is a screen shot illustrating a graphical user interface for viewing or editing a screening rule for the intake questionnaire of FIG. 7, in accordance with various embodiments.

FIG. 9 is a screen shot illustrating a graphical user interface for adding a question to the rule of FIG. 8, in accordance with various embodiments.

FIG. 10 is a screen shot illustrating the graphical user interface of FIG. 9 being filled out, in accordance with some embodiments.

3

FIG. 11 is a screen shot illustrating a graphical user interface for creating a new screening rule, using the system of FIG. 1, in accordance with various embodiments.

FIG. 12 is a screen shot illustrating the graphical user interface of FIG. 11 after an “add condition” element of FIG. 11 has been actuated, in accordance with various embodiments.

FIG. 13 is a screen shot illustrating the graphical user interface of FIG. 12 after a question of FIG. 12 has been selected, in accordance with various embodiments.

FIG. 14 is a screen shot illustrating a graphical user interface for inputting intake questionnaire screening information, similar to FIG. 7, after a question has been added, in accordance with various embodiments.

FIG. 15 is a screen shot illustrating a graphical user interface for inputting client or customer information, associated with the questionnaire of FIG. 14.

FIG. 16 is a map illustrating how FIGS. 16A and 16B are to be assembled.

FIG. 16A is a portion of a screen shot illustrating a graphical user interface for viewing, adding, or editing questions used in connection with the screening rules of FIGS. 11-13.

FIG. 16B is a second portion of the screen shot of FIG. 16A.

FIG. 17 is a screen shot illustrating a graphical user interface for viewing, adding, or editing the screening rules of FIGS. 11-13.

FIG. 18 is a map illustrating how FIGS. 18A and 18B are to be assembled.

FIG. 18A is a portion of a screen shot illustrating a graphical user interface for displaying calls received by the system of FIG. 1 and for starting intake questionnaires for calls.

FIG. 18B is a second portion of the screen shot of FIG. 18A.

FIG. 19 is a map illustrating how FIGS. 19A and 19B are to be assembled.

FIG. 19A is a portion of a screen shot illustrating a graphical user interface listing a plurality of checklists in a law firm case management system hosted by the server of FIG. 5 or a different server.

FIG. 19B is a second portion of the screen shot of FIG. 19A.

FIG. 20 is a map illustrating how FIGS. 20A and B are to be assembled.

FIG. 20A is a portion of a screen shot illustrating the graphical user interface of FIGS. 19A and 19B after a checklist type has been selected.

FIG. 20B is a second portion of the screen shot of FIG. 20A.

FIG. 21 is a map illustrating how FIGS. 21A and 21B are to be assembled.

FIG. 21A is a portion of a screen shot illustrating a graphical user interface listing a plurality of checklist items included in one of the checklists of FIGS. 19A and 19B.

FIG. 21B is a second portion of the screen shot of FIG. 21A.

FIG. 22 is a map illustrating how FIGS. 22A and 22B are to be assembled.

FIG. 22A is a portion of a screen shot illustrating a graphical user interface showing logic details of one of the checklist items of FIGS. 21A and 21B.

FIG. 22B is a second portion of the screen shot of FIG. 22A.

FIG. 23 is a map illustrating how FIGS. 23A and 23B are to be assembled.

4

FIG. 23A is a portion of a screen shot illustrating a graphical user interface showing a case type being added to the logic of the checklist item of FIGS. 22A and 22B.

FIG. 23B is a second portion of the screen shot of FIG. 23A.

FIG. 24 is a map illustrating how FIGS. 24A and 24B are to be assembled.

FIG. 24A is a portion of a screen shot illustrating a graphical user interface showing a condition pull down menu being pulled down from the graphical user interface of FIGS. 23A and 23B.

FIG. 24B is a second portion of the screen shot of FIG. 24A.

FIG. 25 is a map illustrating how FIGS. 25A and B are to be assembled.

FIG. 25A is a portion of a screen shot illustrating a graphical user interface showing a task due timing pull down menu being pulled down from the graphical user interface of FIGS. 24A and 24B.

FIG. 25B is a second portion of the screen shot of FIG. 25A.

FIG. 26 is a map illustrating how FIGS. 26A and 26B are to be assembled.

FIG. 26A is a portion of a screen shot illustrating a graphical user interface showing a mail merge options pull down menu being pulled down from the graphical user interface of FIGS. 25A and 25B.

FIG. 26B is a second portion of the screen shot of FIG. 26A.

FIG. 27 is a map illustrating how FIGS. 27A, 27B, 27C, and 27D are to be assembled.

FIG. 27A is a portion of a screen shot illustrating a graphical user interface listing a plurality of dashboard lists in a law firm case management system.

FIG. 27B is a second portion of the screen shot of FIG. 27A.

FIG. 27C is a third portion of the screen shot of FIG. 27A.

FIG. 27D is a fourth portion of the screen shot of FIG. 27A.

FIG. 28 is a map illustrating how FIGS. 28A and 28B are to be assembled.

FIG. 28A is a portion of a screen shot illustrating a graphical user interface showing dashboard items and showing filter conditions defining each dashboard list as well as columns included in each dashboard list.

FIG. 28B is a second portion of the screen shot of FIG. 28A.

FIG. 29 is a map illustrating how FIGS. 29A, 29B, 29C, and 29D are to be assembled.

FIG. 29A is a portion of a screen shot illustrating a graphical user interface showing how rules can be added or deleted to define one of the dashboard lists.

FIG. 29B is a second portion of the screen shot of FIG. 29A.

FIG. 29C is a third portion of the screen shot of FIG. 29A.

FIG. 29D is a fourth portion of the screen shot of FIG. 29A.

FIG. 30 is a map illustrating how FIGS. 30A, 30B, 30C, and 30D are to be assembled.

FIG. 30A is a portion of a screen shot illustrating a graphical user interface showing how a new dashboard list definition is added.

FIG. 30B is a second portion of the screen shot of FIG. 30A.

FIG. 30C is a third portion of the screen shot of FIG. 30A.

FIG. 30D is a fourth portion of the screen shot of FIG. 30A.

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FIG. 31 is a map illustrating how FIGS. 31A, 31B, 31C, and 31D are to be assembled.

FIG. 31A is a portion of a screen shot illustrating a graphical user interface showing a first case rule pull down menu being pulled down from the graphical user interface of FIGS. 30A and 30B.

FIG. 31B is a second portion of the screen shot of FIG. 31A.

FIG. 31C is a third portion of the screen shot of FIG. 31A. FIG. 31D is a fourth portion of the screen shot of FIG. 31A.

FIG. 32 is a map illustrating how FIGS. 32A, 32B, 32C, and 32D are to be assembled.

FIG. 32A is a portion of a screen shot illustrating a graphical user interface showing a second case pull down menu being pulled down from the graphical user interface of FIGS. 30A and 30B.

FIG. 32B is a second portion of the screen shot of FIG. 32A.

FIG. 32C is a third portion of the screen shot of FIG. 32A. FIG. 32D is a fourth portion of the screen shot of FIG. 32A.

FIG. 33 is a map illustrating how FIGS. 33A, 33B, 33C, and 33D are to be assembled.

FIG. 33A is a portion of a screen shot illustrating a graphical user interface showing how a rule is added to the screens of FIG. 30A and FIG. 30B using pull down menus.

FIG. 33B is a second portion of the screen shot of FIG. 33A.

FIG. 33C is a third portion of the screen shot of FIG. 33A. FIG. 33D is a fourth portion of the screen shot of FIG. 33A.

FIG. 34 is a map illustrating how FIGS. 34A, 34B, 34C, and 34D are to be assembled.

FIG. 34A is a portion of a screen shot illustrating a graphical user interface showing a second rule being added.

FIG. 34B is a second portion of the screen shot of FIG. 34A.

FIG. 34C is a third portion of the screen shot of FIG. 34A. FIG. 34D is a fourth portion of the screen shot of FIG. 34A.

FIG. 35 is a map illustrating how FIGS. 35A, 35B, 35C, and 35D are to be assembled.

FIG. 35A is a portion of a screen shot illustrating a graphical user interface showing a third rule being added.

FIG. 35B is a second portion of the screen shot of FIG. 35A.

FIG. 35C is a third portion of the screen shot of FIG. 35A. FIG. 35D is a fourth portion of the screen shot of FIG. 35A.

FIG. 36 is a map illustrating how FIGS. 36A, 36B, 36C, and 36D are to be assembled.

FIG. 36A is a portion of a screen shot illustrating a graphical user interface showing a fourth rule being added.

FIG. 36B is a second portion of the screen shot of FIG. 36A.

FIG. 36C is a third portion of the screen shot of FIG. 36A. FIG. 36D is a fourth portion of the screen shot of FIG. 36A.

DETAILED DESCRIPTION OF THE ILLUSTRATED EMBODIMENTS

Facts giving rise to a legal cause of action in one legal jurisdiction may not have the same value in another. The legal cause of action may have a significantly different value or a particular jurisdiction may treat a particular fact more or

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less favorably. Historically, the only avenue for evaluating a claim in the legal setting has been for an attorney to review the facts of each matter individually, and direct action based on the attorney's professional judgment. While paraprofessionals may help alleviate some of the burden on the attorney, the paraprofessional is not a substitute for an attorney's professional judgment and is not without economic burden.

As with all professional services, one attorney's opinion may differ from another attorney's opinion, such that attorney "A" may regard fact 1 as having greater importance than attorney "B" based on their personal preference or experience. An attorney may consider, for example, where and when the claim occurred, the potential liability of the person who is making the claim, the liability of the person believed to have caused any damages related to the claim, as well as a host of other facts that may impact the viability of the claim. One fact does not exist in a vacuum and the attorney must evaluate all of the facts in concert with each other prior to making a determination regarding the viability of a particular matter. Attorneys may evaluate similar facts, but the weight ascribed to each fact may vary both by attorney and jurisdiction.

An attorney's time is his or her greatest resource. When an attorney has a relatively small number of potential clients or their claims to evaluate, the commitment of time is commensurately small; however, if an attorney has to review a large number of potential clients or their claims, the commitment of time increases significantly and reduces the amount of time an attorney may have with which to generate revenue. The lack of a customizable, systemic approach to evaluating a large number of injury claims results in a high barrier to assisting a large number of injured people without sacrificing an unduly burdensome amount of time. This burden may also adversely impact attorneys' ability to grow their practice, as they face the paradox of increasing new cases causing an increase in the need for screening. More screening may unduly restrict their ability to expand their existing legal services or offer new legal services. A similar problem exists for other types of businesses that may desire to screen their potential customers.

FIG. 1 shows a system 10 in accordance with various embodiments. The system 10 includes one or more servers 12. In the illustrated embodiment, a server 12 is depicted which runs Linux. Other operating systems can be used. The system 10 further includes a private branch exchange (PBX) 14 in communication with the server 12. More particularly, the system 10 further includes an open architecture interface (OAI) gateway 16 between the PBX 14 and the server 12, in the illustrated embodiment. The gateway 16 provides the interface between the PBX 14 and a network, such as a local area network that uses Ethernet cable.

The PBX 14 receives several incoming phone lines from the public switched telephone network (PSTN).

The server 12 includes an open architecture interface (OAI) listener 18 coupled to the gateway 16 via a network 20, such as a local area network, using a transmission control protocol (TCP) socket, in the illustrated embodiment. In the illustrated embodiment, the OAI listener 18 runs the Ruby programming language. Other languages could be used.

The server 12 further includes a notification server 22. In the illustrated embodiment, the listener 18 transfers inbound connections from the PBX 14 to the notification server 22 via HTTP post.

The server 12 further includes an intake application server 24. The intake application server 24 is used to generate client intake forms described below, to change fields in intake

screens, and to capture data filled in the fields. In the illustrated embodiment, the intake application server **24** runs the Ruby on Rails programming language. Other languages could be used.

The server **12** further includes a database **26** in communication with the intake application server **24** and the OAI listener **18**. The database **26** stores data from the intake application server such as forms, formulas, data entered into the forms, form fields, as will be described in more detail below. The database **26** also stores data about incoming calls from the OAI listener **18**, such as which direct inward dial phone numbers received phone calls, when calls were made, how long they lasted, etc. In the illustrated embodiment, the database **26** is a Postgres database. Other types of databases could be used.

The system **10** further includes one or more workstations **28** in communication with the server **12** via a network, such as via the network **20** or via the Internet. The workstations **28** comprise, in some embodiments, personal computers having typical components including input/output devices such as screens and keyboards or touch screens, memory such as RAM, ROM, and hard drives or solid state memory, processors, and modems or network adapters for connecting to the network. The workstations comprise, in some embodiments, smart phones, tablets, PDAs, or other devices capable of running a web browser. In some embodiments, a workstation is defined, in some embodiments, by input and output devices coupled directly to the server **12** instead of via the network. In the illustrated embodiment, the workstations **28** send subscriptions to the notification server **22** via HTTP and receive notifications from the notification server **22** via SSE (server side event). A subscription defines the criteria for a notification, such as when a phone call is received. A subscription also defines the subscribers or users who are to receive the notification. An HTML5 server side event allows real-time data updates to be pushed from the server **12** to the browser of the workstation or workstations **28**.

FIG. 2 shows hardware construction details of the system **10**, in accordance with various embodiments. As shown in FIG. 2, the server **12** includes typical components of Internet hosting servers including, for example, one or more processors (single or multi-core) **30**, one or more network adapters **32** for communications with the workstations **28** over the network **20**, and memory **33**, which includes RAM, ROM, and hard drives or solid state memory, in communication with the processor **30**. The memory **33** defines databases including the database **26** of FIG. 1. In the illustrated embodiment, the database **26** includes client records **37** (e.g., information about various communications with a law firm client), intake records **34** (see FIGS. 14 and 15), screening rules **36** (see FIG. 17), and questions **38** (see FIGS. 16A and B). Alternatively, these items can be stored in separate databases. Additional databases, e.g., **40** and **42**, can be included for storing other data, such as legal case management or docketing data, accounts payable, time and billing data, etc. Other hardware arrangements are possible.

As shown in FIG. 2, the PBX **14** receives phone calls from a public switched telephone network. In the illustrated embodiment, the PBX **14** receives at least one primary rate interface (PRI) line **44** that defines a plurality of direct inward dial (DID) numbers. A DID is an actual phone number that a potential client or customer dials. PRI is a level of service assigned by the integrated services digital network (ISDN), providing digital access to the public switched telephone network for the PBX **14**. ISDN is an international communications standard for transmission of digital voice, video, and data over the public switched

telephone network. While PRI is usually associated with voice transmission, it can also transmit faxes, data, or video. The PRI of the illustrated embodiment is a single cable that consists of 24 channels. The PBX **14** includes a PRI interface **46** that uses 23 of the channels for voice calls and one line for signaling. In the illustrated embodiment, the PBX **14** further includes switching circuitry **48** for connecting different phones to different DID lines, digital signal processing (DSP) circuitry **50** for converting to analog lines or for supporting VOIP protocols for VOIP phones, RAM **52** associated with the digital signal processing circuitry **50**, a controller and voice messaging circuitry **54**, and long term storage **56** (e.g., one or more hard drives or solid state drives) and RAM **58** associated with the controller **54**. In some embodiments, voice messages are stored in the long term storage **56**. In some embodiments, a separate server is used for voice message. The controller **54** provides outputs to phones **60**, **62**, **64**, etc. that may be provided proximate different computer workstations **28** so intake clerks can enter data into the workstations while being on the phone with potential clients or customers. In some embodiments, intake clerks log in to specific phones of the PBX **14**. This allows the server **12** to route specific incoming calls to specific intake clerks even if they switch locations. Other PBX designs can be employed in other embodiments.

FIG. 3 illustrates attaching companies to unique direct inward dial phone numbers. In some embodiments, potential clients for multiple different law firms can be screened by the system **10** (FIG. 1). Multiple law firms or attorneys **70**, **71**, and **72** direct potential claimants into the system **10**. To facilitate this, different companies (e.g., different law firms) **70**, **71**, **72**, etc. are each assigned one or more different unique inward dial numbers **74** by the PBX **14**. A law firm **70** may advertise, for example, a certain phone number to accident victims and a different phone number to medical malpractice victims. Based on the phone number **76** called by the potential client, the PBX **14** knows which law firm was called and screening tool **78** of the system **10** knows which questionnaire **80** to present to an intake clerk. Different law firms may develop their own question forms, using workstations **28** (see FIG. 1) based on whatever claim it is they wish to have evaluated. In some embodiments, meta data defined by an administrator triggers actions unique to defined phone numbers as selected by the administrator. For example, law firm "A" has the DID phone number (919) 123-4567 assigned to them and law firm "B" has the phone number (919) 890-1112 assigned to them. When a call comes into the system **10** to (919) 123-4567, customized questionnaires assigned to law firm "A" display on an intake clerk's screen. If a call comes in to (919) 890-1112, customized questionnaires assigned to law firm "B" display on an intake clerk's screen.

Various embodiments provide a screening tool **78** (see FIG. 3), defined by the system **10** of FIG. 1 that expresses rules and conditions in a set of database tables in the database **26**. In various embodiments, each rule optionally has a name (for visual reference), and one or more associated conditions. The screening tool **78** queries the database table for all rules that are associated with the type of intake (or case), and through a loop control structure, the screening tool **78** tests each condition for a match. With each match, a value (positive or negative) is added to a resulting intake score, in some embodiments.

FIG. 4 illustrates an example user interface **82**, created by the system **10** of FIG. 1, which an administrator can use to assign a name **84** to a screening rule in a description field **86**. Using the screening tool **78** (see FIG. 3), an administrator at

a law firm (or other organization) creates rules and adds one or more conditions. A condition **88** references a question on an intake questionnaire. The screening tool **78**, in various embodiments, provides for matching tests including but not limited to equality, inequality, inclusion in a set, exclusion from a set, and a date within a range of days relative to other dates provided in answers to the intake questionnaire. In the example shown in FIG. 4, the matching test employed is a date range test **90**. The administrator, in various embodiments, assigns in field **92** a score or value **94** to be added if the condition **88** on the intake questionnaire is met and all other conditions for the screening rule are met. This assignment of a score is typically done while the administrator creates a screening rule. In various embodiments, a score can be changed after a screening rule has been created. In the example shown in FIG. 4, if the date of the matter is within a certain number of days before the intake date, the score in field **92** is added to a cumulative total score for the intake questionnaire. The condition "date of matter" is chosen using pull down menu **96**, the condition "within days" is chosen using pull down menu **98**, and the condition "intake date" is chosen using pull down menu **100**. After conditions and scores are set, the rule is created by actuating a button **102** or is cancelled by actuating a button **104**.

The forms generated by the system (FIG. 4 and FIGS. 7-15) by the system **10** are web HTML forms that consist of standard web HTML form input elements and layout elements, as well as hand-written javascript, in various embodiments. The system **10** uses libraries that are, in some embodiments, Ruby libraries (referred to as Ruby Gems), and some open-source web form styling packages. For example, one such styling component is called select2 (<https://select2.github.io/>) that extends the functionality and visual appearance of the HTML <select> input element.

FIG. 5 shows automatic routing in response to the PBX **14** (FIG. 1) reading a direct inward dial number, in accordance with various embodiments. Different potential clients, customers, or sales leads **110**, **111**, and **112** call different phone numbers that were advertised in connection with different products, services, or solutions using the telephone system **114**. The system **10** routes the calls to different customer service representatives, screeners, or intake clerks **116**, **117**, or **118** that have different question forms or intake questionnaires **120**, **121**, and **122**, respectively. In some embodiments, this is arranged using phone extension routing and by specifically limiting certain intake clerk's access to specific intake questionnaires. Alternatively, a single intake clerk will have different question forms or intake questionnaires **120**, **121**, and **122** (similar to the questionnaire **80** of FIG. 3 but different from each other) come up on a monitor screen of a workstation **28** depending on the phone number dialed by the potential client or customer **110**, **111**, and **112**. In some embodiments, if no intake clerk is available, the call is logged so that an intake clerk may perform an intake at a later time.

In the law firm example, different law firms develop different intake questionnaires used to determine whether or not a potential client should be accepted. Alternatively, the same questions may be used by different firms but scoring may be different depending on the types of clients the different firms want. For example, while some law firms may only want large clients, other firms may only want small clients, due to staffing and capacity. Or a potential client may have a strong case in one state, serviced by one firm, but a weak case in a different state, serviced by a different firm, due to differences in laws in the different states. A single law firm may have multiple intake questionnaires, such as for

different types of potential causes of action. Respective direct inward dial phone numbers **123**, **124**, and **125**, dialed by potential clients or customers **110**, **111**, and **112**, are associated with the different intake questionnaires **120**, **121**, and **122**, in the illustrated embodiment.

FIG. 6 illustrates that the responses from the attorney's questions **120**, **121**, or **122** (similar to questions of questionnaire **80** of FIG. 3), after being entered by an intake clerk, using the screening tool **78**, generate scores for the potential cause of action, in some embodiments.

In various embodiments, conditions and values can be used in concert with each other. Aggregate scores (after adding scores to all responses on an intake questionnaire **120**, **121**, and **122**) result in directed actions **128**, **129**, and **130** if a score is achieved, or if a score is not achieved, in various embodiments. These actions are human actions in some embodiments (e.g., phone call by a secretary to the potential client, phone call by an attorney to the potential client, arrange an appointment, send a letter accepting or declining a potential client, etc.), and automated actions in other embodiments. The automated actions can be, for example, sending an email or fax to the potential client accepting or declining the potential client. Sending an email or fax every 30 days or some other amount of time (e.g. for marketing or to remain in contact), creating a document or video, causing a message to appear or a window to pop up on an intake clerk's monitor, changing data in a field in the database, calling a potential client and sending an automated message, sending an engagement agreement or non-engagement letter by email or fax, or printing a document for mailing. Alternatively, the automated action could be emailing a calendar invitation for a personal meeting or phone conference. Other automated actions are possible using the system **10**.

FIG. 7 illustrates a screen **200** including a questionnaire **202** in accordance with various embodiments. The term "screen," as used in the context of FIGS. 7-18B, is meant to encompass portions of screens, windows, pop-up windows, or other forms of graphical user interfaces, and is not intended to necessarily mean the entire display area of a monitor. The questionnaire **202** includes one or more questions **204**, **205**, **206**, and **207**. The questionnaire **202** further includes fields **208**, **209**, **210**, and **211** in which an intake clerk can enter responses while talking to a potential client on the phone. Based on the responses entered by the intake clerk, a score or index **214** is calculated by the server **12** (FIG. 1) that corresponds to the desirability of the potential client. The score **214** is displayed on the screen **200**.

In the illustrated embodiment, the screen **200** also displays, in an area **216**, summaries of questions and answers. In the illustrated embodiment, the screen **200** also displays the time and date **218** when the intake record was created, and includes fields or elements using which the intake clerk can enter or select a case number, a disposition or recommended action **222**, whether an attorney live call has taken place **224**, whether an admin follow up has taken place **226**, whether the firm wants this client **228**, whether there is no charge for a consultation **230**, etc. Other information or fields can be provided for other types of businesses. In the illustrated embodiment, the intake clerk may also add attachments (e.g., scanned copies of notes) by actuating an area **232** of the screen **200**, or may add notes after actuating an area **234** of the screen **200**. In some embodiments, the screen **200** can be revisited after an intake has taken place and elements **220**, **222**, **224**, **226**, **228**, **230**, **232**, and **234** can be changed. The screen **200** also includes menu or navigation elements **236**, **237**, **238**, **239**, and **240**, using which the

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screeener may bring up different screens. In the illustrated embodiment, the elements **236**, **237**, **238**, **239**, and **240** include pull-down menus. The screen **200** also includes an element **242** for deleting the intake questionnaire and an element **244** for printing the intake questionnaire. Printing could be useful after the questionnaire has been filled or partially filled. In some embodiments, the screen **200** also displays an "Intake Locked" popup warning **246**. This is a message sent to the workstation **28** in FIG. **1** as a server side event (SSE) notification. Other screen elements are possible.

FIG. **8** illustrates a screen **260** for viewing or editing a screening rule **261** of the intake questionnaire of FIG. **7**. In the illustrated embodiment, the screen **260** includes a field or element **262** in which an administrator can enter or change the name of the rule, a field or element **264** in which the administrator can enter or change a score if all the conditions of the rule are met, and screening conditions **265**, **266**, and **267** which must all be met for the score of **264** to be applied. The conditions **265**, **266**, and **267** are each made up of questions **268**, matching operators **269**, and matching answer value(s) **270**. In the illustrated embodiment, the conditions can be changed using pull down menus. The screen **260** further includes elements **272** for deleting conditions, an element **274** for adding a condition, an element **276** for updating the screening rule **261** (after edits have been made), an element **278** for cancelling edits, and an element **280** for deleting the rule **261**. In various embodiments, a rule **261** may have only one condition or may have multiple conditions.

FIGS. **9** and **10** illustrate a screen **290** for adding a question to the list **420** of FIG. **16A**, such as after actuating screen element **446** of FIG. **16A**. The screen **290** includes an element **292** for indicating a specialty area. The element **292** is a pull down menu in various embodiments. Different legal specialties are likely to require different questions for screening potential clients or customers. Different legal specialties may have different bar dates, for example. A client that may be time barred for one specialty may not be for another. In some embodiments, multiple different law firms can access questions for a particular legal specialty. In other embodiments, law firms can only access their own questions but may have their own different specialty areas, each with different questions. The screen **290** further includes a field or element **294** in which the administrator can indicate the position for the question within a list of questions. It may be more logical to place the new question in between existing questions than at the end of the list. For example, if it is desired to place a new question between the first question and the second question of FIG. **16A**, the administrator may enter 1.5 or 1.1 in the field **294**.

The screen **290** further includes a field or element **296** in which an administrator enters a name for the question. The text entered in this field will correspond to a question **268** of FIG. **8**. The screen **290** further includes an element **298** with which an administrator indicates a response type. The element **298** is a pull down menu in the illustrated embodiment. The response type could be, for example, text, number, date, date and time, yes/no, select one, or other types (see FIG. **10**). The screen **290** may further include other items such as a lookup element **300**, an element **302** for entering a code name or number for the condition, an element **304** for indicating whether the text should be shown in a digest, an element **306** for indicating whether or not the question is active, and a field or element **308** in which an administrator can provide help text to explain the question when displayed on the intake questionnaire. The screen **290** further includes an element **310** which, when actuated, creates the new

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question. The screen **290** further includes an element **312** which, when actuated, cancels the creation of the new question.

FIGS. **11-13** show a screen **320** for creating a new rule similar to the rule **261** of FIG. **8**. The rules each contain conditions such as those shown in FIG. **8**. In the illustrated embodiment, the screen **320** includes a field or element **322**, which is the same as the field **262** of FIG. **8**, in which an administrator can enter the name of the new rule. The screen **320** further includes a field or element **324**, similar to field **264** of FIG. **8** in which the administrator can enter or change a score if all the conditions of the rule are met. The screen **320** further includes an element **326** for creating the screening rule, an element **328** for cancelling edits, and an element **330** for adding a condition to the screening rule.

When the element **330** is actuated by an administrator, an element **332** (see FIG. **12**) appears from which the administrator can select a question from a list of questions. In the illustrated embodiment, the element **332** is a pull down list.

After a question (e.g., question **334**) is selected from the element **330**, elements **336** and **338** appear (see FIG. **13**), in the illustrated embodiment. Using the element **336**, the administrator can set an operator and using the element **338**, the administrator can set an answer. Elements **332**, **336**, and **338** define a condition. The administrator may add an additional condition to the rule by actuating element **330**, then may add further conditions. Note that the score entered into the field **324** may be negative. For example, if a potential legal client or customer answers certain questions in a certain way, their legal matter may not be a good matter to accept. After all conditions have been defined, the administrator may create the rule by actuating element **326**.

FIG. **14** illustrates a screen **350**, similar to the screen of FIG. **7**. The screen **350** includes a questionnaire **352** in accordance with various embodiments. The questionnaire **352** includes questions **204**, **205**, **206**, and **207**, as well as a new question **354** resulting from addition of a question as shown in FIGS. **9-10**, and element **356** using which a screener can enter an answer to the question **354**.

FIG. **15** illustrates a screen **370** which a screening clerk uses to capture personal details about a potential client. The questionnaire **352** of FIG. **14** is associated with a particular potential client. In some embodiments, screen **350** of FIG. **14** is reached by scrolling below the screen **370** (e.g., they are portions of a common page). In the illustrated embodiment, the screen **370** has a field or element **372** which a screening clerk uses to enter a potential client's first name, **374** to enter the potential client's last name, and **376** (optional) to enter the potential client's nickname. The screen **370** further includes an element **378** for recording the client type (e.g., individual or referral source or relative), elements **380**, **382**, and **384** for recording the first name, last name, and relationship of the person calling to the potential client (if not the client himself or herself). The screen **370** further includes fields or elements **386**, **388**, **390**, **392**, and **394** for recording contact information for the potential client, such as street address, city, state, and zip code, and email address. The screen **370** further includes a field or element **396** for recording a referral source, if there is one, and **398** for recording a marketing source (e.g., the caller called a phone number advertised on TV, radio, Internet, direct mail, etc.). The screen **370** further includes an element **400** for recording the potential client's language, **402** for the potential client's gender, **404** for the potential client's race, and **406** for the potential client's birth date. The screen **370** can include a field **408** for recording the potential client's age, or age can be calculated based on the potential client's

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birth date. The screen 370 further includes a field 410 for recording the potential client's phone number. The phone number is entered by a screening clerk in some embodiments. In some embodiments, the phone number from caller ID information is displayed at the top of the form for informational purposes and is captured and stored for the call associated with the intake. The screen 402 further includes an element 414 which, when actuated, brings up a field for adding another phone number. The screen 402 further includes an element 412 for indicating a phone type (e.g., office phone, home phone, mobile phone). Different or additional contact information could be included in the screen 402.

FIGS. 16A and B, when placed side by side, illustrate a screen 420 for viewing, adding, or editing questions or conditions such as the one created in FIGS. 9 and 10, and used in connection with the screening rules of FIGS. 11-13. In the illustrated embodiment, before being able to select a question with element 332 (see FIG. 12), the question must already have been created, such as by using the screen 420. The screen 420 includes a list 422 of questions. In the screen 420, for each question there is associated information such as position 424, specialty 426, type 428, lookup information 430, code 434, a flag 436 indicating whether the question is active, a flag 438 indicating whether or not there is help text associated with the question, and number 440 of answers, in various embodiments. Other than the questions, some or all of the associated information is optional, in some embodiments. In the illustrated embodiment, it is possible to sort or reverse sort the questions 422 (e.g., alphabetically) or on any of the associated information items 424, 426, 428, 430, 432, 434, 436, 438, and 440, such as by actuating a column header 448-457 or by actuating the column header a second time to reverse the sort order. In the illustrated embodiment, the screen 420 further includes an element 442 for each question using which the administrator can edit the question, as well as an element 446 using which a new question can be added. FIGS. 16 and B also illustrates one of the navigation elements 238 expanded as a pull down menu.

FIG. 17 illustrates a screen 470 for viewing, adding, or editing the screening rules of FIGS. 11-13. The screen 470 includes a list 476 of descriptions or names of screening rules. In the screen 470, for each question there is associated information such as specialty 474, screening condition 472, and score 478, in various embodiments. Other than the descriptions or conditions, some or all of the associated information is optional, in some embodiments. In the illustrated embodiment, it is possible to sort or reverse sort on the descriptions 476 (e.g., alphabetically) or on any of the associated information items 474, 472, 478, and 480 such as by actuating a column header 488, 490, 491, and 492 or by actuating a column header a second time to reverse the sort order. In the illustrated embodiment, the screen 470 further includes an element 482 for each screening rule for which the administrator can edit the rule, as well as an element 486 using which a new screening rule can be added. For example, in the illustrated embodiment, if the element 486 is actuated, the screen of FIG. 11 is brought up. In the illustrated embodiments, the screen 470 further includes an element 496 which, if actuated, causes a download of screening rules to begin, such as in comma separated value format. In the illustrated embodiments, the screen 470 further includes an element 498 which, if actuated, causes a download of condition details to begin, such as in comma separated value format.

FIGS. 18A and B, when placed side by side, show a screen 502 for displaying or searching through calls received by the

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system of FIG. 1, and for starting intake questionnaires for specific calls. In some embodiments, the PBX 14 assembles information about calls and passes the information to the OAI Listener 18 in server 12. In some embodiments, OAI or call meta data is collected which allows the intake form 370 (FIG. 15) to read the meta data.

In the illustrated embodiment, the screen 502 includes information about a list of calls including the time and date when the call started 504, the phone number 506 that the caller dialed, the time and date 508 when the call was picked up, the station 510 that answered the call, the duration 512 of the call, the phone number 514 of the caller, the caller ID information 516 of the caller, and the OAI call ID 518. More or less information could be provided. In the illustrated embodiment, the screen 502 further includes, for each call, an element 519 which, when actuated, brings up an intake form (e.g., FIG. 15 plus FIG. 14). The intake form may already be filled or partially filled. In various embodiments, information about outgoing calls is also collected and can be displayed on a screen. Various elements are included for sorting through incoming phone calls, in the illustrated embodiment. For example, using an element 520, calls can be selected for a particular incoming phone line (which may be associated with a particular client); using an element 522, calls can be selected having a particular status; and using element 524, calls can be selected that were not answered or that were answered or both. Using elements 526 and 528, time ranges for when calls started can be specified. Using element 526, calls can be selected that started on or after a certain time, and using element 528, calls can be selected that started on or before a certain time. A range can be specified by using both elements 526 and 528. In various embodiments, the server 12 (FIG. 1) is linked to the PBX 14 such that if a user actuates on an internal or external person's name from one of the screens described above, their phone or workstation will call that person.

In some embodiments, the server 12 (FIG. 1) is able to differentiate between administrators and intake clerks (customer service representatives), such as based on login credentials. A user, designated as the administrator ("Admin") has elevated permission levels to manage the screening tool 78 (FIG. 3). For example, in some embodiments, the intake clerk is able to fill intake questionnaires, add notes to intakes, change intakes, but is not able to create or edit a screening rule. In these embodiments, only an administrator is able to create or edit a screening rule. Thus, the administrator has elevated permission to manage the system 10 (FIG. 1). In some embodiments, the administrator has the ability to create and define roles for various users such as intake clerks or other users, in a manner defined by the administrator. In some embodiments, data patterns identified by the administrator are presented to users of defined roles upon login, in a manner defined by the administrator. The presentation of data can be in list form or other means of visualization such as charts or graphs.

In some embodiments, data as well as direct user input is collected in real time by the server 12, with an active audit trail. The server 12 stores data entered or changed by intake clerks, administrators, and maintains old versions. If data is changed incorrectly, it is possible to determine which user made the change and when it happened. In some embodiments, an automated snapshot of collected data is taken every so often (e.g., every 24 hours), so that there is a historic record.

Thus, systems and methods have been provided that allow a quicker decision on whether or not to accept a client. When a quicker decision is made, there is a higher conversion rate.

If a decision is not made quickly, the potential client (or customer) may go to another law firm (or service provider), lose interest, or take some other action.

While presented above in the context of being a tool for selecting a client or customer, the screening tool **78** has other applications. For example, in some embodiments, the screening tool is used to evaluate the value of a product. In some embodiments, a certain demographic may be more likely to buy a certain product. If a customer has a certain score, they are shown a certain product in advertising. For example, customers with average incomes living in snowy locations may receive a score indicating that they should be shown advertising for snowblowers while customers with scores indicating that they live in warm climates would be shown advertisements for lawnmowers.

The screening tool **78**, by allowing programming by users, reduces the total number of lines of code required. A much larger amount of code would be required to program for every possible scoring alternative or even for a large number of scoring schemes. In addition, by increasing paralegal efficiency, the screening tool **78** reduces the number of paralegals required along with a corresponding number of workstations.

In various embodiments, the screening tool **78** is one component of a larger case management system. In some embodiments the larger case management system is one that tracks contacts with clients and prompts professionals to keep in contact with the clients and others to more quickly reach a disposition of a matter. The case management system receives and stores intake details about a legal matter, and perform case management functions such as storing contacts, managing workflow, tracking timelines, generating documents, automatically calculating dates when tasks should be performed, and allowing and storing communication between attorneys in a firm. In some embodiments, the case management system provides functions such as those possible using Abacus Law, Amicus Attorney, Needles, Time Matters or similar case management systems. In addition, the case management system provides functions as will now be described.

The logic tool of the invention evidenced in screening tool **78** is the foundation for other case management tools in the case management system such as a multitude of checklists and a multitude of dashboards. The case management system provides checklists in some embodiments. In the context of a checklist, the logic statements are reflected in a checklist. The checklist comprises a set of reminders designed to drive work flow for a particular type matter. One reminder comprises a single task. Each reminder is its own logic statement, in various embodiments. A matter may comprise any number of checklists and each checklist may contain any number of reminders. Logic statements in the checklist contain a multitude of parameters. For example, a logic statement can be associated with a particular case type, or a particular entity involved in the case, (e.g., Case, Record Request, Insurance Policy, Involvement, or Note). In addition to associations, top-level logic statements are configured to further refine when a reminder shows within an individual case. The logic statements which create the reminder are configured with multiple levels of logic. The logic statements are created by a user or administrator by utilizing the logic tool to select filters and triggers without the need of programming knowledge or need for hard coding. For example, the logic statement can dictate that a reminder appears to the user when the prescribed logic is fulfilled. Further logic factors on the reminder are configured to repeat the reminder over X number of days, when

additional logic conditions are met, and be associated with a merge document which can be presented to the user automatically after the logic conditions are met.

FIGS. **19A** and **B**, when placed side by side, illustrate a screen **550** listing a plurality of checklists **552-566**. There could be more or fewer checklists defined by a user. For each checklist **552-566**, the screen **550** shows a client name **570**, a user-definable checklist name **572**, a check type **574** selectable from a plurality of predetermined alternatives, filter conditions **576** summarizing what logic is used to find items to be included in the checklist, a counter **578** (see FIG. **20B**) showing the number of checklist items, and an element **580** (see FIG. **20B**), a hyperlink in the illustrated embodiments, which, when actuated, allows the checklist to be edited. More, fewer, or different items could be included in the screen **550**.

The screen **550** further includes an element **582**, a pull down menu in the illustrated embodiments, using which the type of checklists shown can be changed. The different types of checklists, in the illustrated embodiments, include Case checklists, Record Request checklists, Insurance Policy checklists, Involvement checklists, and Note checklists. FIGS. **20A** and **20B** illustrate the graphical user interface of FIGS. **19A** and **19B** after a checklist type has been selected.

FIGS. **21A** and **21B** illustrate a graphical user interface screen **583** listing a plurality of checklist items **584-595** included in one of the checklists of FIGS. **19A** and **19B**. In the illustrated embodiments, the screen **583** displays, for each checklist item **584-595**, a checklist id number **600**, a checklist template name **602**, a checklist position number **604**, a checklist name **606**, checklist filter conditions **608**, checklist trigger method **610**, an indication **612** of days due, a repeating indication **614**, an indication **616** of whether there are limitations, an indication **618** of whether to keep the checklist after the trigger method is triggered, an indication **620** of to whom the checklist is assigned, a mail merge template **622** (if any), a name **624** of a parent (if any), a number **626** of children, a comment **628** (if any), and an element **630** (a hyperlink in the illustrated embodiments) which, if actuated, allows the checklist to be edited. The screen **583** also includes a pull down menu **632** using which a user can select a checklist type. Checklists of the selected type are displayed on the screen **583**. The screen **583** also includes a box **634** for a checklist name, and a pull down menu **636** using which a user can select a parent checklist item. The screen **583** also includes a checkbox **638** for selectings roots only. More, fewer, or different items could be included in the screen **583**.

FIGS. **22A** and **22B** illustrate a graphical user interface screen **640** showing logic details of one of the checklist items **589** of FIGS. **21A** and **21B**. The screen **640** includes a box **643** into which a user can enter a number to adjust the position of the checklist item, and an element **644** showing the name of the checklist item. The screen **640** further includes an element **646**, a hyperlink in the illustrated embodiments, which, if actuated, allows a user to add another rule for the checklist of the screen **640**. The screen **640** further includes a pull down menu **648** using which a rule condition type can be selected by a user. The screen **640** further includes pull down menus **650** and **652** using which a person can be assigned to the task. In the illustrated embodiments, the menu **650** displays task assignees by role name. Alternatively, the user can use menu **652** to select a task assignee by an individual's name. The screen **640** further includes a text box **654** in which a user can enter a number of days. The screen **640** further includes a pull down menu **656** using which a trigger method type can be selected

by a user, and a checkbox **657** with which a user can indicate whether the date is repeating. The screen **640** further includes a pull down menu **660** using which a mail merge template can be selected by a user. A letter, email, or text is automatically generated, in some embodiments, using the mail merge template, when the task of the checklist item is completed. The screen **640** further includes an element **662** for saving or updating the checklist item, and an element **664** for deleting the checklist item.

FIGS. **23A** and **23B** illustrate a graphical user interface showing a rule being added to the logic of the checklist item of FIGS. **22A** and **22B**. More particularly, in the illustrated embodiments, a rule is being added using pull down menus **666** and **668** requiring that the case type be EM1 to show up in this checklist. The case types may be abbreviated in different ways for different firms. If the user decides, after all, that they do not want to add this rule, they can actuate a cancel element **670** of the screen **640**.

FIGS. **24A** and **24B** illustrate a graphical user interface showing a condition pull down menu **648** being pulled down from the graphical user interface of FIGS. **23A** and **23B**. In the illustrated embodiments, the alternatives included in the condition pull down menu **648** relate to events that may occur in a legal case such as receipt of a complaint, discovery, mediation, trial, etc. The events do not need to be sequential.

FIGS. **25A** and **25B** illustrate a graphical user interface showing a task due timing pull down menu **656** being pulled down from the graphical user interface of FIGS. **24A** and **24B**. In the illustrated embodiments, the alternatives included in the task due timing pull down menu **656** include dates of events that may occur in a legal case such as the date a case is closed, the date of an incident giving rise to a legal claim, the date of a statute of limitations, etc. The numerical values corresponding to these dates of events are stored in or calculated by the system so that the user can create a task based on a type of event date without knowing the actual date when the events occurred.

FIGS. **26A** and **26B** illustrate a graphical user interface showing a mail merge options pull down menu **658** being pulled down from the graphical user interface of FIGS. **25A** and **25B**. Using the menu **658**, a user can select a mail merge form to be used for automatic generation of a letter (or email, text message, or fax in some embodiments) after the task has been completed.

In addition to use of the logic tool for checklists, the case management system provides use of the logic tool to create dashboards for users, in some embodiments. See, for example, the screen **700** shown in FIGS. **27A**, **27B**, **27C** and **27D**. A dashboard includes a set of panels **702-705**, in the illustrated embodiments. Each panel comprises a list of items (e.g., cases or entities) that all have the same characteristics, in the illustrated embodiments. For example, a panel **702-705** may contain all new legal cases obtained by a law firm within the last 7 days. The dashboard creates for a user a broad view of the user's workload in a manner that highlights the most pertinent matters, for example, stages of the workload. In the context of a dashboard, logic statements drive the list in each panel, in which all items within the list comport to the conditions within the logic statement. The logic tool enables the user or administrator to create the logic behind the dashboard panels without programming knowledge and without the need for hard coding. Dashboards can be associated with an individual user, an individual's role, a workgroup (collection of users), a practice area, or firm wide. Dashboards comprise an unlimited number of lists, but, in some embodiments, contain the lists most pertinent to

the user based on the user's role (e.g., defines the users workload, presents the user with the entire case load, etc.) Within a dashboard, lists can be configured with multiple levels of logic such that only cases meeting all of the logic arguments appears to the user on the dashboard panel. If a case no longer meets the logic requirement, the list is updated and the updated panel is shown to the user in the dashboard.

In addition to the panels **702-705**, the screen **700** further includes, in the illustrated embodiments, a display area **708** that shows the total number of cases being handled by the user or the firm, as well as display areas **710** that show the number of cases the firm has for different types of matter. Different firms may use different types of abbreviations for matter types. For example, in the illustrated embodiments, L1 stands for a level one or standard automobile accident case. The screen **700** further includes display areas **712** showing numbers of cases for other categories, such as for each case type. The screen **700** further includes, in the illustrated embodiments, a pull down menu **714** using which a user can select dashboards for a particular attorney or staff member. The screen **700** further includes, in the illustrated embodiments, a pull down menu **716** using which a user can select dashboard lists of a certain type. The screen **700** further includes an element **718** which, if actuated, causes a refresh of the numbers and dashboard lists based on current information.

In the illustrated embodiments, each dashboard panel **702-705** includes a settings element **720** which, when actuated by a user, brings up settings options for the panel. Each panel **702-705** also includes entries such as entries **724-744** and a scroll bar **722** for scrolling through entries if there are more entries than fit in a display area allocated to a panel. Each entry **724-744** includes a unique identification number **746**, a case status indicator **748**, a case type indicator **750**, a date **752**, and the initials **754** of the responsible attorney or staff member. In various embodiments, the items included in each entry **724-744** are user-configurable. For example, entity name, settlement amount, or other case information can be shown in the panel **702-705**.

In various embodiments, different users have different dashboards having multiple lists generated based on user-selected parameters. For example, one list could be for cases for which there has been no client contact in the last two weeks. Another list could be for cases for which a client is waiting for medical treatment. The lists can act as task lists or to-do lists. When user actions are completed, the item disappears from the list as the condition (e.g., no contact in the last two weeks) is no longer true. The dashboard concept is very useful for efficiency. The dashboards can be configured by workgroups so that multiple user dashboards may be aggregated. For example, a supervisor can view tasks that he or she needs to complete as well as tasks that the supervisor has assigned to subordinates.

FIGS. **28A** and **28B** illustrate a graphical user interface screen **760** showing definitions **762-765** for dashboard items **702-705**. Each definition **762-765** includes a title **768**, an internal name **770**, user-definable filter conditions **772**, alert filter conditions **774**, user-definable columns **776** included in each dashboard list, a sort order **778**, a flag **780** indicating whether the definition is used in the dashboard, and an element **782** which, if actuated, allows a user to edit the definition **762-765**. The screen **760** further includes a pull down menu **784** using which a user can select a dashboard and a pull down menu **786** using which a user can select a dashboard type.

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FIGS. 29A, 29B, 29C and 29D illustrate a graphical user interface screen 790, similar to the screen 760, except showing how definition rules can be edited, added, or deleted to define one of the dashboard lists. More particularly, in the illustrated embodiments, definition 764 has been selected for potential editing. The screen 790 includes a text box 792 in which the title 768 can be edited, a text box 794 in which the internal name 770 can be edited, and a list of parameters 796-799, any of which can be removed by clicking on an “x” element adjacent the parameter name. The screen 790 further includes a pull down menu 802 using which a user can add a parameter. The screen 790 further includes rules 804-807, any of which can be removed by clicking on an “x” element adjacent the rule name, and an element 810 which, when actuated by a user, allows a new rule to be added. The screen 790 further includes a pull down menu 812 using which a user can copy from another case list, an update item 814, a cancel button 816, and a delete button 818.

FIGS. 30A, 30B, 30C and 30D illustrate a graphical user interface screen 820, similar to the screens 760 and 790, except showing how dashboard list definition 765 is added. As shown in FIGS. 31A, 31B, 31C, and 31D, a case rule pull down menu 902, corresponding to pull down menu 802 of FIGS. 29A and 29B, is pulled down from the graphical user interface of FIGS. 30A and 30B by a user. FIGS. 32A, 32B, 32C, and 32D show a second case pull down menu 904 being pulled down from the graphical user interface of FIGS. 30A and 30B.

FIGS. 33A, 33B, 33C, and 33D show a rule being added to the definition 765 using pull down menus 906 and 908. In the illustrated embodiments, a rule is being added that requires a case type to be “L1” or level one to appear in the list defined by definition 765.

FIGS. 34A, 34B, 34C, and 34D show another rule, relating to case status in the illustrated embodiments, being added to the definition 765 using pull down menus 910 and 912.

FIGS. 35A, 35B, 35C, and 35D show yet another rule, relating to case status change in the illustrated embodiments, being added to the definition 765 using pull down menus 914 and 916.

FIGS. 36A, 36B, 36C, and 36D show yet another rule, relating to a marketing source in the illustrated embodiments, being added to the definition 765 using pull down menus 918 and 920.

While various specific graphical user elements have been shown and described, just as pull down menus, hyperlinks, text boxes, checkboxes, etc., other types of graphical user interface elements that perform similar functions could be employed.

To better enable one of ordinary skill in the art to make and use a screening tool without undue experimentation, pseudo code will now be provided that could be employed in some embodiments. This is provided as an example, only. The screening tool could be built in other ways and still achieve the desired functionality.

Intake Question Scoring Rules and Conditions Administration

Background

Each Intake belongs to a “Specialty”, e.g. Auto or WC
Each intake Specialty has a set of questions (collectively known as the intake questionnaire)

Scoring Rule Administration

Select a Specialty

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-continued

Click button to Create Scoring Rule
Give the rule a name or description and a numeric score
Add one or more Conditions
Note: ALL conditions must apply for rule to kick in
Offer a list of questions (for the specialty) to select to which this rule will apply
Depending on the type of question, present match options:
In or Not in
If question type is text, get a text answer
If question type is a select, with options, show the options that can be selected
Is or Is not
Within or Not Within days (date range)
before (select list of other Date questions for the specialty) (use < 0 for “days after”; e.g. “-10..-Infinity” is valid)
<other question types>
<details>

Intake Answer Automatic Scoring Process

Intake create (or edit)
Initialize auto saving
Javascript JQuery .on(“change”) event handler
POST input params to the server on each input value change via AJAX
Enter answer input field
Edit answer value
Auto save on input change
Auto save post action triggers the Intake model update
Intake model
Update action/method
answers_attributes received in update and set on the model
update attributes triggers a save (to the database)
save triggers registered callbacks
before_save callback
calls :set_score method
set_score method
sets the intake (self) score by calling the ScoringRule model score_for method
ScoringRule model
score_for method
input parameter is the intake
calls applicable_to method
applicable_to method
input parameter is the intake
Calls candidates_for_intake scope
candidates_for_intake scope
Returns all the Scoring Rule records in the database that apply to any of the questions for the intake:
Collect the answers that exist for the intake
Collect the associated questions for those answers
Collect the scoring_rule_conditions that exist for all of those questions
Collect and return all scoring_rules for the set of scoring_rule_conditions
For each scoring_rule that candidates_for_intake returns:
Collect the rules that “match” the intake (see match below)
Sum the scoring_rule scores for those that “match”
match? method
Input parameter is the intake
The scoring_rule is a match, or applies to the intake, if *ALL* of the scoring_rule_conditions for the rule match (See ScoringRuleCondition match method)
ScoringRuleCondition model
match? method
input parameter is an answer
answer belongs_to the intake
answer also belongs_to a question
The condition belongs to a question
The answer must belong to the same question as the condition
The answer value must equal the condition value
or match one of a set of condition values
or falls into the condition range (for dates and numbers)
The resulting score is saved in the intake
Note: The ScoringRule score_for method essentially re-calculates the intake score for ALL rules after every individual answer is updated. Thus, any other rule that could be co-dependent on the

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 answer being updated is also considered.

 # Scoring Rule class code

```

class Scoring Rule < ActiveRecord::Base
  has_many :scoring_rule_conditions, inverse_of: :scoring_rule,
  dependent: :destroy scope :candidates_for_intake, ->(intake){
    joins(:scoring_rule_conditions).where
    ('scoring_rule_condition.question_id' =>
  intake.answers.pluck(:question_id) ).uniq
  }
  def match?(intake)
    # for each scoring_rule_condition there is a matching answer
    scoring_rule_conditions.all? { |c|
      intake.answers.detect { |a| c.match?(a) }
    }
  end
  def self.applicable_to(intake)
    candidates_for_intake(intake).
    includes(:scoring_rule_conditions => :question).select{
  |rule|
    rule.match?(intake)
  }
  end
  def self.score_for(intake)
    self.applicable_to(intake).map(&:score).inject(&:+)
  end
end
  
```

Thus, systems and methods have been provided for a user to develop and define their own scoring values to define complex systems for decision-making. In some embodiments, the systems and methods can be used to evaluate legal causes of action and to decide whether or not to accept a client. Alternatively, the systems and methods can be used for other applications that require decision-making based on a number of input parameters.

Without the screening tool, a human would have to review each Intake and assign a value based on rules. Alternatively, a programmer would have to manually write code to express each rule and condition, and to perform the test. Additionally, the programmer would be faced with “hard coding” references to the intake questionnaire questions, thereby making the resulting code brittle and subject to breakage when and if questions were added, updated, or deleted. This quickly would become unruly code and un-maintainable.

Consider for example a very straightforward screening rule named “Passenger?” that applies a weighting value to an intake depending on whether or not the potential client was a Passenger in an Auto accident.

Without the screening tool, a programmer would have to write code to test this single rule and condition. This pseudo code would look something like this:

```

IF the intake questionnaire has the question named “Were you the
Passenger, Driver, or Pedestrian?” THEN;
IF the answer equals “Passenger” THEN add 25 to the intake score
value;
END IF
  
```

Another Auto intake rule named “Date of first treatment less than 2 weeks”, that has two conditions (A and B) where the pseudo code would look something like this:

```

Condition A would be:
True IF AND ONLY IF the intake questionnaire has the question
named “Were you the Passenger, Driver, or Pedestrian?”
AND the answer equals “Driver” or “Passenger” or “Pedestrian”
  
```

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-continued

 THEN

Condition B would be:

True IF AND ONLY IF the intake questionnaire has the question
 named “Date of first treatment”

AND the answer date is greater than 6 days of the date supplied
 in response to the Intake Date question

AND the answer date is less than 13 days of the date supplied in
 response to the “Intake Date” question

 IF A and B are true THEN add score value 10 to Intake score.

Multiply the code fragments above by, for example, over 120 rules and it becomes apparent that this would be a burdensome task with hard to maintain code.

While certain functions are illustrated as being performed in certain blocks, it should be understood that various functions may be performed in other blocks or in a combination of blocks. The blocks do not necessarily correspond to software functions or routines, to integrated circuits or to circuit blocks. Multiple blocks may be defined by a single function, routine or integrated circuit or a single block may be defined by multiple functions, routines or integrated circuits.

While some embodiments disclosed herein are implemented in software, alternative embodiments comprise hardware, such as hardware including digital logic circuitry. Still other embodiments are implemented in a combination of software and digital logic circuitry.

Various embodiments comprise a computer-usable or computer-readable medium, such as a hard drive, solid state memory, flash drive, floppy disk, CD (read-only or rewritable), DVD (read-only or rewritable), tape, optical disk, floptical disk, RAM, ROM (or any other medium capable of storing program code excluding a carrier wave or propagation signal) bearing computer program code which, when executed by a computer or processor, or distributed processing system, performs various of the functions described above.

Some embodiments provide a carrier wave or propagation signal embodying such computer program code for transfer of such code over a network or from one device to another. The term “non-transitory,” if used in the claims, is meant to exclude only such a carrier wave or propagation signal. In compliance with the patent laws, the subject matter disclosed herein has been described in language more or less specific as to structural and methodical features. However, the scope of protection sought is to be limited only by the following claims, given their broadest possible interpretations. The claims are not to be limited by the specific features shown and described, as the description above only discloses example embodiments.

We claim:

1. A system comprising:

a PBX configured to be coupled to at least one phone line;
an OAI gateway coupled to the PBX server and configured to provide an interface between the PBX and a network;

a main server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the server including:

an OAI listener coupled to the OAI gateway;
a notification server coupled to the OAI listener;
a memory defining a database and coupled to the OAI listener; and

an intake application server coupled to the database;
the main server being configured to present to a workstation a user-fillable intake form having a plurality of

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questions, the form varying depending on the phone number called by the potential customer, and the main server configured to receive answers to the questions from the workstation, and to present a score total to the workstation indicating whether to accept the potential customer, the score total varying depending on the received answers; the main server being configured to provide, to the workstation, an interface which an administrator can use to create a screening rule by defining a question for the intake form, by providing potential answers to the question, and by providing different scores for the respective different potential answers;

the system being configured to perform an automated action in response to the score total being at least one of above and below a predetermined threshold value.

2. A system in accordance with claim 1 wherein an administrator can use the interface to define the question by specifying a question name and by choosing a question type from a plurality of predetermined possible types, the question appearing on the intake form.

3. A system in accordance with claim 2 wherein the question types comprise at least three of the following: yes-no, text, number, date, and select one.

4. A system in accordance with claim 1 wherein an administrator can use the interface to create the screening rule by adding at least one condition and entering a rule score to be applied if all conditions of the screening rule are met, the rule score being used as a component to calculate the total score, wherein adding a condition comprises:

- selecting a question from a list of questions;
- selecting an operator from a list of operators; and
- selecting a response from a list of responses, and choosing a question type from a plurality of predetermined possible types.

5. A system in accordance with claim 4 wherein the interface further includes an element which, when actuated, causes fields to be presented on the interface for creating an additional condition.

6. A system comprising:

- a PBX configured to be coupled to at least one phone line;
- an OAI gateway coupled to the PBX server and configured to provide an interface between the PBX and a network;

- a main server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the main server including:

- an OAI listener coupled to the OAI gateway;
- a memory defining a database and coupled to the OAI listener; and

- an intake application server coupled to the database;

the main server being configured to present to a workstation a user-fillable intake form having a plurality of questions, and the main server configured to receive answers to the questions from the workstation, and to present a score total to the workstation useful in determining whether to accept the potential customer, the score total varying depending on the received answers; the main server being configured to provide, to the workstation, an interface which an administrator can use to create a screening rule by adding at least one condition and entering a rule score to be applied if all conditions of the screening rule are met, the rule score being used as a component to calculate the total score indicating whether to accept for the potential customer, wherein adding a condition includes:

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- selecting a question from a list of questions, the list including the intake form questions;
- selecting an operator from a list of operators; and
- selecting a response from a list of responses, and choosing a question type from a plurality of predetermined possible types.

7. A system in accordance with claim 6 wherein no knowledge of a programming language is required to create the screening rule.

8. A system in accordance with claim 6 and configured to perform an automated action in response to the score being at least one of above and below a predetermined threshold value.

9. A system in accordance with claim 8 wherein the automated action comprises sending an email.

10. A system in accordance with claim 8 wherein the automated action comprises sending an email accepting or declining the potential customer.

11. A system in accordance with claim 8 wherein the automated action comprises sending a fax.

12. A system in accordance with claim 8 wherein the automated action comprises sending a fax accepting or declining the potential customer.

13. A system in accordance with claim 6 wherein an administrator can use the interface to create a question for the list of questions by specifying a question name and by choosing a question type from a plurality of predetermined possible types, the question appearing on the intake form.

14. A system in accordance with claim 6 wherein an administrator can use the interface to create a question for the list of questions by specifying a question name and by choosing a question type from a plurality of predetermined possible types.

15. A system in accordance with claim 14 wherein the question types comprise at least three of the following: yes-no, text, number, date, and select one.

16. A system in accordance with claim 6 wherein the interface further includes an element which, when actuated, causes fields to be presented on the interface for creating an additional condition.

17. A system comprising:

- an OAI gateway; and

- a main server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the main server including:

- an OAI listener coupled to the OAI gateway;

- a notification server coupled to the OAI listener;

- a memory defining a database and coupled to the OAI listener; and

- an intake application server coupled to the database;

the main server being configured to present to a workstation a user-fillable intake form having a plurality of questions, and the main server configured to receive answers to the questions from the workstation, and to present a score total to the workstation indicating whether to accept the potential customer, the score total varying depending on the received answers; and the system being configured to perform an automated action in response to the score total being at least one of above and below a predetermined threshold value.

18. A system in accordance with claim 17 wherein the main server is configured to provide, to the workstation, an interface which an administrator can use to create a screening rule by defining a question for the intake form, by providing different potential answers to the question, and by providing different scores for the respective different potential answers.

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19. A system in accordance with claim **18** wherein an administrator can use the interface to define the question by specifying a question name and by choosing a question type from a plurality of predetermined possible types, the question appearing on the intake form.

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20. A system in accordance with claim **18** wherein the question types comprise at least three of the following: yes-no, text, number, date, and select one.

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