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Sanchez et al.

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(54) **SYSTEMS AND METHODS FOR EMAIL ATTACHMENT ROUTING IN A CLIENT MANAGEMENT SYSTEM**

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(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 18 days.

This patent is subject to a terminal disclaimer.

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Related U.S. Application Data

(63) Continuation of application No. 16/006,467, filed on Jun. 12, 2018, now Pat. No. 10,826,908, which is a (Continued)

(51) **Int. Cl.**
H04L 29/06 (2006.01)
H04L 12/58 (2006.01)
(Continued)

(52) **U.S. Cl.**
CPC **H04L 63/102** (2013.01); **G06F 16/313** (2019.01); **G06F 40/295** (2020.01);
(Continued)

(58) **Field of Classification Search**
CPC H04L 63/102; H04L 51/08; H04L 51/12;
H04L 63/126; G06F 16/313; G06F 40/295

See application file for complete search history.

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Using Subject line & Email address to identify existing case, pp. 1-4, Sep. 2016.*

(Continued)

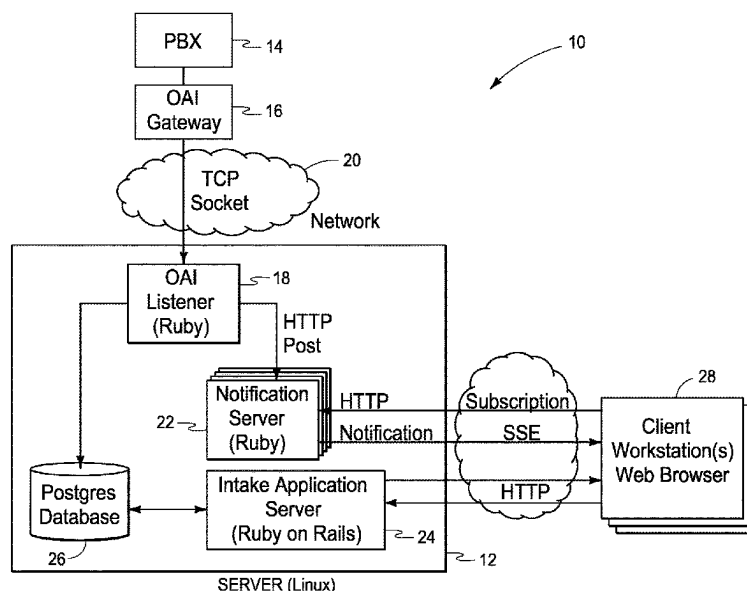
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(74) *Attorney, Agent, or Firm* — Deepak Malhotra; Tara J. Williams

(57) **ABSTRACT**

A method includes defining a database accessible to a plurality of users having respective user IDs and organized to include information for a plurality of matters, respective matters having case numbers, and, for each matter, the database include fields configured to store a name of a client, and fields describing the client, a files location associated with the matter, and a notes location associated with the matter, the database further including reports locations associated with respective users; in response to receiving an email having a subject line, body, and attachment: determining whether the email subject line contains a case number matching a case number in the database and, if so: detaching the attachment from the email and placing the attachment in the files location associated with the matter matching the case number. Other systems and methods are provided.

34 Claims, 124 Drawing Sheets



Related U.S. Application Data

continuation-in-part of application No. 15/828,382,
filed on Nov. 30, 2017, now Pat. No. 10,339,192.

(51) **Int. Cl.**

G06F 40/295 (2020.01)
G06F 16/31 (2019.01)
H04L 51/08 (2022.01)
H04L 51/00 (2022.01)

(52) **U.S. Cl.**

CPC **H04L 51/08** (2013.01); **H04L 51/12**
(2013.01); **H04L 63/126** (2013.01)

(56) **References Cited**

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Needles Case Management Software for Law Firms, web printed
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posted Mar. 3, 2017 to Techcrunch.com.

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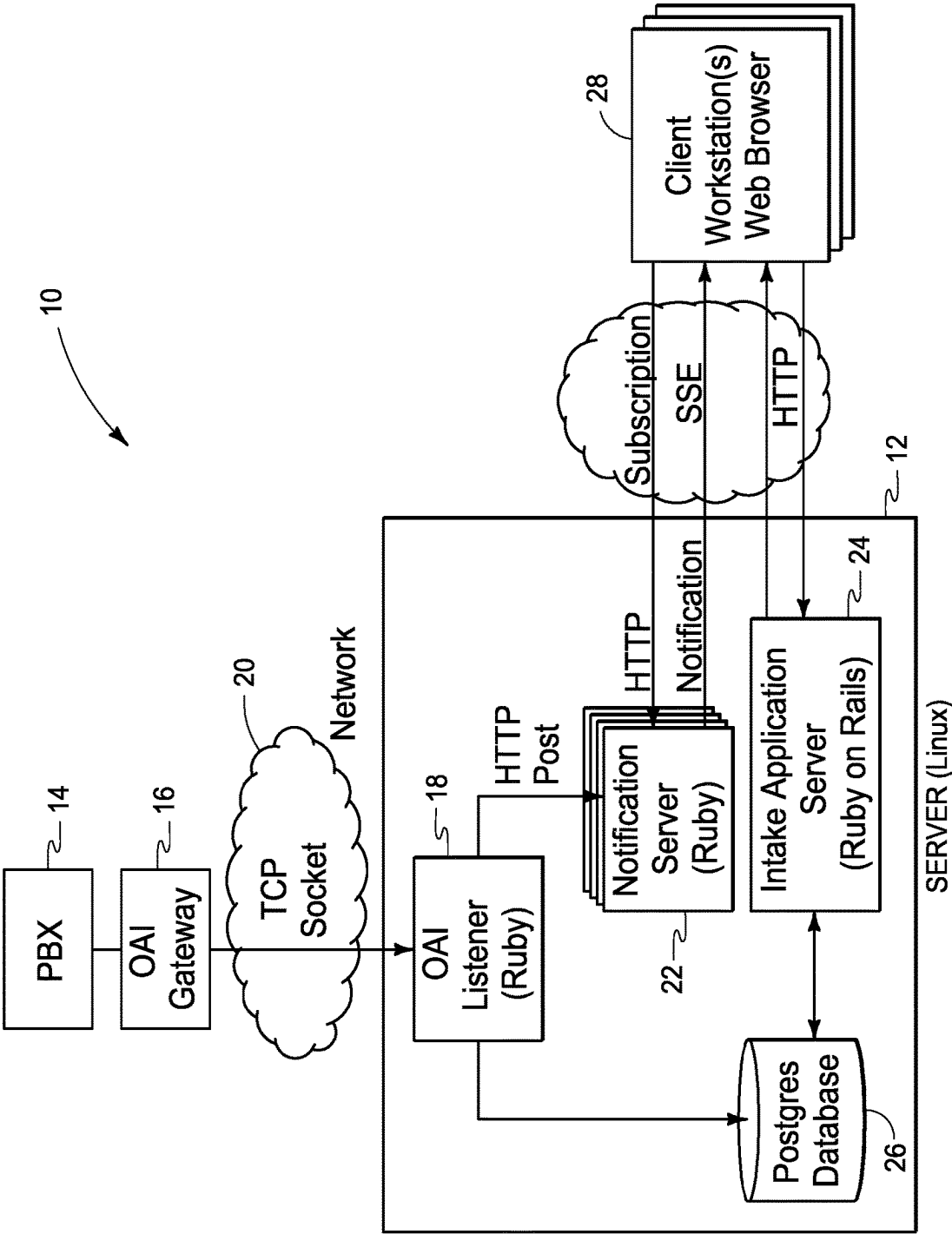


FIG. 1

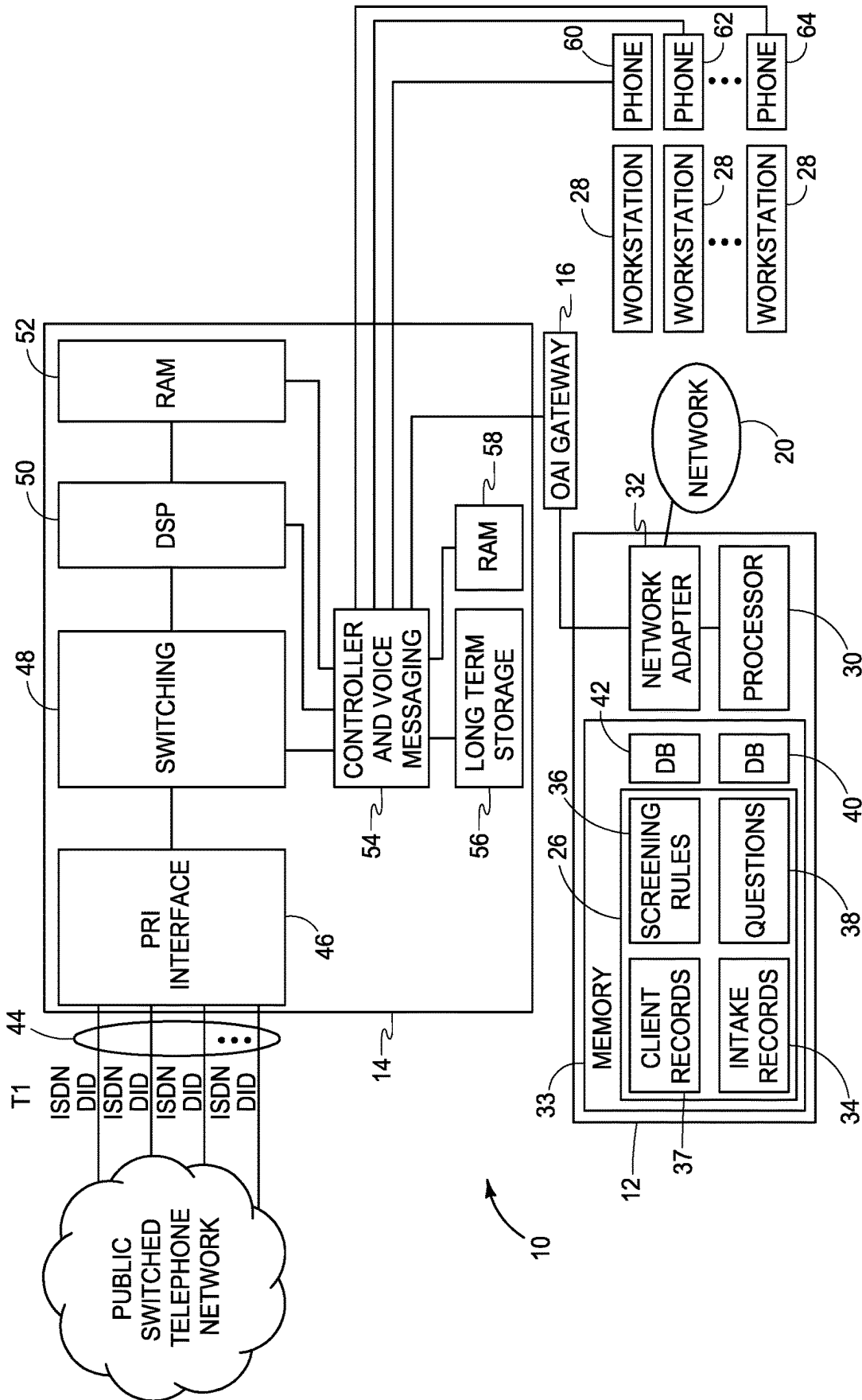


FIG. 2

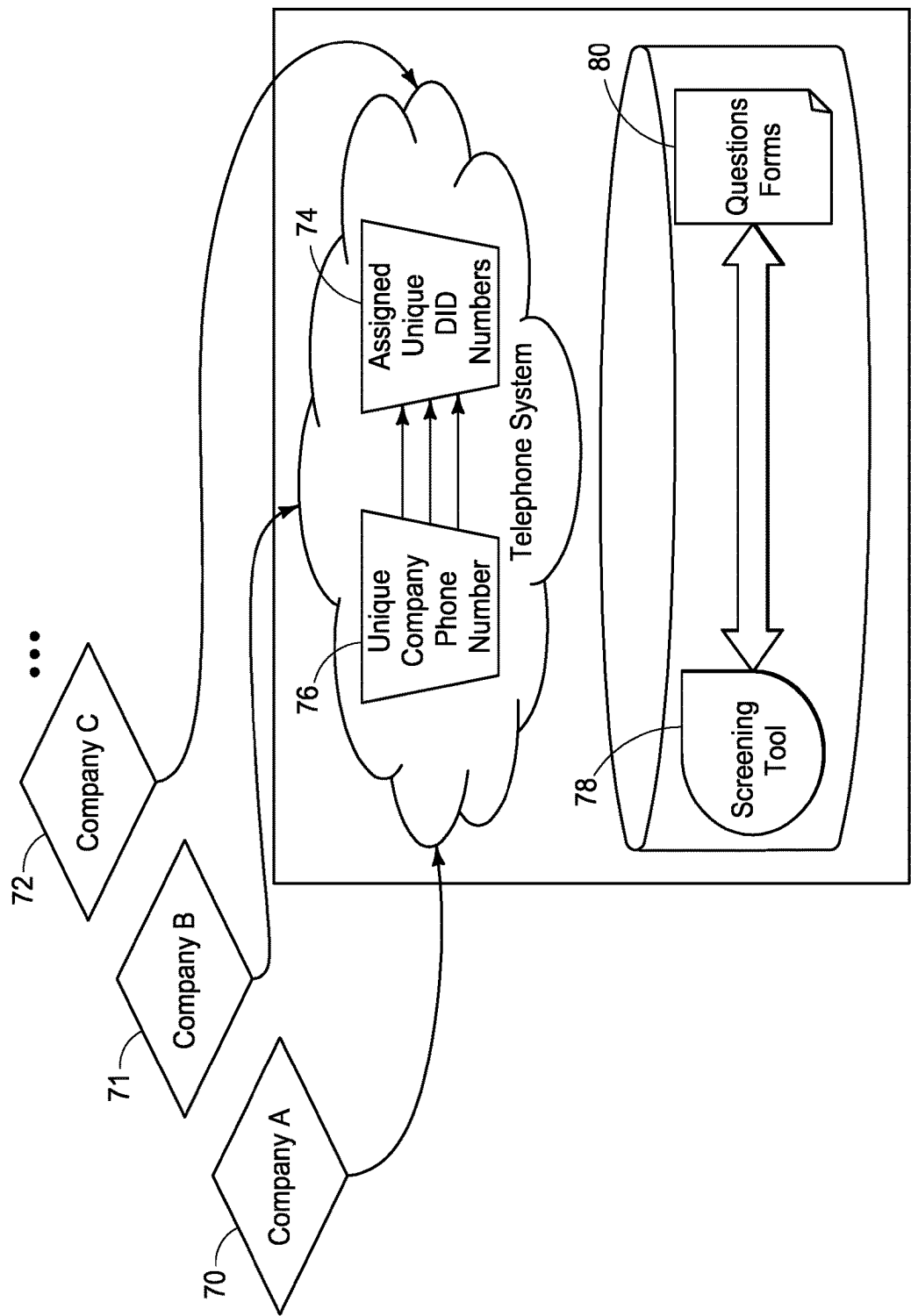


FIG. 3

82

86

Description

84

This is an example

88

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

88

→ •

96

Date of Matter?

90

↑

98

Within Days

98

94

Score

92

0

100

minDays..maxDays before

Intake Date

100

▼

X

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

102

Create Screening Rule

104

Cancel

FIG. 4

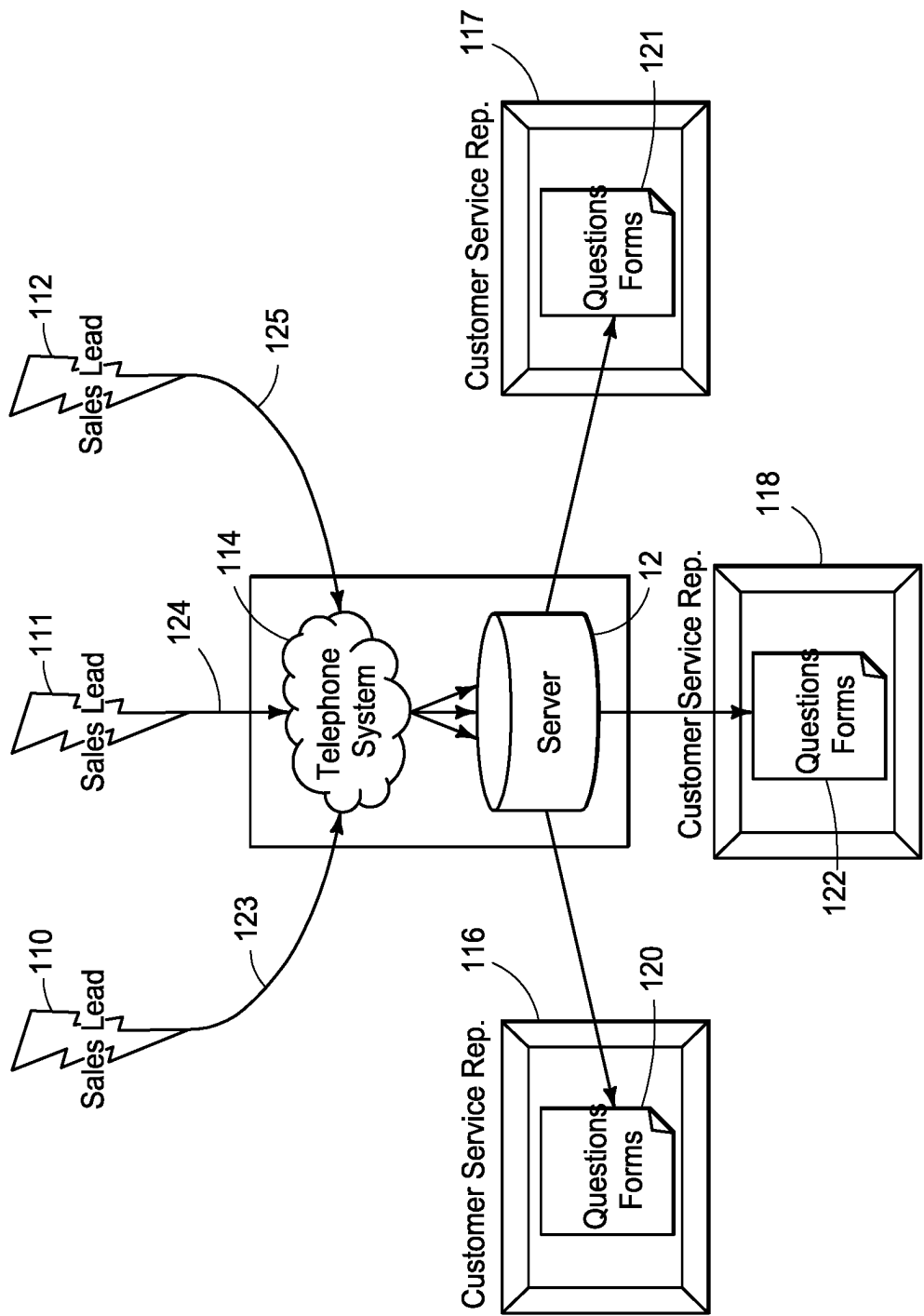


FIG. 5

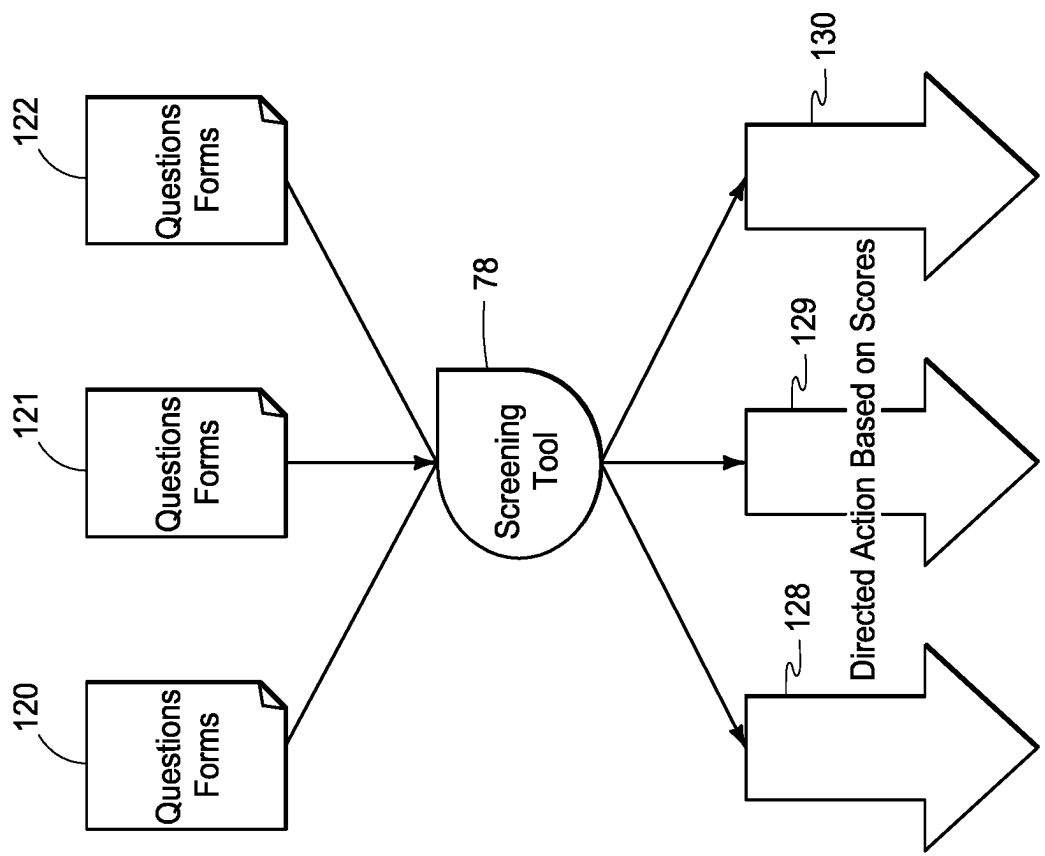


FIG. 6

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 ☐

No Charge: ☐

Attachments (0):

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

Notes (0):

Add Note

Index: 1000
 Description = Mouse Trap
 Great Idea = Yes
 Revenue = No

Print this Intake

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

200 202 204 205 206 207 208 209 210 211 212 214 216 218 222 224 226 228 230 232 234 236 237 238 239 240 242 244 246

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 Yes
- Will it generate a lot of revenue? Yes
- How would you best describe it? Better than the Mouse Trap

Add Condition

Update Screening Rule Cancel Delete

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

▼

Position:

4

Name

Have you ever seen this invention before?

Response type:

▲

Lookup:

Q

Code

Test

Show Text On Digest:

Text Area

Active:

Number

Help Text:

Date

Datetime

Yes No

Select One

Group Start

Create Question

Cancel

FIG. 10

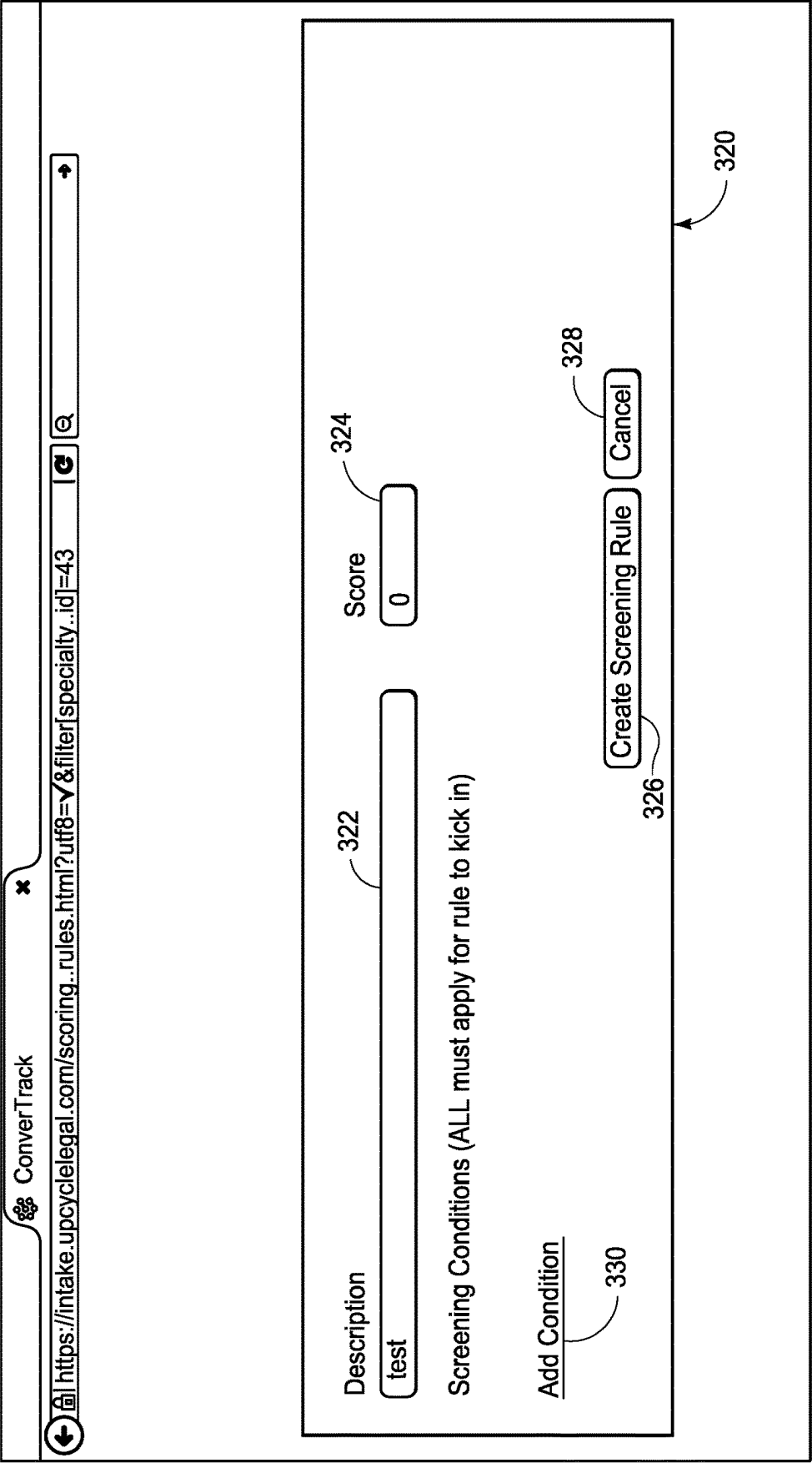


FIG. 11

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)

△

X

Q

Do you have a great idea

Describe the Invention

Will it generate a lot of revenue?

How would you best describe it?

Have you ever seen this invention before?

Add C

Create Screening Rule

Cancel

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

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

242 Delete this Intake

350

352

354

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

246

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

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

432

434

436

438

440

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

Quick Search

Dee IP Guy

236

237

238

239

240

IP Intake for Demonstration - IP

492

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

474

476

472

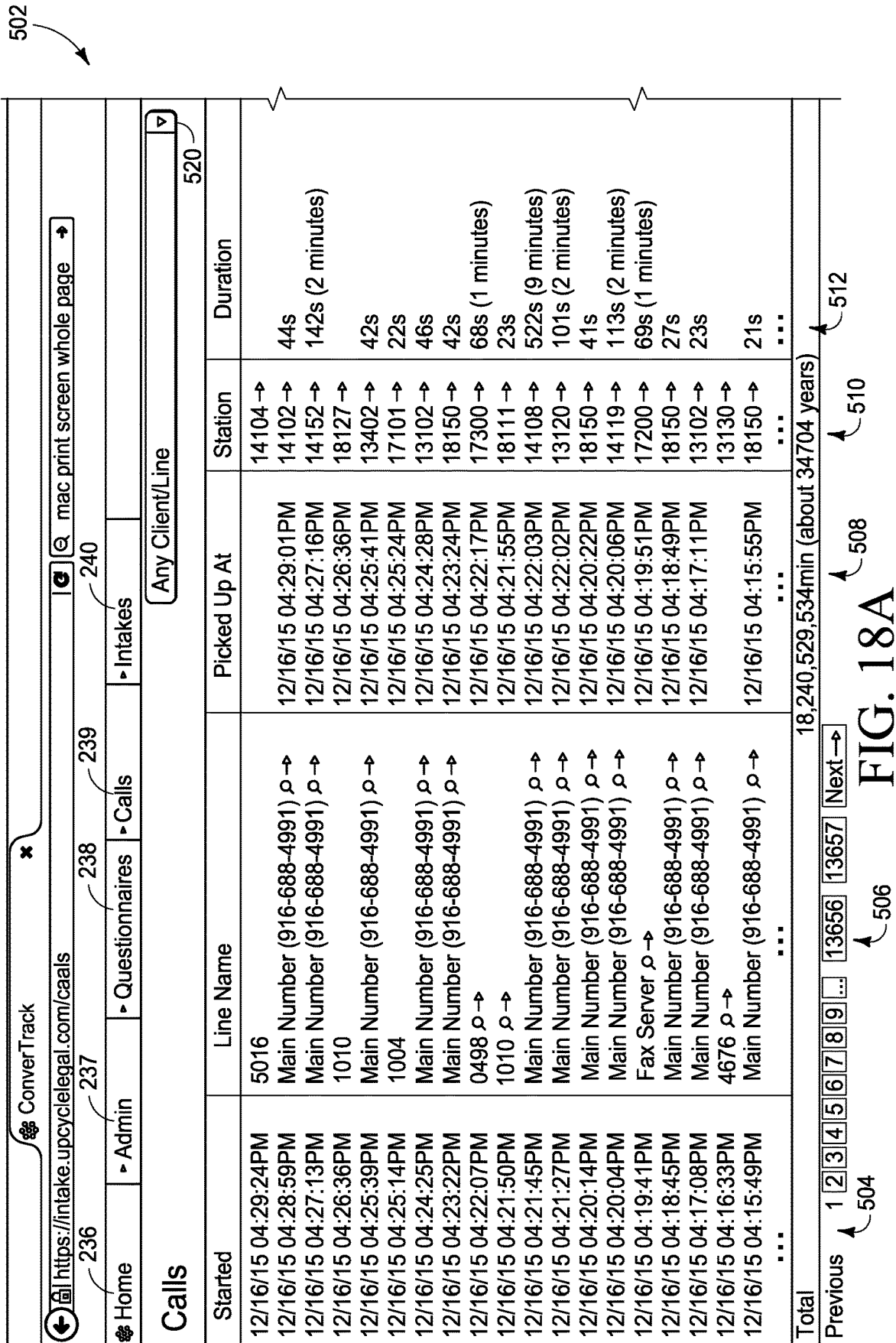
478

480

470

FIG. 17

FIG. 18A FIG. 18B FIG. 18



502

Quick Search				Dee IP Guy			
- Select Status - ▾		Answered + Un-answered ▾		On Or After		On Or Before	
522		524		526		528	
Caller Number		Caller ID		OAI Call ID		Intake	
17045443503	Insurers	1XX5301	Create Intake	519			
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				
...	...	...	...				

514

516

FIG. 19A

FIG. 19B

FIG. 18B

FIG. 19B

Client	Name	Checklistable Type
James Scott Farrin	ED - Appraiser	Involvement
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

FIG. 19A

Eric - □ ×

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

Filter condition 576

582

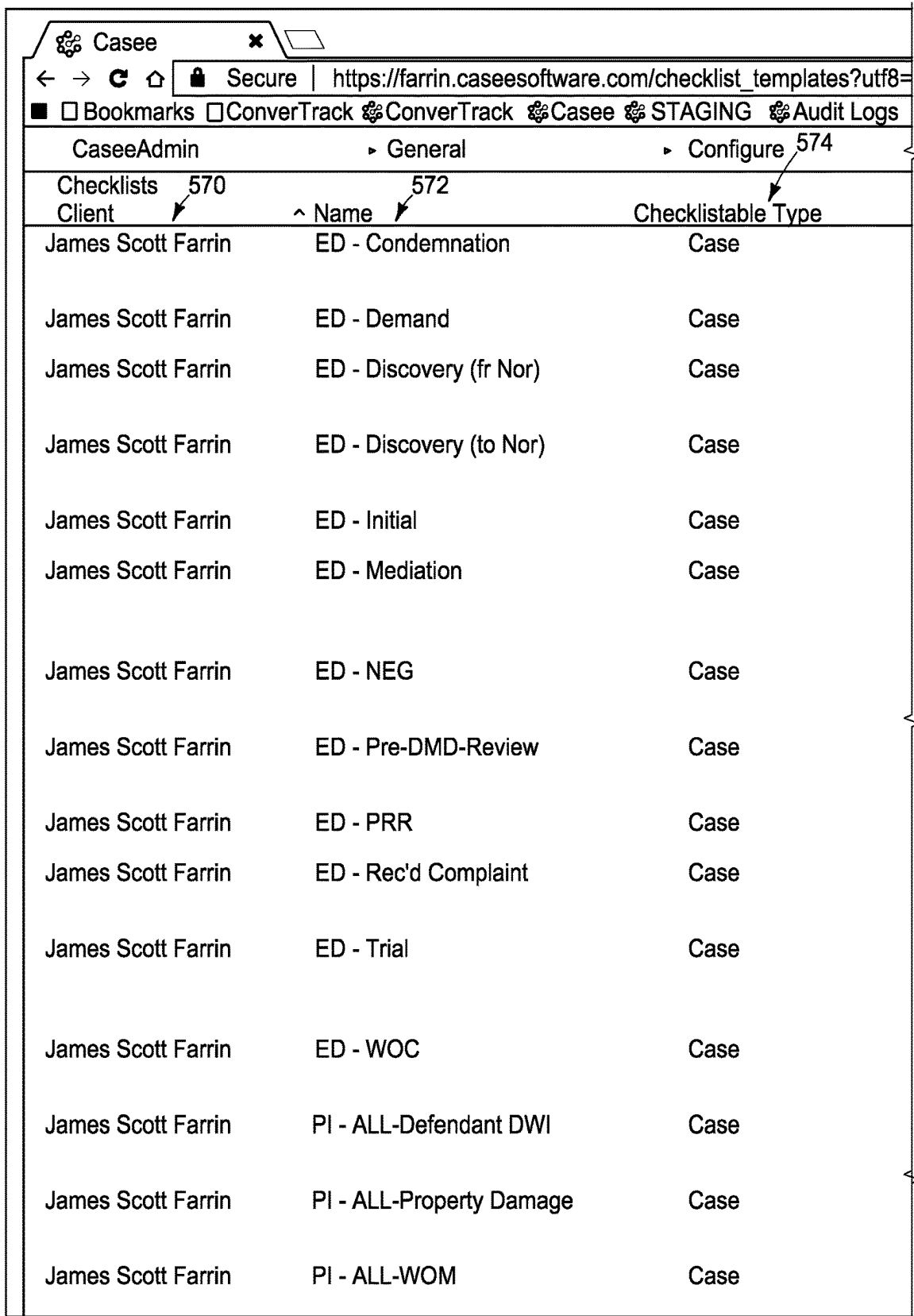
-Select Checklistable Type-

Case
Record Request
Insurance Policy
Involvement
Note

• Case Practice Area:ED • Involvement Type:["Appraiser-Condemnors", "Appraiser-PO"]	2	Edit
• Case Practice Area:ED • Case DOI during:["after"=>"01/01/0001", "before"=>" "]	4	Edit
• Case Practice Area:ED • Case DOI during:["after"=>" ", "before"=>"01/01/0001"]	3	Edit
• Case Practice Area:ED • Case DOI during:["after"=>" ", "before"=>"01/01/0001"]	5	Edit
• Case Practice Area:ED • Case Question ID answered: 109 • Case DOI during:["after"=>" ", "before"=>"01/01/0001"]	1	Edit
• Case Practice Area:ED • Case Status:["Neg"]	2	Edit
• Case Practice Area:ED • Case Status:["HDP"]	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: 428 • Case Practice Area:PI	1	Edit
• Case Practice Area:PI • Case Question ID answered: 419	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	Action
• 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

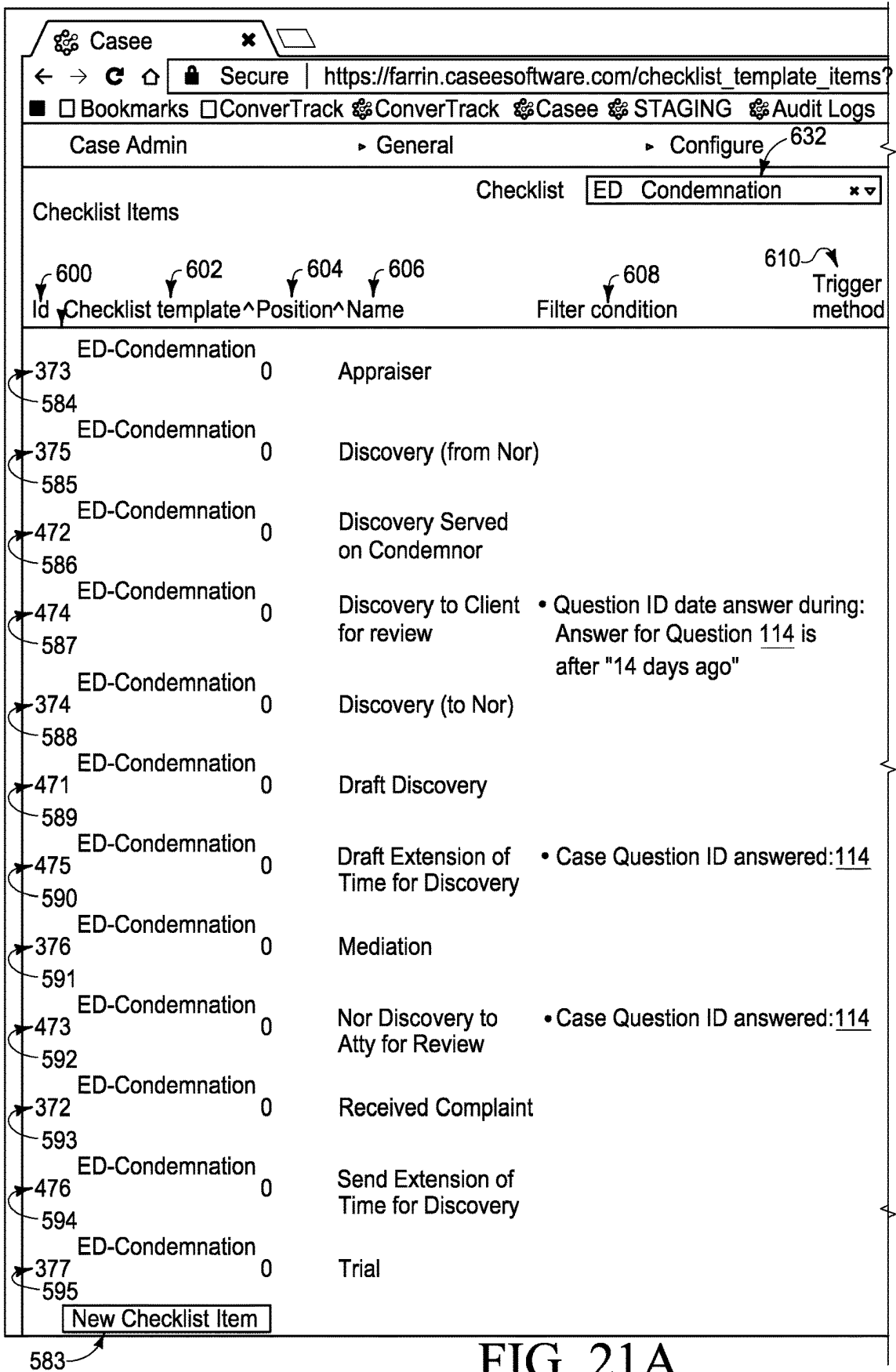


FIG. 21A

Eric										-	□	✕		
filter%5Bchecklis_template_id%5D=42												🔍	☆	⋮
634			636					638						
Operations			🏠	📊	👤	🔍	👤/📁	📁	🔄	EJS		HELP		
Name			Child Item Of		Select Parent Checklist Item			☐ Roots only Only						
612	614	616	618	620	622	624	626	628						
Days due	Repeating	Limitations	Keep once triggered	Assignee/ Assgn. Inv. Type	Mail merge template	Parent	Children	Comment						
0	No	No	No	Primary Paralegal			0	Edit	630					
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 x

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

Bookmarks ConverTrack ConverTrack STAGING Audit Logs

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

Position Name Comment

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 646 Parent Checklist Item 648 Received Complaint 640 652 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 Repeating

30 days after 654 of the Case. 657

When Task completed, trigger Mail Merge Mail merge template 660

Update Checklist Item 662

FIG. 22A

FIG. 22B

Eric - □ ×	
⌵ ☆ ⋮	
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
670	664

FIG. 22B

Figure 1 is a screenshot of a web browser displaying a case management application. The browser's address bar shows a URL with a filter parameter: `https://farrin.casesoftware.com/checklist_template_items?filter%5Bcheckboxlist_template_id%5D=42`. The page has a navigation bar with links for Case, Secure, ConverTrack, STAGING, and Audit Logs. The main content area is titled "Checklist Items for Checklist "ED-Condemnation" for Checklist Type Case". It contains a table with columns for Position, Name, and Comment. The first row shows "Draft Discovery" in position 0. Below the table, there are several sections: "Additional Conditions for Qualifying Cases" with a note about filter conditions, a list of "Case Type" items (MT, IP, BF, EM1, EM3, EM2, L3, AWN), a "Who will be assigned to the Task" dropdown menu, and a "When is the Task due?" section with a "Trigger method" dropdown and a "days after" input field. At the bottom, there is a "When Task completed, trigger Mail Merge" section with a "Mail merge template" dropdown and an "Update Checklist Item" button.

FIG. 23A

FIG. 23A FIG. 23B FIG. 23

Eric		-	□	✕
		α	☆	...
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. 23B

Case

Secure | https://farrin.caseesoftware.com/checklist_template_id%5D=42

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

643

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

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

640

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

Repeating 657

FIG. 24A

FIG. 24B

FIG. 24

	Eric	-	□	x
	a ☆	:	:	:
	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 became 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

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

Draft Discovery

0

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

Parent Checklist Item

Received Complaint

648

450

652

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

OR

Staff Person

When is the Task due?

Days due

30

days after

Trigger method

Repeating

of the Case.

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

When Task completed

Mail merge template

Update Checklist Item

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-Condernation" 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 x v)

Who will be assigned to the Task

Primary Paralegal x v OR Staff Person v

When is the Task due?

Days due Trigger method Repeating

30 days after v 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			

FIG. 26B

Casee

Secure

https://farrin.caseesoftware.com/workflow/case_management_dashboard

Bookmarks

ConverTrack

ConverTrack

Casee

STAGING

Audit Logs

Casee

AWC

AWN

CMP

CSL

EM1

EM2

EM3

F21

L1

L2

L2C

L3

L3C

L4

L5

MT

2OP

AC

ADR

ANG

APP

ARB

BHD

BUR

CAR

CCH

CHK

CLO

CLR

COJ

COM

DHG

DMD

DMR

NHD

NNA

OUT

PDI

PHG

PIF

PL1

PLD

PLT

PRR

RCN

REF

REJ

REV

RHG

RMD

SA

SET

Example - Dashboard List 1

1165324~724

TRE

L1

10/14/2016

CDJ

720

1166208~725

TRE

L1

12/28/2016

AFR

720

1166240~726

TRE

L1

12/29/2016

JGT

720

1166294~727

TRE

L1

01/03/2017

CDJ

720

1166295~728

TRE

L1

01/03/2017

CDJ

720

1166350~729

TRE

L1

01/04/2017

JSM

720

1166371~730

TRE

L1

01/05/2017

JSM

720

1166417~731

TRE

L1

01/09/2017

FOG

720

1166456~732

TRE

L1

01/11/2017

JGT

720

1166485~733

TRE

L1

01/13/2017

AFR

720

1166486

TRE

L1

01/13/2017

CDJ

720

Example - Dashboard List 2

1161050

CHK

L3

05/11/2016

MEG

1161116

COM

L5

09/11/2012

MDL

1166083

LIT

L2

11/20/2012

MEG

1161151

SET

L2

02/23/2013

JGT

1161136

CLR

L3

05/30/2013

PTW

1161202

LIT

L3

08/28/2013

JGT

1161307

LIT

L4

12/17/2013

MDL

1161309

LIT

L3

12/20/2013

PTW

1161319

LIT

L3

01/14/2014

PTW

1161338

LIT

L2

02/17/2014

MEG

1161335

LIT

L1

03/11/2014

MEG

734

FIG. 27A

FIG. 27A	FIG. 27B
FIG. 27C	FIG. 27D

FIG. 27

FIG. 27B

Dashboard List		User	System	Total	(Real)
Header		0.120000	0.010000	0.130000	(0.695962)
Example * Dashboard List 1		0.110000	0.010000	0.120000	(0.144193)
Example * Dashboard List 2		0.220000	0.000000	0.220000	(1.356809)
Example * Dashboard List 3		0.230000	0.010000	0.240000	(0.477213)
Example * Dashboard List 4		0.110000	0.000000	0.110000	(0.409745)

Load Benchmarks	746	748	750	752	754
1166532~735	TRE	L1	01/17/2017	AFR	
1166556~736	TRE	L1	01/18/2017	CDJ	
1166577~737	TRE	L1	01/19/2017	JGT	
1166578~738	TRE	L1	01/19/2017	JGT	
1166589~739	TRE	L1	01/20/2017	FOG	
1166614~740	TRE	L1	01/23/2017	LGT	
1166616~741	TRE	L1	01/23/2017	AFR	
1166617~742	TRE	L1	01/23/2017	AFR	
1166638~743	TRE	L1	01/24/2017	CDJ	
1166662~744	TRE	L1	01/26/2017	FOG	

746	748	750	752	754
1161399	LIT	L3	03/20/2014	PTW
1161411	LIT	L3	03/24/2014	JGT
1161394	LIT	L2	04/17/2014	PTW
1161453	NEG	L3	05/22/2014	JGT
1161475	CLR	L4	06/10/2014	MDL
1161500	LIT	L3	06/18/2014	MDL
1161600	CLR	L3C	10/02/2014	EPH
1161595	LIT	L2	10/16/2014	PTW
1161620	CLR	L3	10/25/2014	JGT
1161650	LIA	L1	10/30/2014	MEG

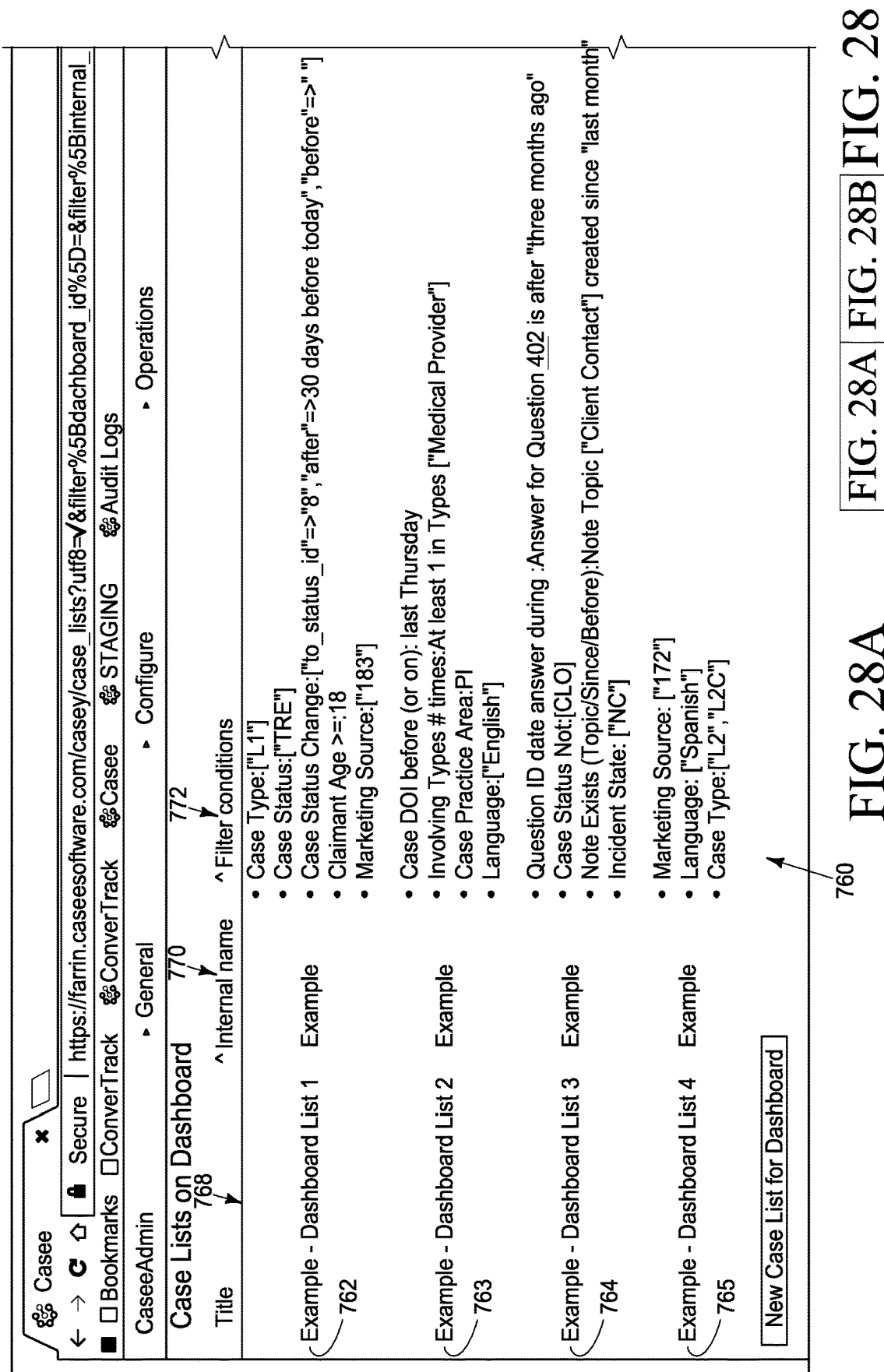
FIG. 27C

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

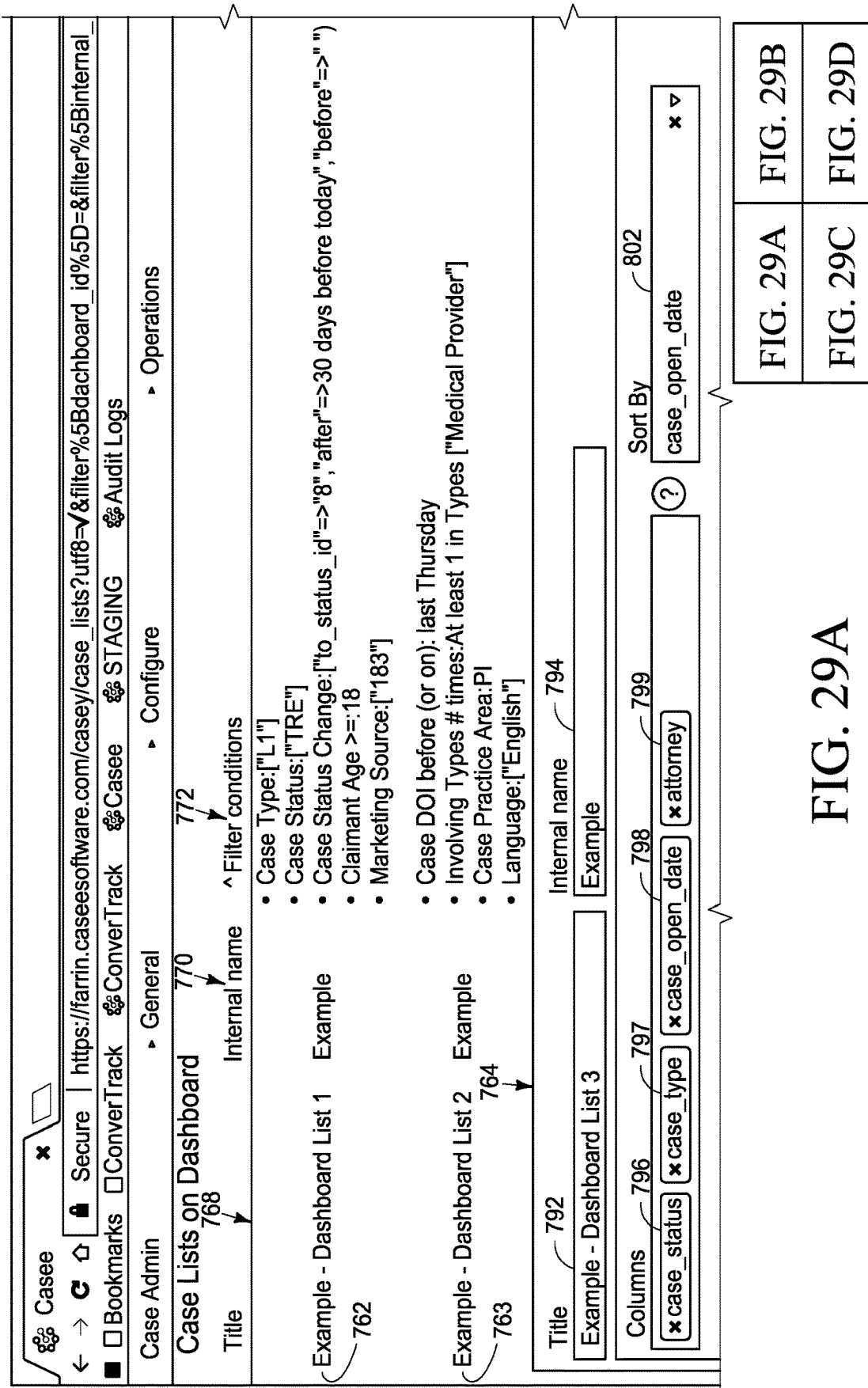
FIG. 27D



Eric - x	
name%5D=Example	
774 Alert filter conditions	
Columns	776
- Select Dashboard - 784	
Example Sort By 778 Used in dashboard 780 case_status, case_type, case_open_date, attorney 782 case_open_date 1 Edit	
case_status, case_type, case_open_date, attorney	case_open_date
case_status, case_type, case_open_date, attorney	case_open_date
case_status, case_type, case_open_date, attorney	case_open_date

Displaying all 4 Case Lists on Dashboard

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

Cancel816

Delete818

case_status, case_type, case_open_date, attorney

FIG. 29D

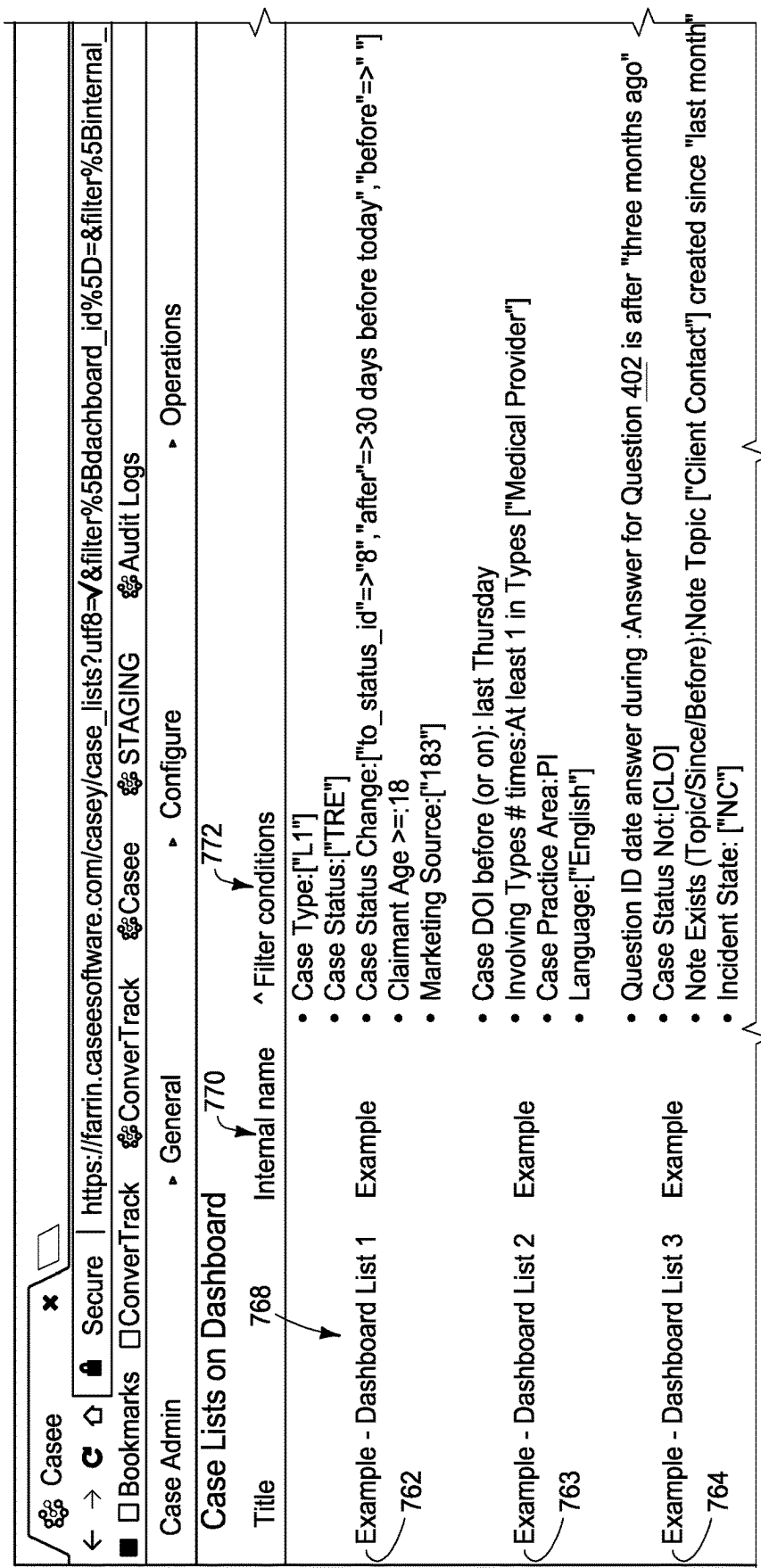


FIG. 30A

FIG. 30A	FIG. 30B
FIG. 30C	FIG. 30D

FIG. 30

name%5D=Example				
🏠 📅 🔍 📁/📁 🔒 ▶ 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. 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 814 Cancel 816Delete 818			
Displaying all 4 Case Lists on Dashboard			

FIG. 30D

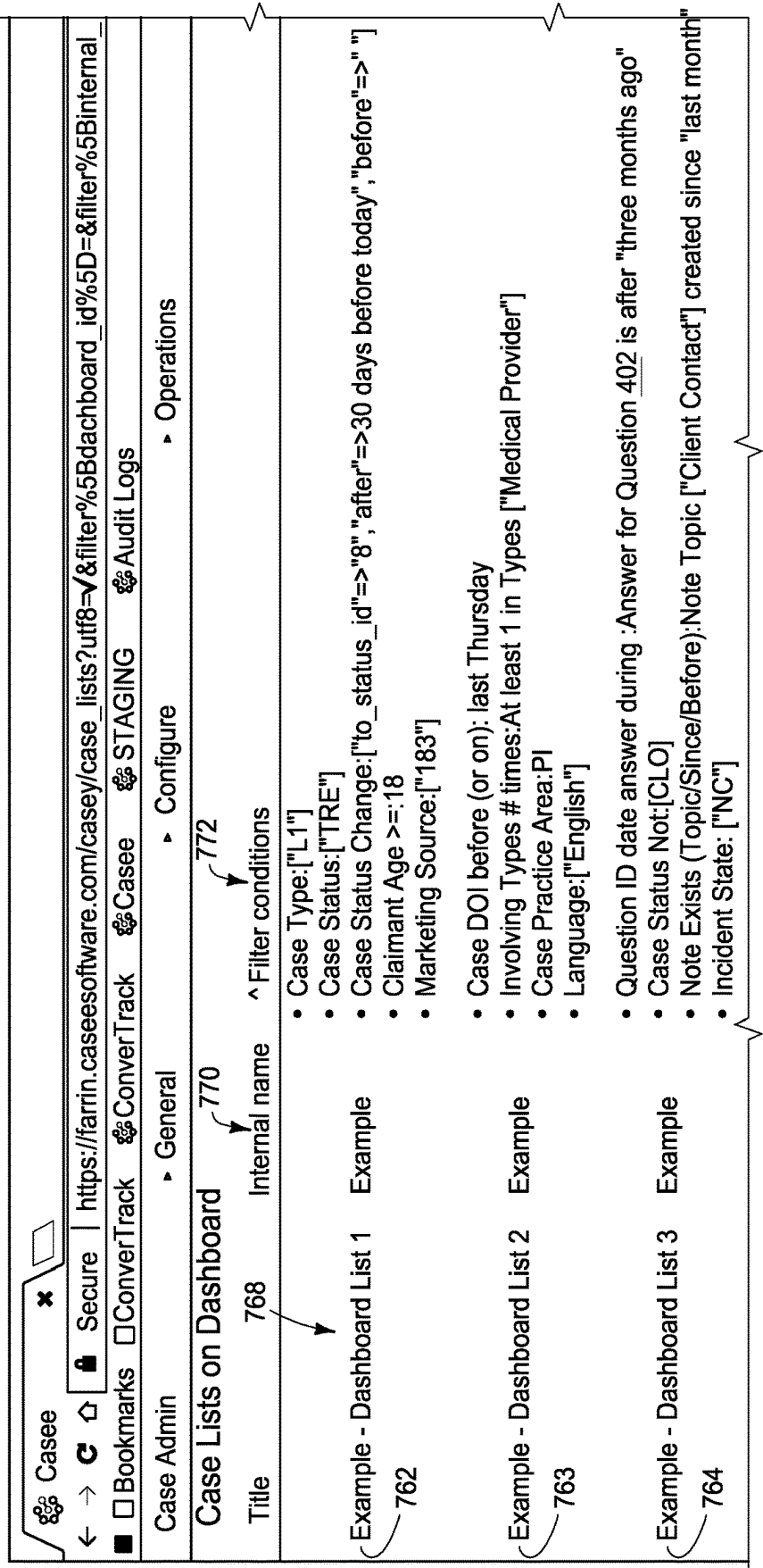


FIG. 31A	FIG. 31B
FIG. 31C	FIG. 31D

FIG. 31

	Eric	-	□	x
name%5D=Example				
⏮ 🔍 🗑️ ⚙️ EJS HELP				
Alert filter conditions	Columns	Sort By Used in dashboard		
		- Select Dashboard - ▾ Example x ▾		
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

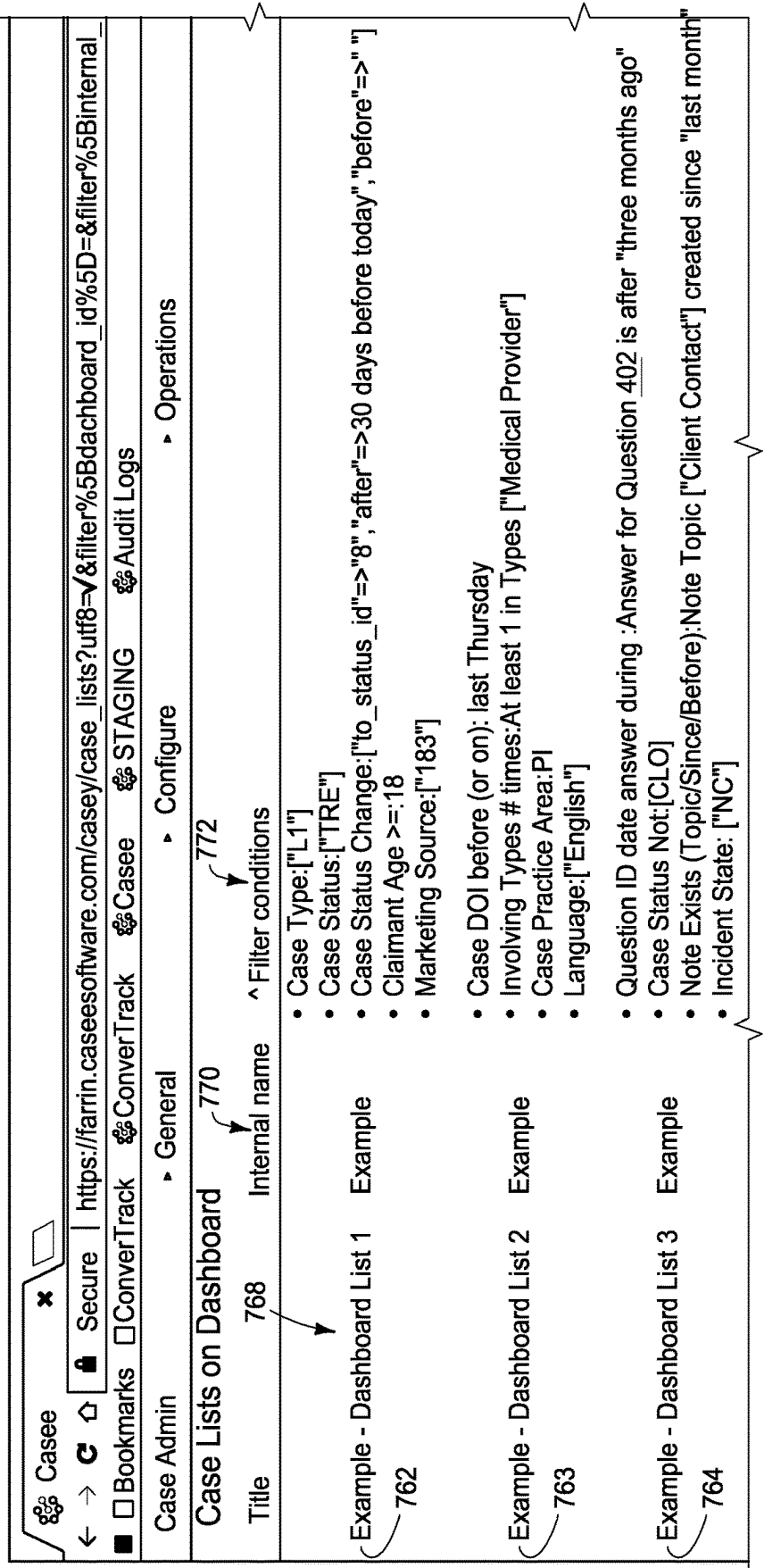


FIG. 32A

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

FIG. 32

Eric

-

□

×

name%5D=Example

⌕

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⋮

🏠

📊

🔍

👤/🏠

📁

🔌

➤EJS

HELP

Alert filter conditions

Columns

Sort By

Used in dashboard

- 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. 32B

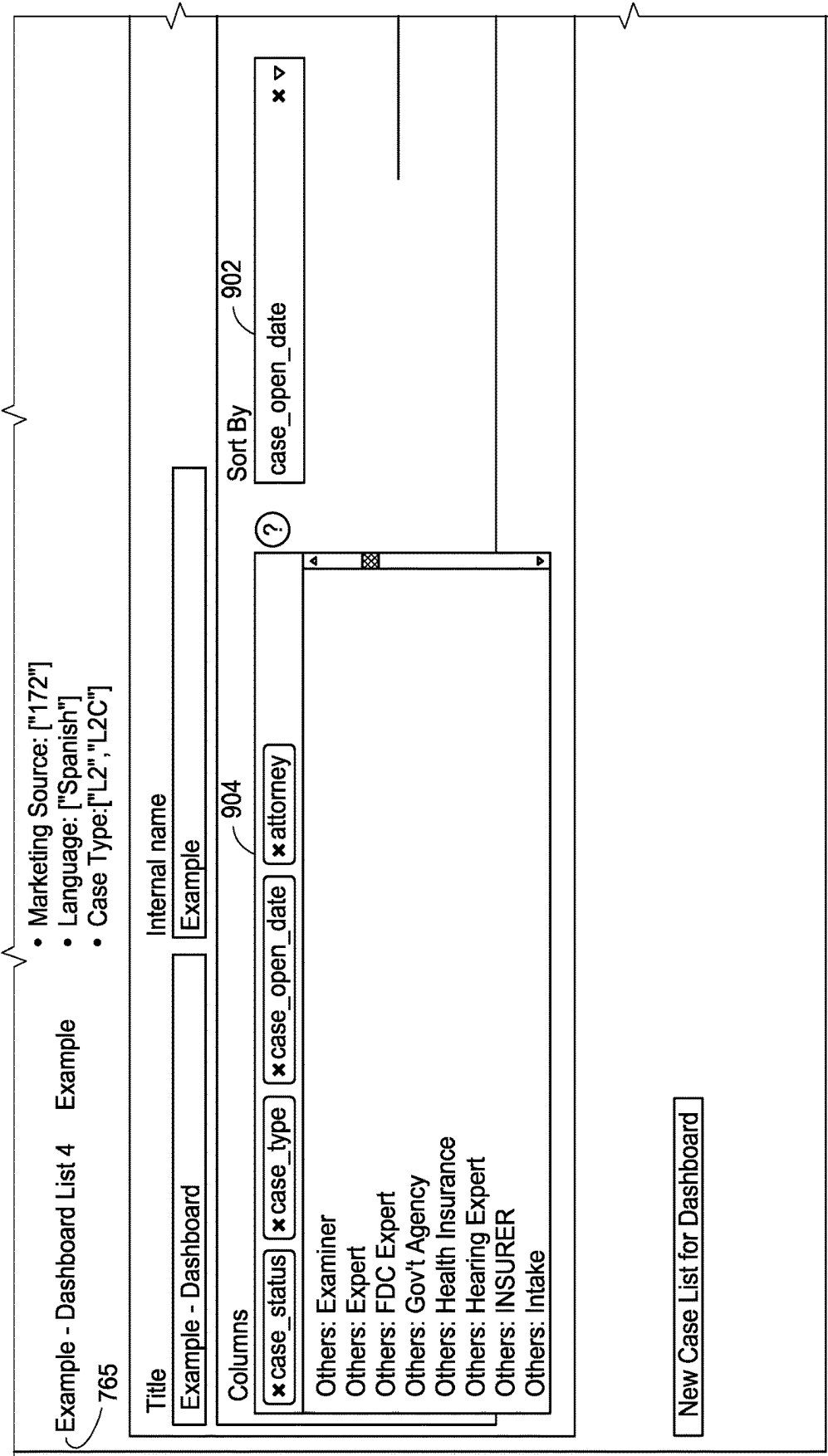


FIG. 32C

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

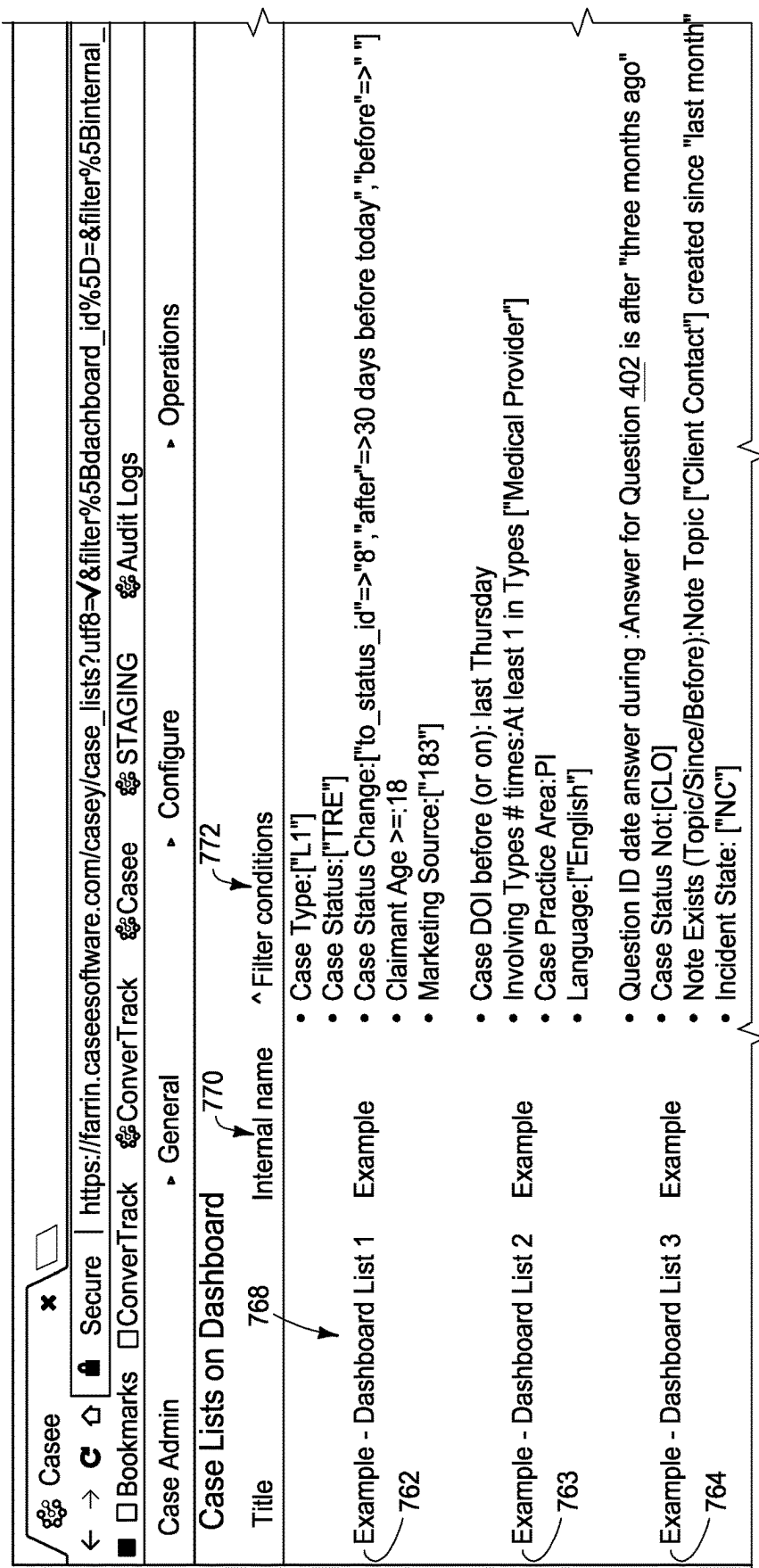


FIG. 33A

FIG. 33A | FIG. 33B

FIG. 33B

FIG. 33C

FIG. 33D

FIG. 33

	Eric	-	□	✕
name%5D=Example				
🏠 🔍 👤/🏠 📄 ⊖ EJS HELP				
Alert filter conditions	Columns	- Select Dashboard - ▾ Example ▾ 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. 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

906

LS
WCN
WDN
L1
L2C
L3C
WP3
SS

Sort By

case_open_date

✕ ▾

Filter condition

908

Case Type

✕ ▾

Add Rule

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

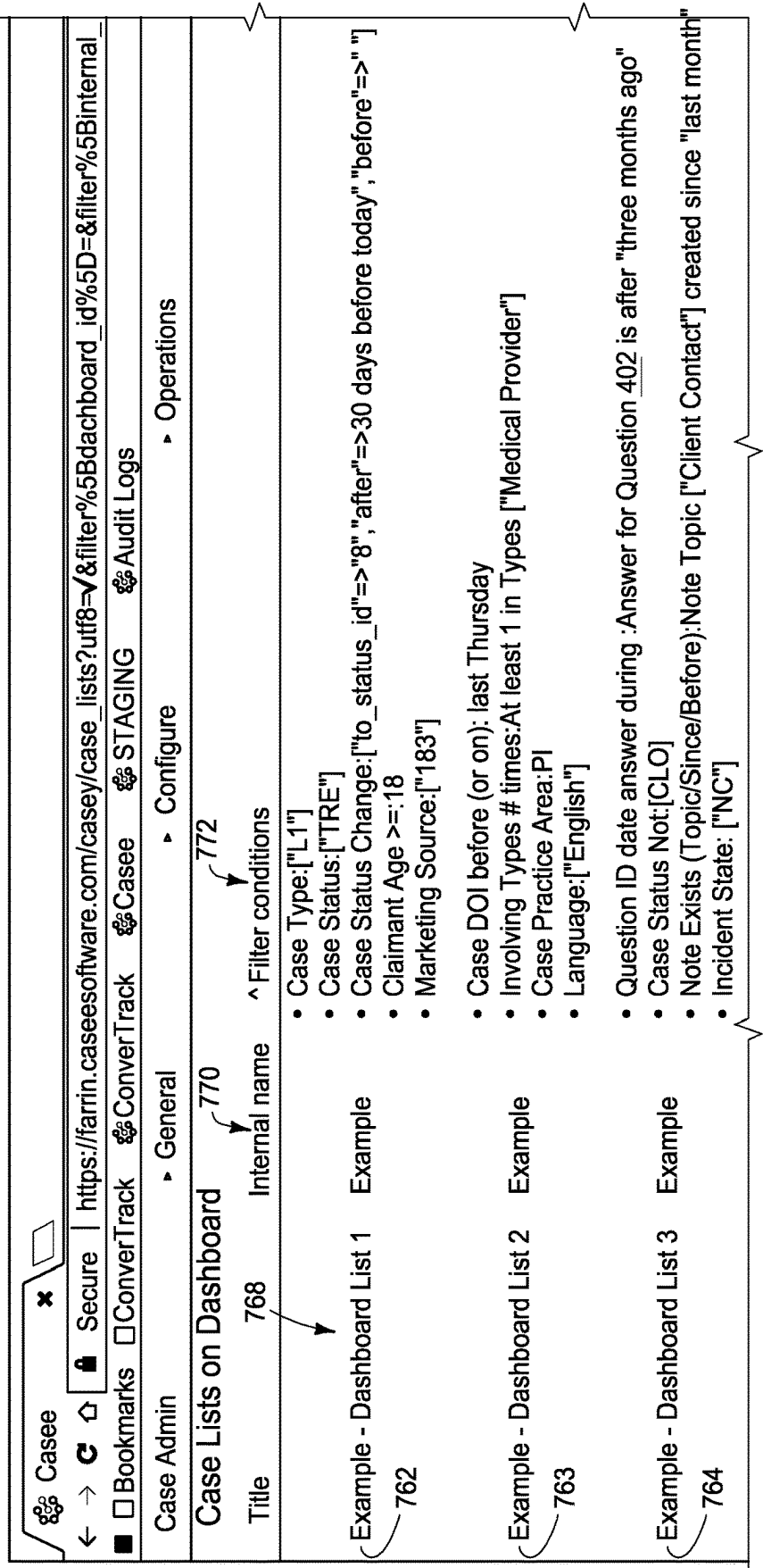


FIG. 34A

FIG. 34A	FIG. 34B
FIG. 34C	FIG. 34D

FIG. 34

Eric		-		□		✕	
name%5D=Example							
e ☆ :							
🏠		🔍		👤/🏠		📄	
-		Select Dashboard -		Sort By		Used in dashboard	
Example		✕ ▾					
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. 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

Cancel

Delete

814

Displaying all 4 Case Lists on Dashboard

FIG. 34D

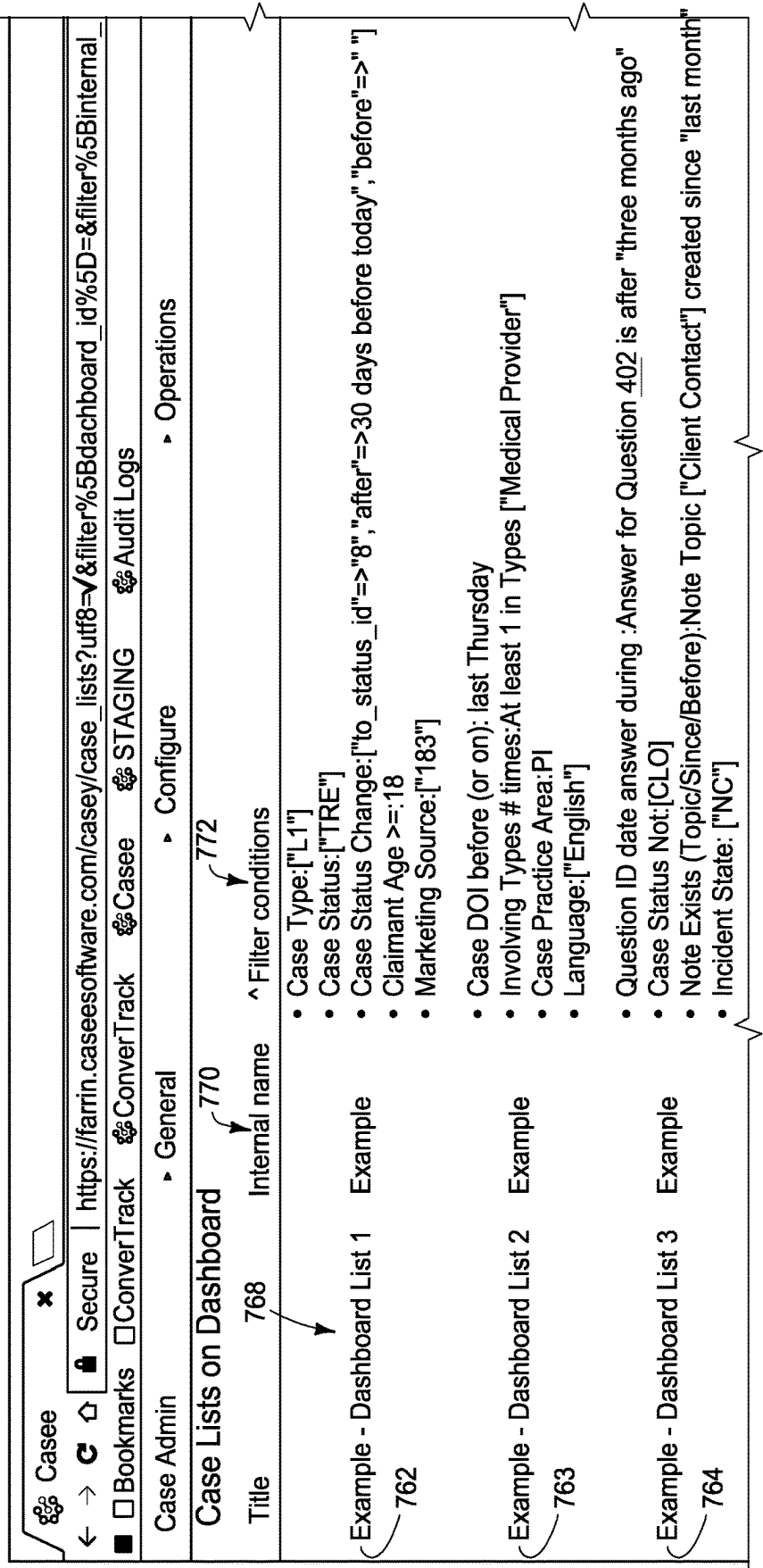


FIG. 35A

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

FIG. 35

	Eric	-	□	x
name%5D=Example				
e ☆ ::				
HELP				
- 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. 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

 ✕
- Case Status Change ✕ ▾ TRE

912

916

914

Add Rule

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

30 days before today ?

Before (leave blank for "Unlimited") ?

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 CancelDelete				
814				
Displaying all 4 Case Lists on Dashboard				

FIG. 35D

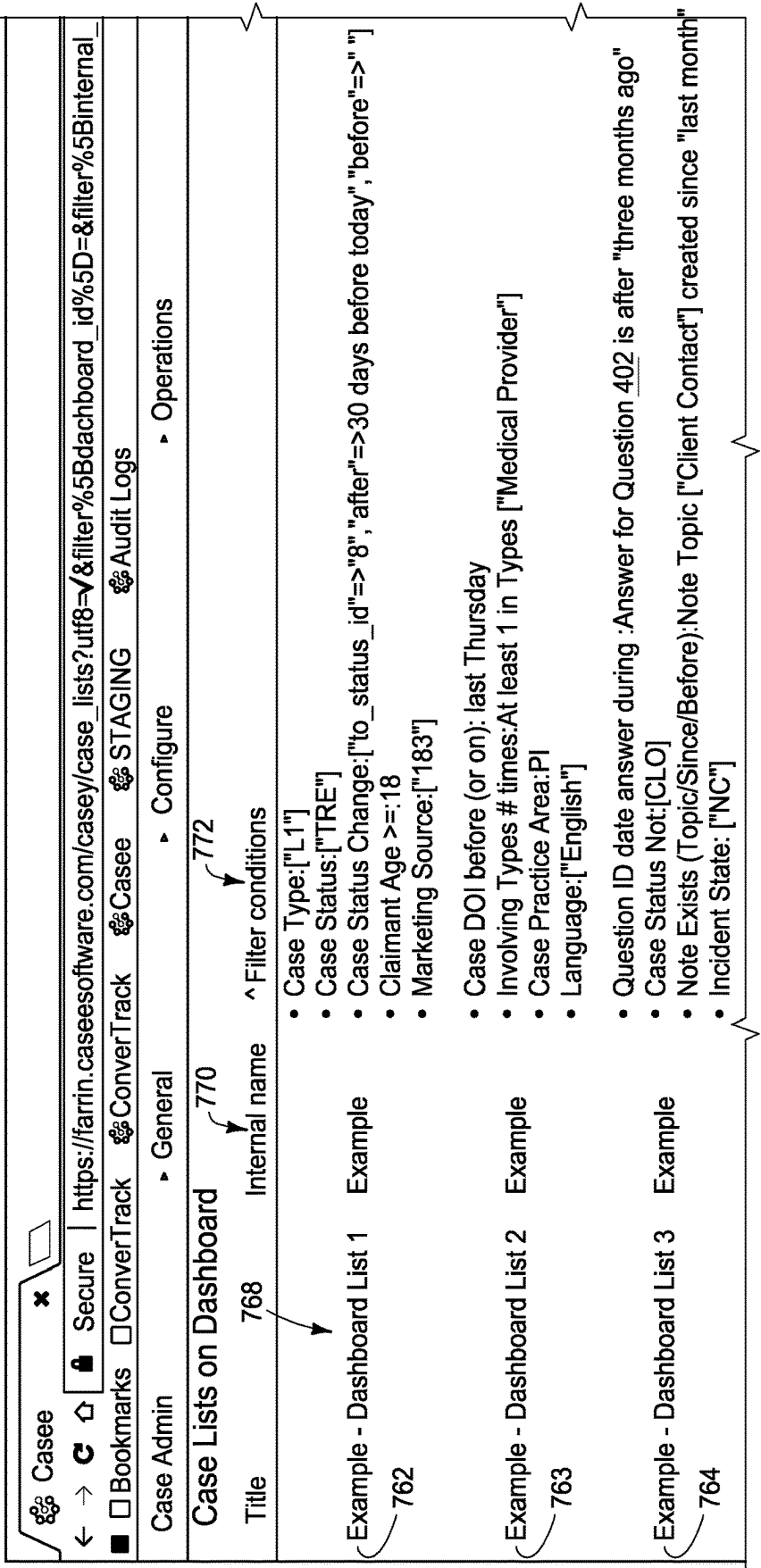


FIG. 36A	FIG. 36B
FIG. 36C	FIG. 36D

FIG. 36

FIG. 36A

	Eric - x					
name%5D=Example e ☆ ::						
EJS HELP						
Alert filter conditions	Columns	- Select Dashboard - ▾ Example * ▾			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. 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

✕ L1

✕ TRE

TRE

910

30 days before today

?

914

Before (leave blank for "Unlimited" ?

?

918

✕

✕

✕

✕

912

Marketing Source

Add Rule

920

Sort By

case_open_date

✕ ▾

OTH - Other
R - Radio

TV - Television

TYP - Combined TV-YP
WOS - Word on the Street
YP - Yellow Pages

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

950

Casee Admin	▷ General	▷ Configure	▷ Operations
☐ Quick Case Open	Start typing to find a case by client name, phone, case number, etc		
Buzzwords	952		
Text	^ Info		
966 School of Law Kidney Cancer Marines	Firm investigating alleged misrepresentations made by the school affecting its students. Linked to the chemical C8 being dumped into the drinking water Finest fighting force the world has ever known.		
964 Testicular Cancer Ulcerative Colitis	Linked to the chemical C8 being dumped into the drinking water Linked to the chemical C8 being dumped into the drinking water		
New Buzzword	954		
	956		

FIG. 37A

FIG. 37A

FIG. 37B

FIG. 37

HELP

▾

960

Additional Info URL

958

http://www.ed.gov/news/press-releases/charlotte-law-denied-continued-access-federal-student-aid-dollars

http:// www.earthisland/.org/journal/index.php/eij/article/teflons_toxic_legacy/

http:// www.marinecorpstimes/articles/marine-corps-241st-birthday

htt://www.earthisland.org/journal/index.php/eij/article/teflons_toxic_legacy/

htt://www.earthisland.org/journal/index.php/eij/article/teflons_toxic_legacy/

Edit

Edit

Edit

Edit

Edit

Displaying all 5 Buzzwords

FIG. 37B

Casee Admin

▷ General

▷ Configure

▷ Operations

☐ Quick Case Open

Start typing to find a case by client name, phone, case number, etc

Buzzwords

Text

^ Info

School of Law
Kidney Cancer

Firm investigating alleged misrepresentations made by the school affecting its students.
Linked to the chemical C8 being dumped into the drinking water

962

Text: 968

Info: 970

Additional Info URL: 972

Testicular Cancer
Ulcerative Colitis

Linked to the chemical C8 being dumped into the drinking water
Linked to the chemical C8 being dumped into the drinking water

964

FIG. 38A

FIG. 38B

FIG. 38

[illegible]

FIG. 38B

1000

1004 1006 1008 1010 1014

Quick Case Open Start typing to find a case by client name, phone, case number, etc 1012

Case Number 1000000 Client Mr Eric J. Sanchez (44) DOB 01/02/1982 Role Former Involvee Case Type L1 Damage Category Subjective

Alt # 1002 Last Note 09/12/2017 Paralegal RRG Primary Attorney Physical File Negotiator Primary Recovery Nation (Liability)

INV TST 1055 INV 1052 INV 1050 PL1 INV PRR DMD NER SER 1046

Synopsis: / Damages: /

NOTES (65/65) 1056

1078

All things All Topics Search Note Bodies

ID	Topic	Author	Created At	Body	1058
6218862	Email	EJS	09/12/17 02:00pm - Tue	See the attached images as well...	Open
6218844	Email	EJS	09/12/17 01:56pm - Tue	I did review the linked patent...	Open
6212120	Email	SYS	09/12/17 11:56pm - Fri	This is an example of Buzzwords in use...Mari...	Open
6212093	Email	EJS	09/08/17 11:51pm - Fri	Test _____	Open
6212090	Email	EJS	09/08/17 11:51pm - Fri	From Micro...	Open
6150000	Email	EJS	08/10/17 05:58pm - Thu	Capture From: ...	Open
6149992	Email	EJS	08/10/17 05:58pm - Thu	What's up?	Open

FIG. 39A FIG. 39B

FIG. 39C FIG. 39D

FIG. 39A

FIG. 39B

FIG. 39C

FIG. 39D

1000

1016	1018	1020	1022	1024	1026	1028			
Case Status	Department	Source	Referred By	Incident State	SOL State	Case Age			
ADR	Pre-Lit	Closed		NC	NC	9.6 mo			
Health Insurance	Opened		Incident Date	SOL Date	Tolling Date	Case Value			
Health	12/10/2016		12/10/2016	12/10/2019					
CHK WOC PL1 COJ	REJ	INV	ADR	INV	ADR				
1042	1040	1038	1036	1034	1032	1030			
1065	1061	1063	1067	1084	1086	1091	1082		
↑	^	^	↓						
Note 6218862 for Case #1000000 Topic: Email									
From Eric J Sanchez Sent: Tue, 09/12/17 14:01 PM									
To: Deepak Malhotra, Farrin Case Cc: Tara J. Williams									
Subject: Test send from Caseee [1000000]									
Created By: EJS at 09/12/17 02:00pm Updated By: EJS at 09/12/17 02:00pm									
Add Note									

1074

1088

1089

1090

FIG. 39B

6105528	SMS	✓ EJS	07/23/17 11:44am - Sun	call me - From Farrin at 900-688-4991	Open
6105491	Email	EJS	07/23/17 11:34am - Sun	https://farrin.casesoftware.com/casey/case...	Open
6089329	Other	PLM	07/14/17 11:35am - Fri	Rec'd file scanned file and saved file to RRG	Open
6087138	Email	PLM	07/13/17 02:10pm - Thu	Potential New Case from Existing Client: 100000...	Open
6028008	Email	DWB	06/14/17 09:25pm - Wed	Sent from my Phone...	Open
6027007	Email	DWB	06/14/17 09:23pm - Wed	Sent from my Phone...	Open
6020890	File Review	✓ MEL	06/13/17 08:18am - Tue	yep On Jun 9 2017, at 9:50AM, Tara J. Will...	Open

FIG. 39C

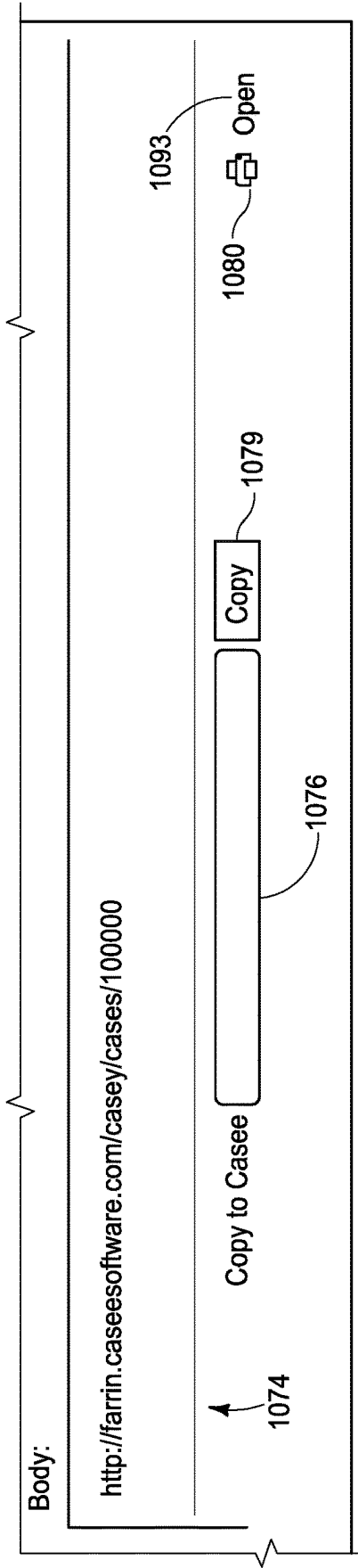


FIG. 39D

► Casee

1004100610081010

☐ Quick Case Open

Start typing to find a case by client name, phone, case number, etc

1012

Case Number
1000000

Alt #
1002

Client
Mr Eric J. Sanchez (44)

DOB
01/02/1982

Role
Former Involvee

Language
English

Case Type
L1

Damage Category
Subjective

Last Note
09/12/2017

Paralegal
RRG

Primary Attorney
TJW

Physical File
RRG

Negotiator
Negotiator

Primary Recovery
Nation (Liability)

INV

TST

INV

PL1

INV

PRR

DMD

NER

SER

Synopsis: /

Damages: /

NOTES (65/65)

1055

1054

1052

All things

All Topics

Search Note Bodies

ID

Author

Created At

6218862

Email

EJS

09/12/17 02:00pm - Tue

6218844

Email

EJS

09/12/17 01:56pm - Tue

6212120

Email

SYS

09/12/17 11:56pm - Fri

6212093

Email

EJS

09/08/17 11:51pm - Fri

6212090

Email

EJS

09/08/17 11:51pm - Fri

6150000

Email

EJS

08/10/17 05:58pm - Thu

6149992

Email

EJS

08/10/17 05:58pm - Thu

Note for Case #1000000

Topic 1095

1097

1099

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This is an example of a rich text note.

We can do a number of things like:

FIG. 40A

FIG. 40B

FIG. 40C

FIG. 40D

FIG. 40A

FIG. 40

[illegible]

FIG. 40B

6105528	SMS	✓ EJS	07/23/17 11:44am - Sun	1. bold 2. underline 3. <i>strike</i> through - and it has spell check. Add Reviewer Add Reviewers from Distribu...▼ Create Note
6105491	Email	EJS	07/23/17 11:34am - Sun	
6089329	Other	PLM	07/14/17 11:35am - Fri	
6087138	Email	PLM	07/13/17 02:10pm - Thu	
6028008	Email	DWB	06/14/17 09:25pm - Wed	
6027007	Email	DWB	06/14/17 09:23pm - Wed	
6020890	File Review	✓ MEL	06/13/17 08:18am - Tue	

FIG. 40C

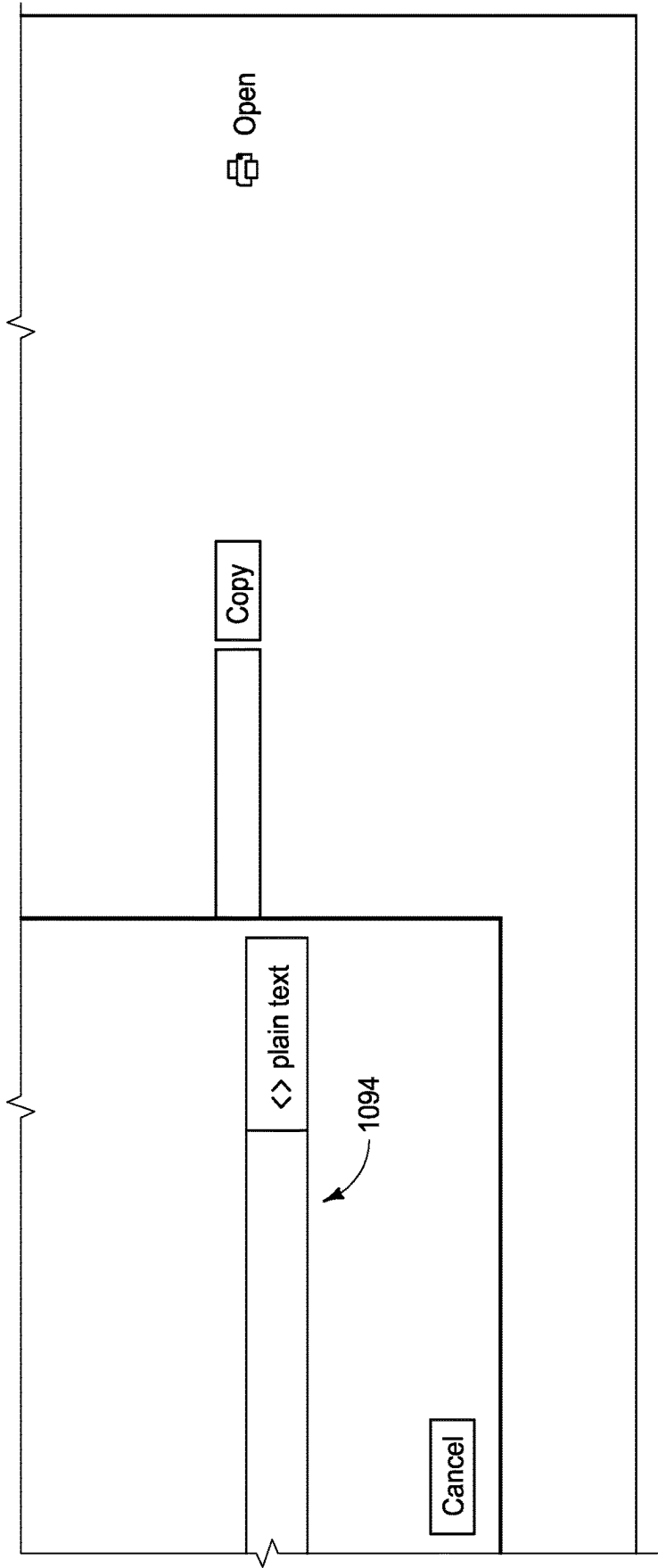


FIG. 40D

► Casee		1004	1006	1008	1010	1014
☐ Quick Case Open		Start typing to find a case by client name, phone, case number, etc				
Case Number 1000000	Client Mr Eric J. Sanchez (44)	DOB 01/02/1982	Role Former Involvee	Language English	Case Type L1	Damage Category Subjective
Alt # 1002	Last Note 09/12/2017	Paralegal RRG	Primary Attorney TJW	Physical File RRG	Negotiator	Primary Recovery Nation (Liability)
INV	TST		INV		PL1	INV
					DMD	NER
					SER	
Buzzword Match: Marines Finest fighting force the world has ever known. More Info...		1054	1052	1050	1048	1046
Note for Case #1000000						
Topic 1095						
SMS 1097 B I U \$ 1099 This is an example of how buzzwords work. Marines						
FIG. 41A FIG. 41B FIG. 41C FIG. 41D FIG. 41						

All things ▾		All Topics		Search Note Bodies	
5988947	Client Contact	EJS	05/26/17 02:20pm - Fri		
5988938	Client Contact	EJS	05/26/17 02:18pm - Fri		
5969346	Client Contact	DWB	05/18/17 10:59am - Thu		
5944810	Email	DWB	05/08/17 01:14pm - Mon		
5944308	Discovery	DWB	05/08/17 11:36am - Mon		
5944170	Email	DWB	05/08/17 11:14pm - Mon		
5944164	Email	DWB	05/08/17 11:14pm - Mon		
5943799	Email	DWB	05/08/17 10:26pm - Mon		

FIG. 41A

[illegible]

FIG. 41B

5861659	Client Contact	EJS	03/27/17 11:45am - Mon
5821970	SMS	Ø SYS	03/05/17 11:19am - Sun
5821969	Value Memo	Ø SYS	03/05/17 11:17am - Sun
5821968	SMS	TOPSAILTECH	03/05/17 11:17am - Sun
5818827	Workers' Comp	✓ SYS	03/02/17 04:24am - Thu
5818827	SMS	✓ SYS	03/02/17 04:01am - Thu
5818823	SMS	TOPSAILTECH	03/02/17 04:01am - Thu

Add Reviewer

Add Reviewers from Distribu...▼

Update Note

FIG. 41C

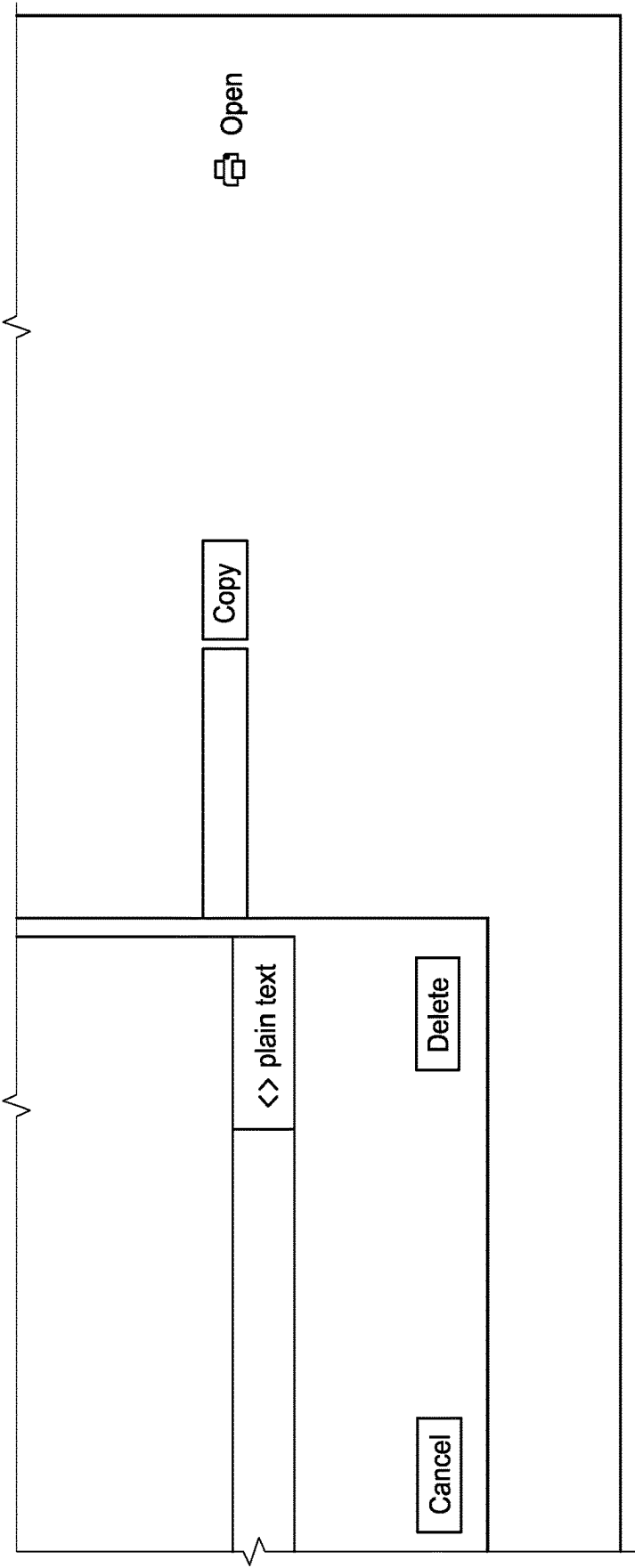


FIG. 41D

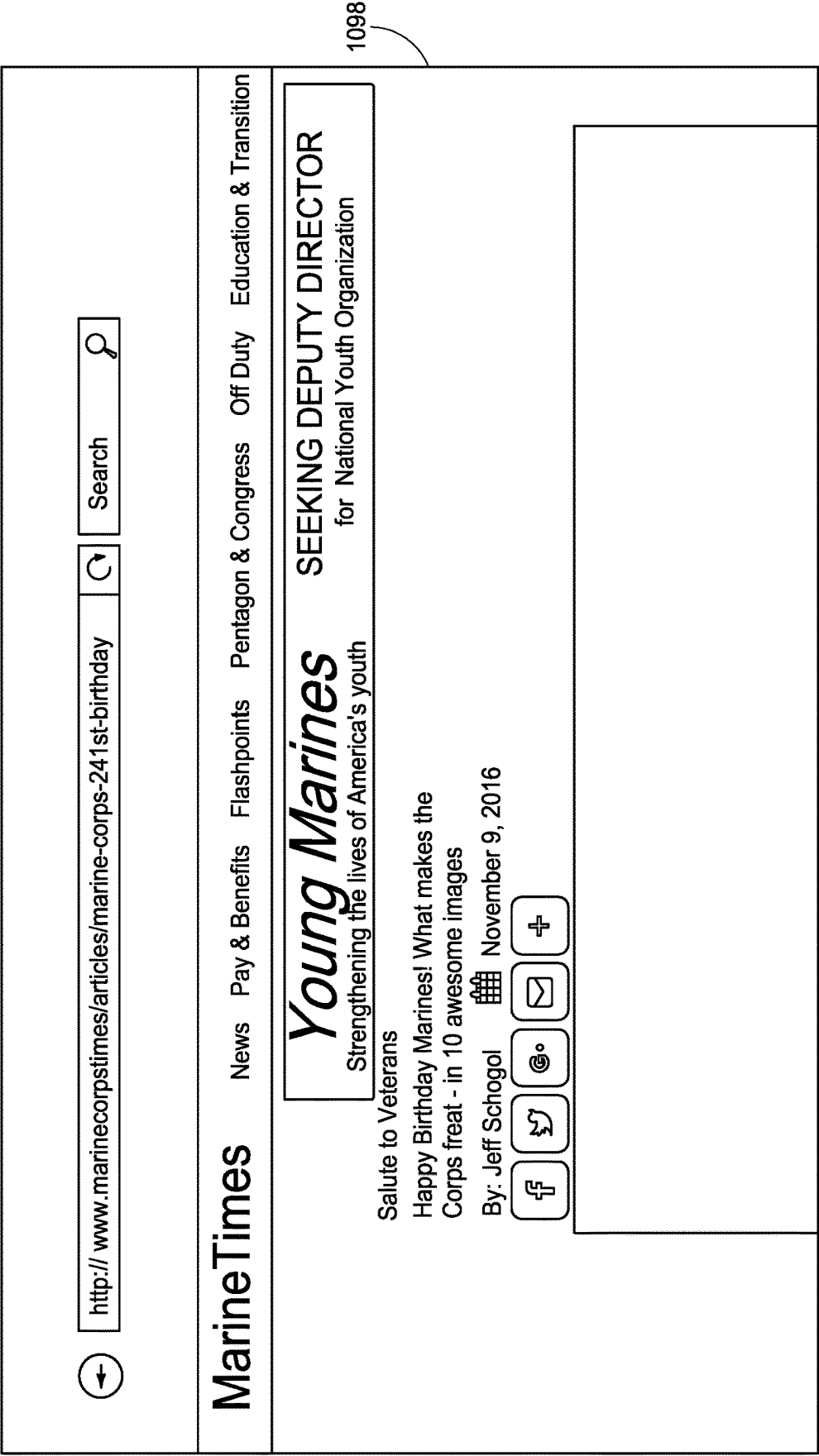


FIG. 42

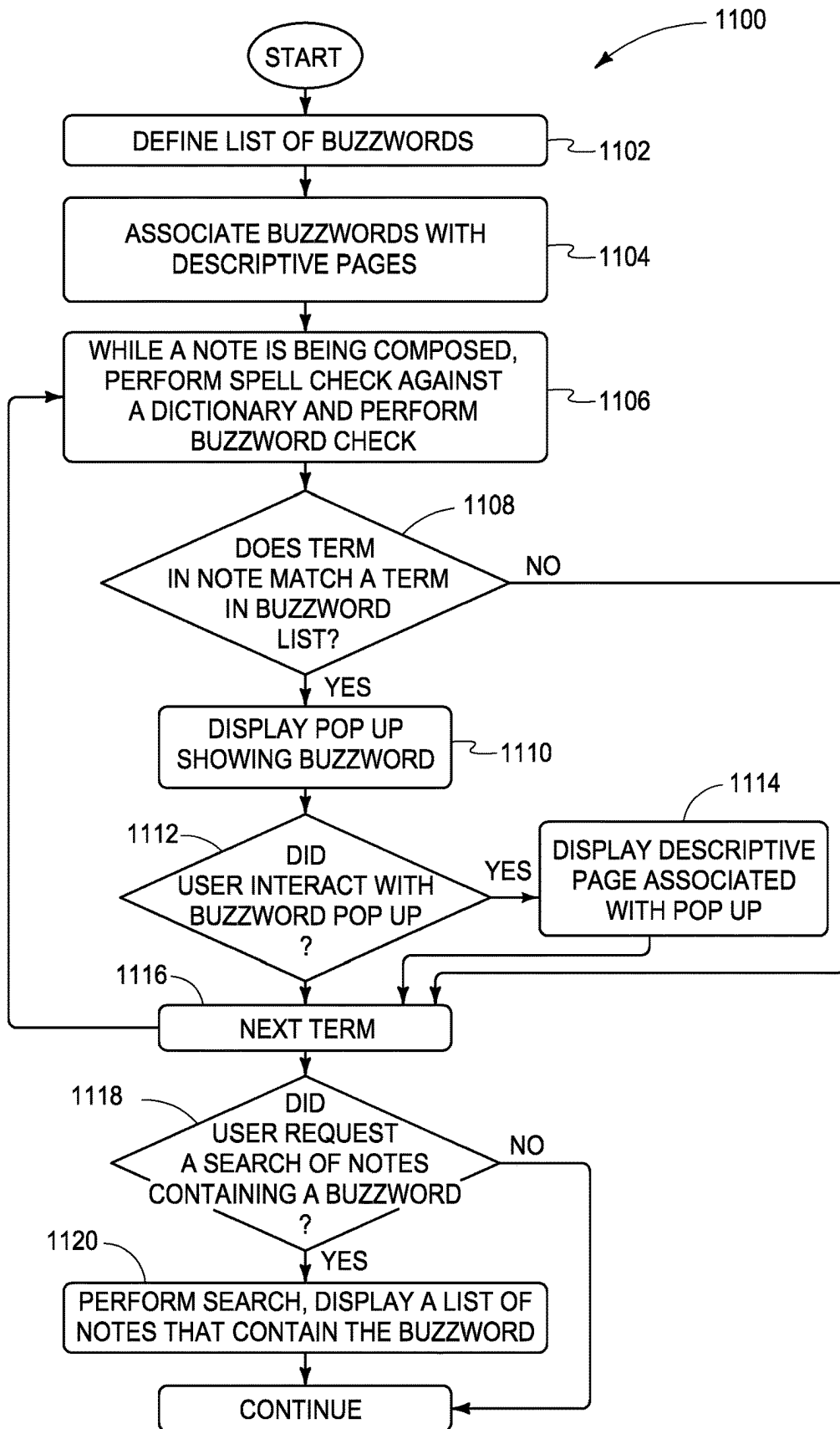


FIG. 43

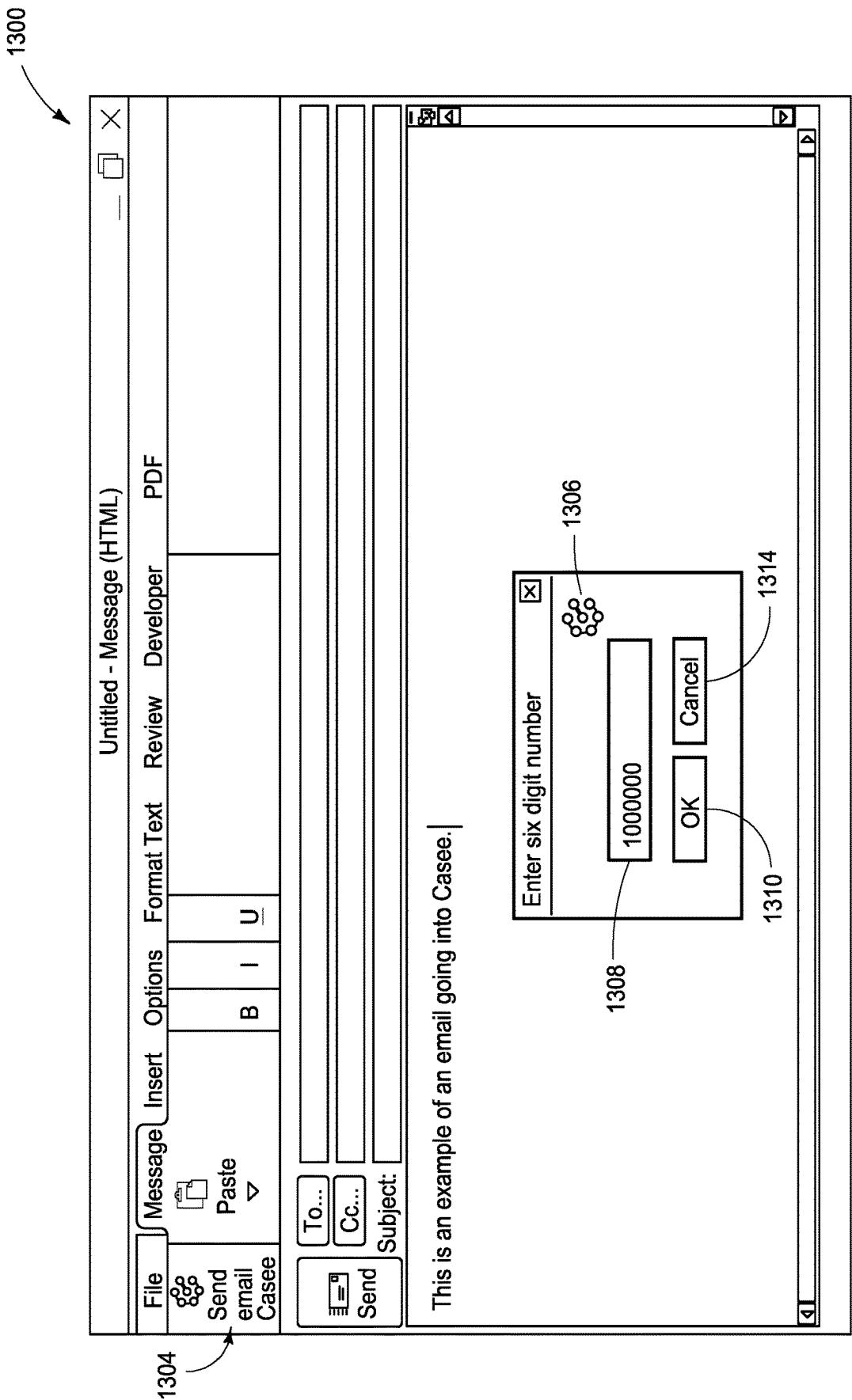


FIG. 44

► Casee ☐ Quick Case Open										Start typing to find a case by client name, phone, case number, etc									
Case Number 1000000 Alt #	Client Mr Eric J. Sanchez (44) Last Note 09/12/2017	DOB 01/02/1982 Paralegal RRG	Role Former Involvee Primary Attorney TJW	Language English Physical File RRG	Case Type L1 Negotiator	Damage Category Subjective Primary Recovery Nation (Liability)													
INV		TST		INV		PL1		INV	PRR	DMD	NER	SER							
Synopsis: Damages: 																			
NOTES (65/65) All things All Topics Search Note Bodies																			
ID	Topic	Author	Created At	Body															
6259341	Email	EJS	10/01/17 02:21pm - Sun	This is an example of an email ...															
6218862	Email	EJS	09/12/17 02:00pm - Tue	See the attached images as well...															
6218844	Email	EJS	09/12/17 01:56pm - Tue	I did review the linked patent...															
6212120	Email	SYS	09/08/17 11:56pm - Fri	This is an example of Buzzwords in use...Mari...															
6212093	Email	EJS	09/08/17 11:51pm - Fri	Test															
6112090	Email	EJS	09/08/17 11:51pm - Fri	From Micro...															
6150000	Email	EJS	08/10/17 05:58pm - Thu	Capture From:...															

FIG. 45A

FIG. 45A

FIG. 45C

FIG. 45B

FIG. 45D

FIG. 45

[illegible]

FIG. 45B

6149992	Email	EJS	01/10/17 05:55pm - Thu	What's up?	Open
6105528	SMS	✓ EJS	07/23/17 11:44am - Sun	call me - From Farrin at 900-688-4991	Open
6105491	Email	EJS	07/23/17 11:34am - Sun	https://farrin.caseesoftware.com/casey/case...	Open
6089329	Other	PLM	07/14/17 11:35am - Fri	Rec'd file scanned file and saved file to RRG	Open
6087138	Email	PLM	07/13/17 02:10pm - Thu	Potential New Case from Existing Client: 100000...	Open
6027007	Email	DWB	06/14/17 09:25pm - Wed	Sent from my Phone	Open
6027007	Email	DWB	06/14/17 09:23pm - Wed	Sent from my Phone	Open
6020890	File Review ✓MEL		06/13/17 08:18am - Tue	yep On Jun 9 2017, at 9:50AM, Tara J. Will...	Open

FIG. 45C

Body:

This is an example of an email going into Casee.

Copy to Casee

Copy!

Open

DOCUMENTS

Record Requests (4/4)

FIG. 45D

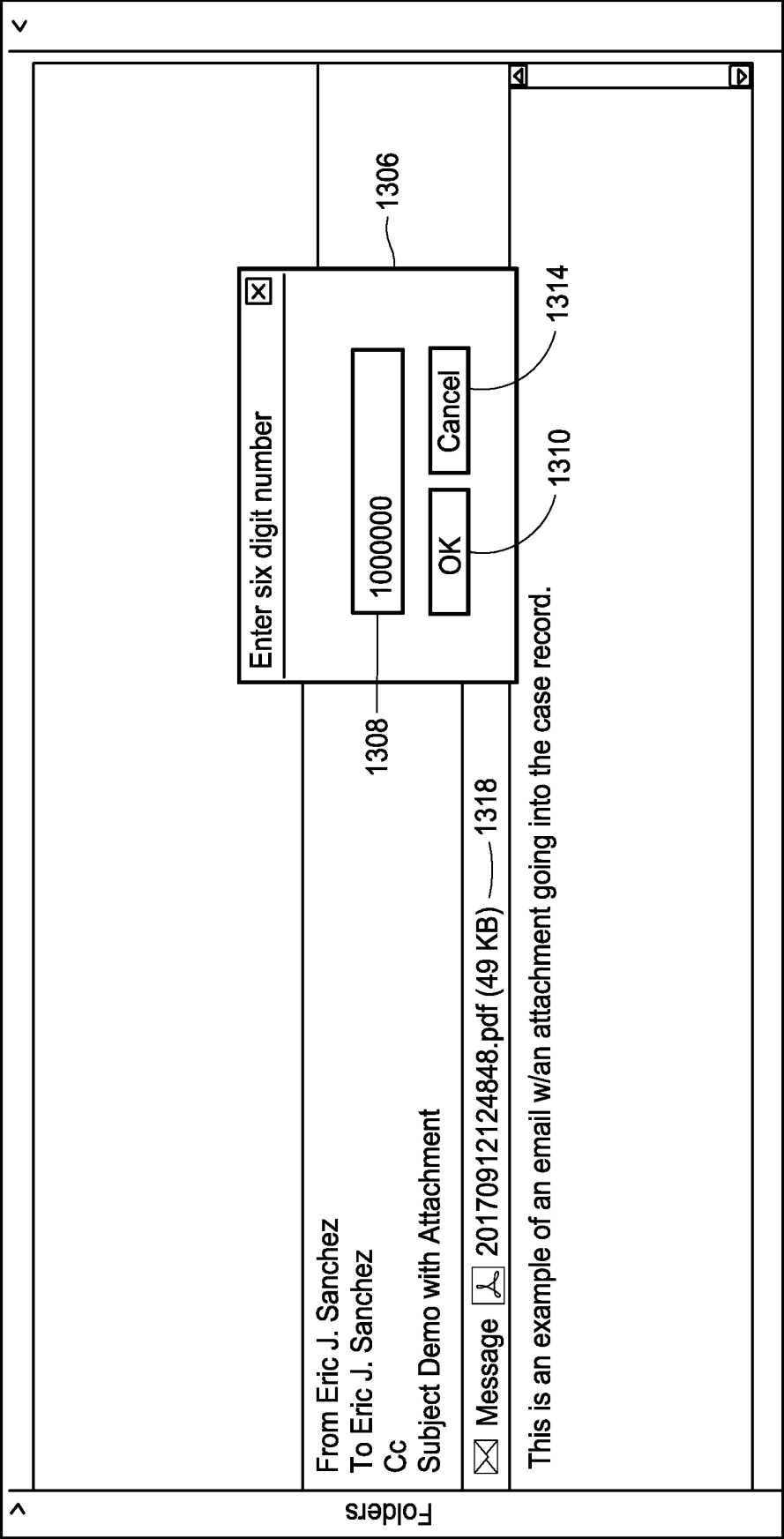


FIG. 46

1350

Primary - Citrix XenApp Plugins for Hosted Apps												
/ #1000000 - Sanchez, Eric x												
← → Secure https://farrin.caseesoftware.com/casey/cases/1000000												
Apps Case Case - Staging ConverTrack												
► Casee												
Case Number	Client	DOB	Role	Language	Case Type	Damage Category						
1000000	Mr Eric J. Sanchez (44)	01/02/1982	Former Involuee	English	L1	Subjective						
Alt #	Last Note	Paralegal	Primary Attorney	Physical File	Negotiator	Primary Recovery						
	10/01/2017	RRG	TJW	RRG		Nation (Liability)						
6089329	Other	PLM	07/14/17 11:35am - Fri	Rec'd file scanned file and saved file to RRG								
6087138	Email	PLM	07/13/17 02:10pm - Thu	Potential New Case from Existing Client: 1000000...								
6027008	Email	DWB	06/14/17 09:25pm - Wed	Sent from my Phone								
6027007	Email	DWB	06/14/17 09:23pm - Wed	Sent from my Phone								
6020890	File Review	✓MEL	06/13/17 08:18am - Tue	yep On Jun 9 2017, at 9:50AM, Tara J. Will...								

FIG. 47A

FIG. 47A

FIG. 47C

FIG. 47B

FIG. 47D

FIG. 47

[illegible]

FIG. 47B

Past Due(6)

Due Today(0)

Due later(1)

Done(58)

N/A(0)

Due

^N/A

Staff

^

Done

^Task

^Involvement

EJS

Task Name

clear filters

Recalculate

Add Reminder

12/10/2016	EJS	12/20/2016 by TOPS...	Schedule 21-Day Call w Attorney	Edit
12/10/2016	EJS	06/15/2017 by EJS	This is an example	Edit

Show: Scroll All 2

Manual Task

FIG. 47C

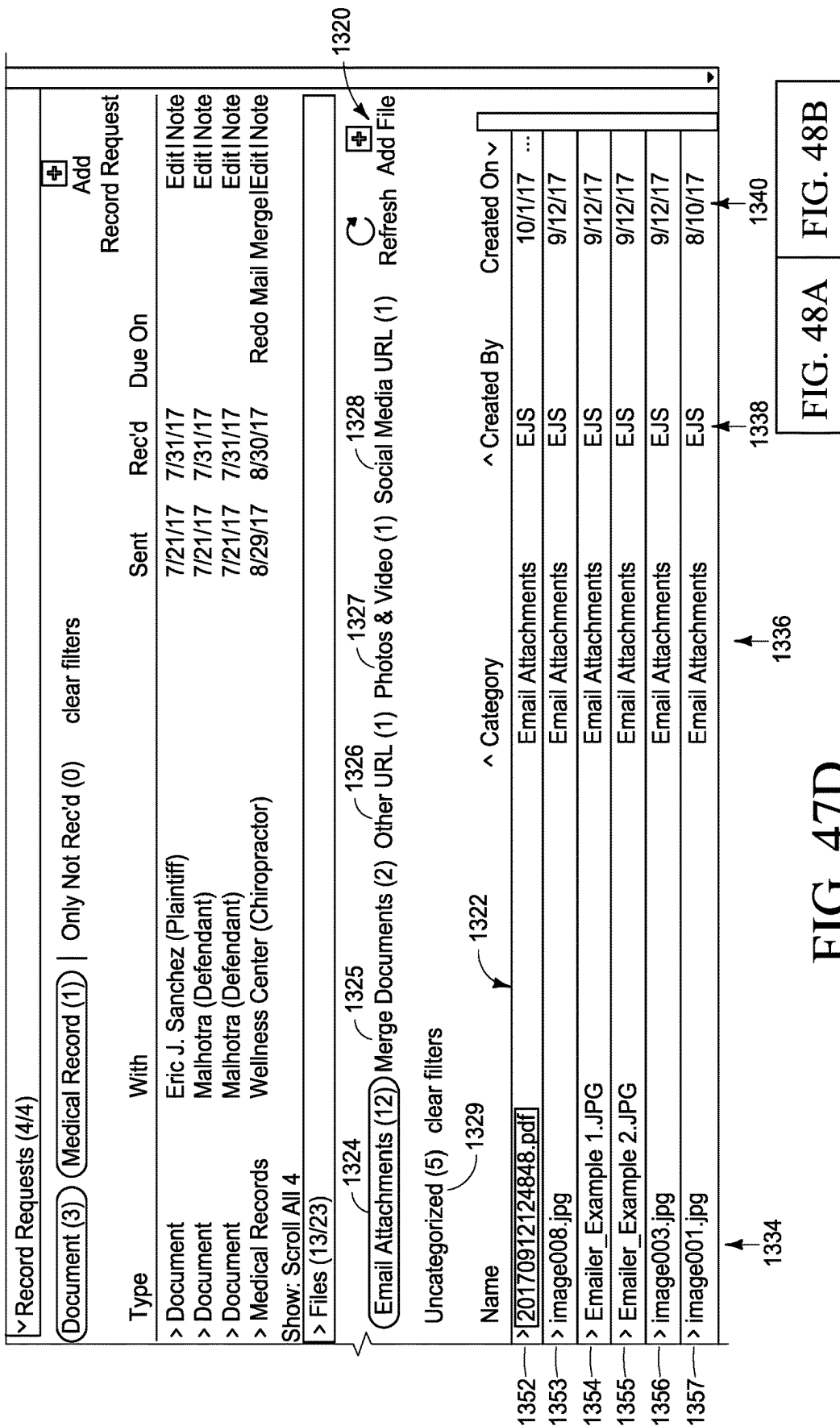


FIG. 48

1400

Primary - Citrix XenApp Plugins for Hosted Apps

#1000000 - Sanchez, Eric x

← → Secure | <https://farrin.caseesoftware.com/case/cases/1000000>

Apps Case Case - Staging ConverTrack

► Case

Quick Case Open Start typing to find a case by client name, phone, case number, etc

Case Number	Client	DOB	Role	Language	Case Type	Damage Category
1000000	Mr Eric J. Sanchez (44)	01/02/1982	Former Involve	English	L1	Subjective
Alt #	Last Note	Paralegal	Primary Attorney	Physical File	Negotiator	Primary Recovery
	10/01/2017	RRG	TJW	RRG		Nation (Liability)

INV TST INV PL1 INV PRR DMD NER SER

Synopsis: /

Damages: /

NOTES (66/66)

REMINERS (2 / 65)

\$ LEDGER ENTRIES

LITIGATION

LITIGATION (SECONDARY)

SETTLEMENT ADMINISTRATION

INCIDENT

COVERAGE

FIG. 48A

X 																	
 																	
HELP																	
<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 30%;"> Case Status ADR </td> <td style="vertical-align: top; width: 20%;"> Department Pre-Lit </td> <td style="vertical-align: top; width: 15%;"> Source Closed </td> <td style="vertical-align: top; width: 15%;"> Referred By Incident Date 12/10/2016 </td> <td style="vertical-align: top; width: 15%;"> Incident State NC SOL Date 12/10/2019 </td> <td style="vertical-align: top; width: 15%;"> SOL State NC Tolling Date Case Value </td> <td style="vertical-align: top; width: 10%;"> Case Age 9.6 mo </td> <td style="vertical-align: top; width: 10%;"> Watch Tools </td> </tr> </table>										Case Status ADR	Department Pre-Lit	Source Closed	Referred By Incident Date 12/10/2016	Incident State NC SOL Date 12/10/2019	SOL State NC Tolling Date Case Value	Case Age 9.6 mo	Watch Tools
Case Status ADR	Department Pre-Lit	Source Closed	Referred By Incident Date 12/10/2016	Incident State NC SOL Date 12/10/2019	SOL State NC Tolling Date Case Value	Case Age 9.6 mo	Watch Tools										
Share Internal Intake External Print																	
Quick information																	
DOCUMENTS																	
INVOLVEMENTS																	
CLIENT INFORMATION																	
COMPANION AND RELATED CASES																	

FIG. 49A | FIG. 49B

FIG. 49

FIG. 48B

FIG. 49A | FIG. 49B

Primary - Citrix XenApp Plugins for Hosted Apps

/ #1000000 - Sanchez, Eric x

← → C Secure | https://farrin.caseesoftware.com/casey/case/1000000

Apps Case Case - Staging ConverTrack

► Case

Quick Case Open Start typing to find a case

Case Number 1000000 Client Mr Eric J. Sanchez (44)

Alt # Last Note 10/01/2017

INV TST

Synopsis: /

Damages: /

NOTES (66/66)

REMINDERS (2 / 65)

\$ LEDGER ENTRIES 1438

LITIGATION

LITIGATION (SECONDARY)

SETTLEMENT ADMINISTRATION

INCIDENT 1442

COVERAGE

Casee Mail originating from case #1000000 1422

From Eric Sanchez <esanchez@farrin.com> 1424

To 1426

Cc 1428

esanchez@farrin.com

Bcc 1430

Subject 1434 1432

[1000000]

Body 1436

https://farrin.caseesoftware.com/casey/cases/1000000

Select attachments to include in the email

☐ 1000000_1500_PI_CLT_Attorney_Departure_

☒ 20170912124848.pdf

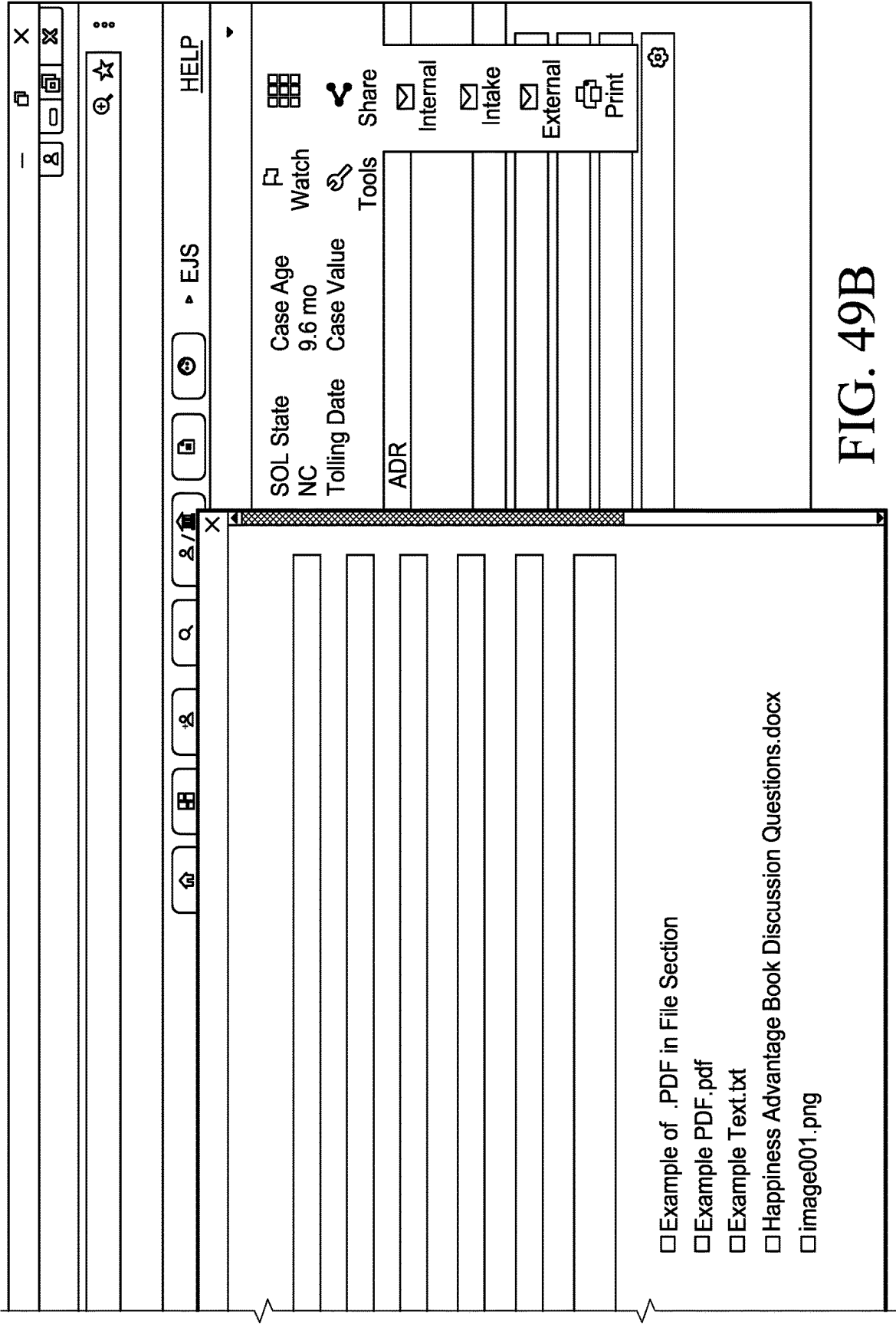
☐ 468 SS FOLLOW UP MER LETTER.docx

☐ casee_schema.pdf

☐ Emailer_Example 1.JPG 1440

1446 Send Email Cancel 1440

FIG. 49A



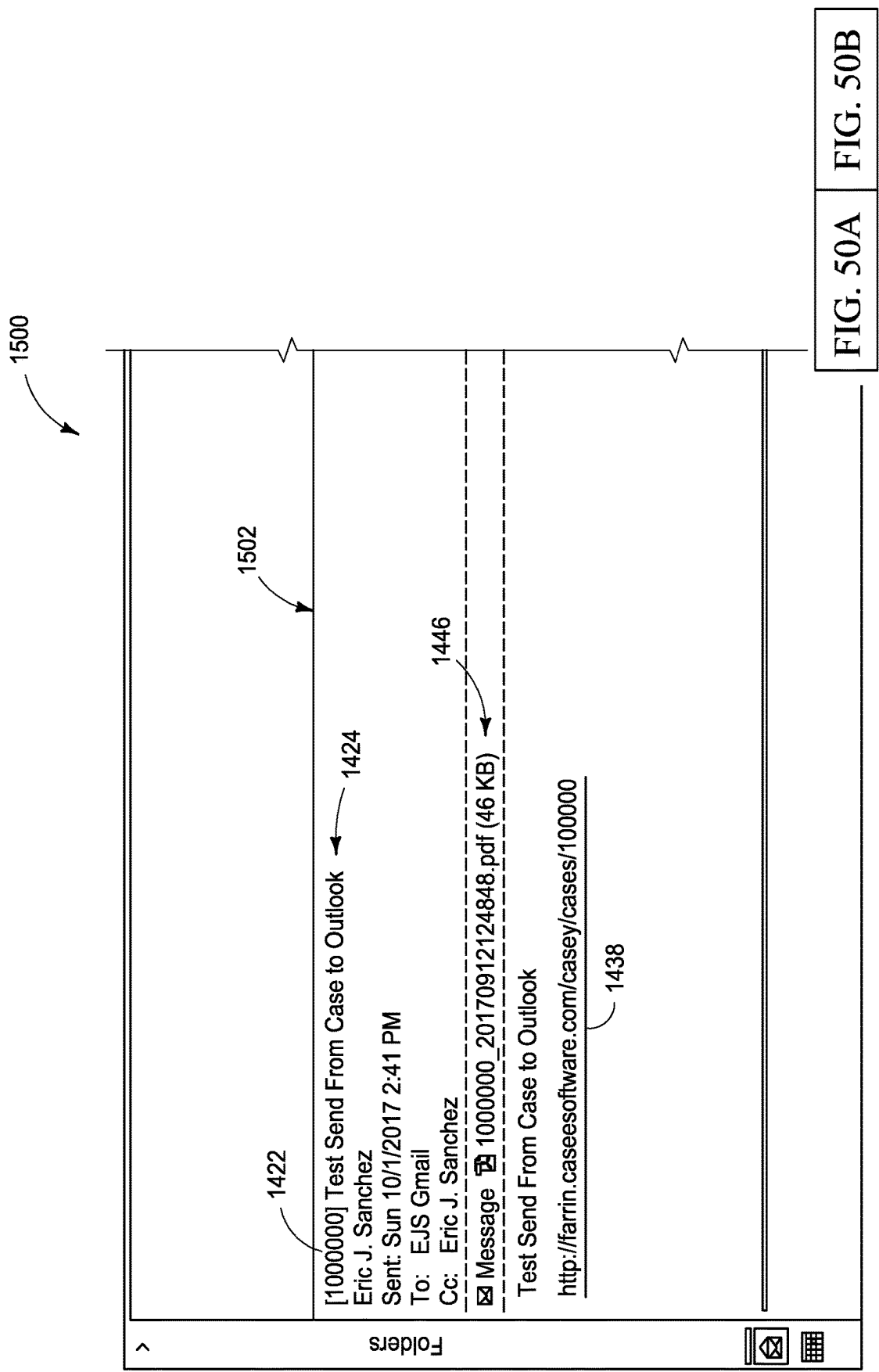


FIG. 50

FIG. 50B

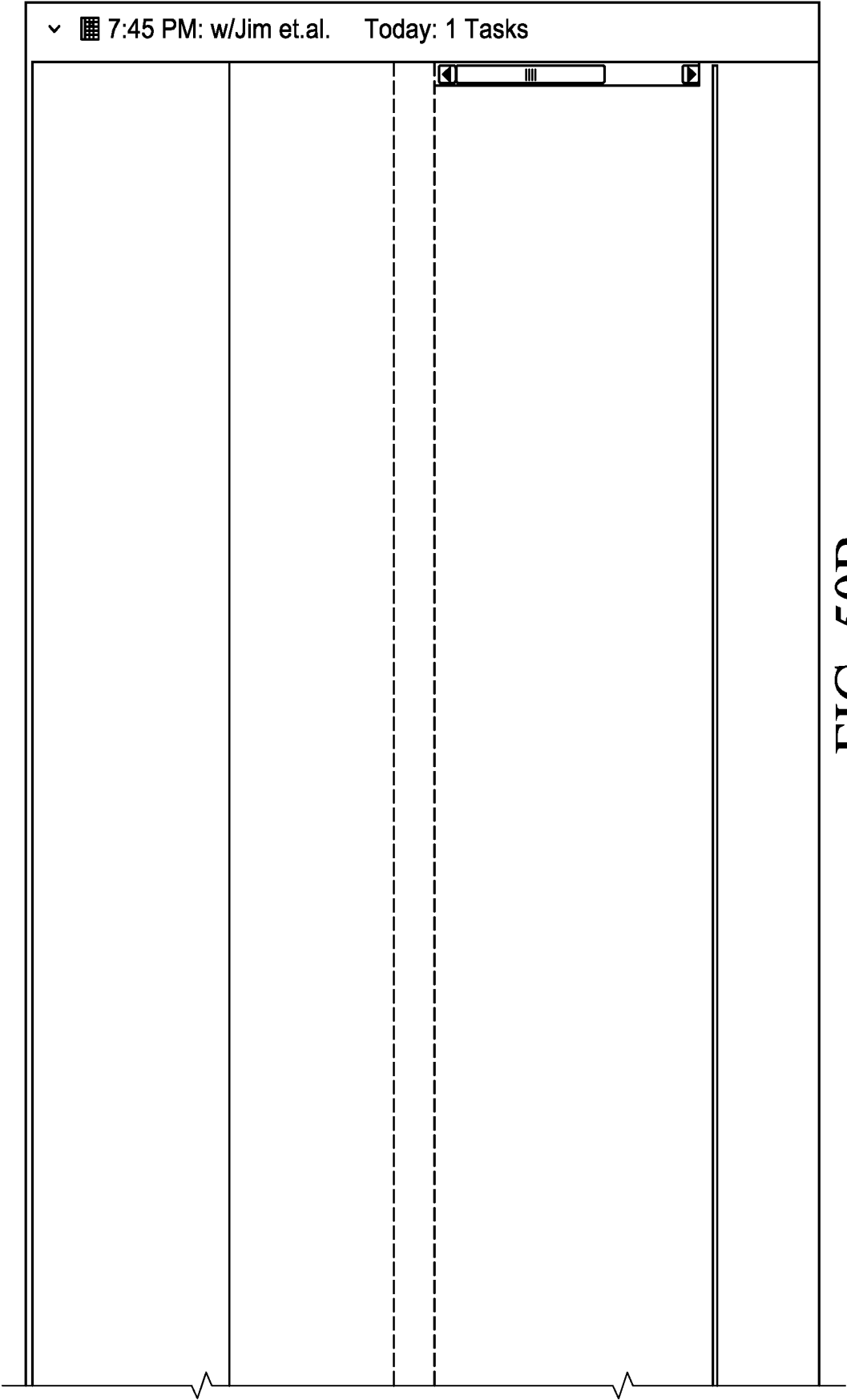


FIG. 50B

1006

1002

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1552

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				1020	1022	1024	1026	1028	HELP
				Source	Referred By	Incident State	SOL State	Case Age	
1018				1020	1022	1024	1026	1028	
Case Status	Department	Source	Referred By	Incident State	SOL State	Case Age	Watch		
ADR	Pre-Lit	Closed	Incident Date	NC	NC	9.6 mo			
Health Insurance	Opened	12/10/2016	12/10/2016	SOL Date	Tolling Date	Case Value	Tools	Share	
Health	12/10/2016	12/10/2016	12/10/2016	12/10/2019					
CHK[WOC PL1 COJ]				REJ	INV	ADR	INV		
1042				1040	1038	1036	1034	1032	1030
Quick information									
1065 1061 1063									
1065				1067					
1061				1084					
1063				1086					
Note 6259345 for Case #1000000				1082					
Topic: Email				Add Note					
1088				1091					
Created By: EJS at 10/01/17 02:40pm				1092					
Updated By: EJS at 10/01/17 02:40pm									
From Eric J Sanchez<esanchez@farrin.com>				Cc: esanchez@farrin.com					
Sent: Sunday, October 1 2017 14:40 PM				Subject: [1000000] Test Send From Case to Outlook					
To: ejjsf@gmail.com									

FIG. 51B

6212090	Email	EJS	09/08/17 11:51am - Fri	From Micro...	Open	1059
6150000	Email	EJS	08/10/17 05:58pm - Thu	Capture From: ...	Open	1072
6149992	Email	EJS	08/10/17 05:55pm - Thu	What's up?	Open	
6105528	SMS	✓EJS	07/23/17 11:44am - Sun	Call me - From Farrin at 900-688-4991	Open	
6105491	Email	EJS	07/23/17 11:34am - Sun	https://farrin.casseeoftware.com/casey/case...	Open	
6089329	Other	PLM	07/14/17 11:35am - Fri	Rec'd file scanned file and saved file to RRG	Open	
6087138	Email	PLM	07/13/17 02:10pm - Thu	Potential New Case from Existing Client: 100000...	Open	
6027008	Email	DWB	06/14/17 09:25pm - Wed	Sent from my Phone	Open	
1062			1064	1070		
			1066			
☒ REMINDERS (2 / 65)						
Past Due(6) <u>Due Today(0)</u> Due later(1) <u>Done(58)</u> N/A(0)						
EJS Task Name clear filters Recalculate Add Reminder						

FIG. 51C

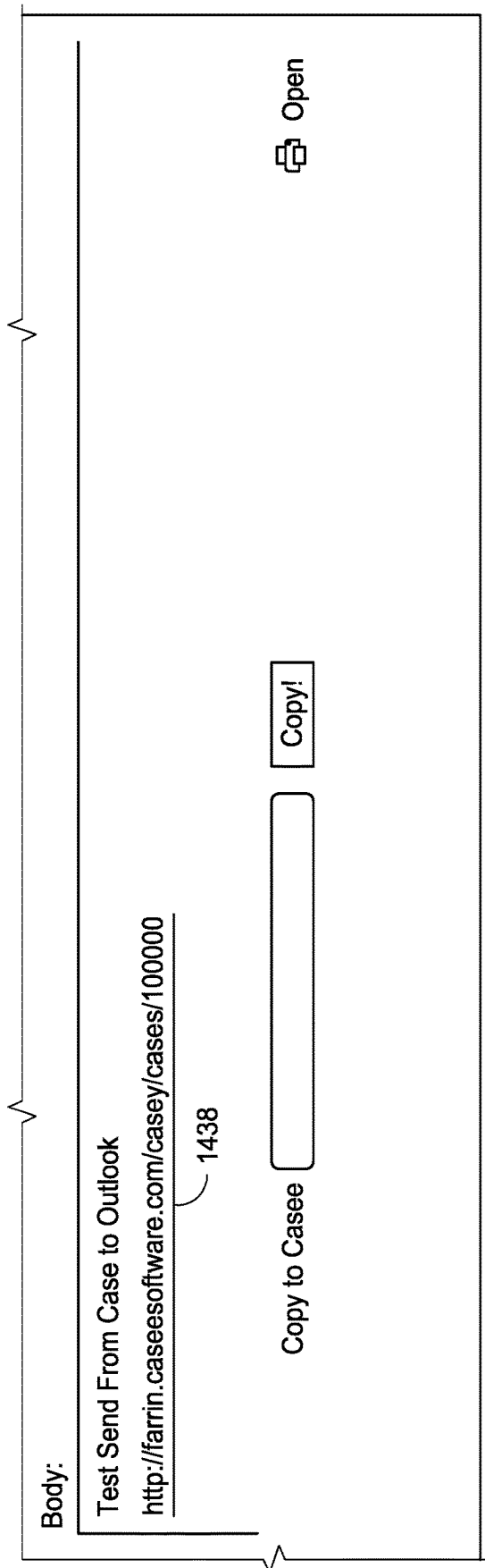


FIG. 51D

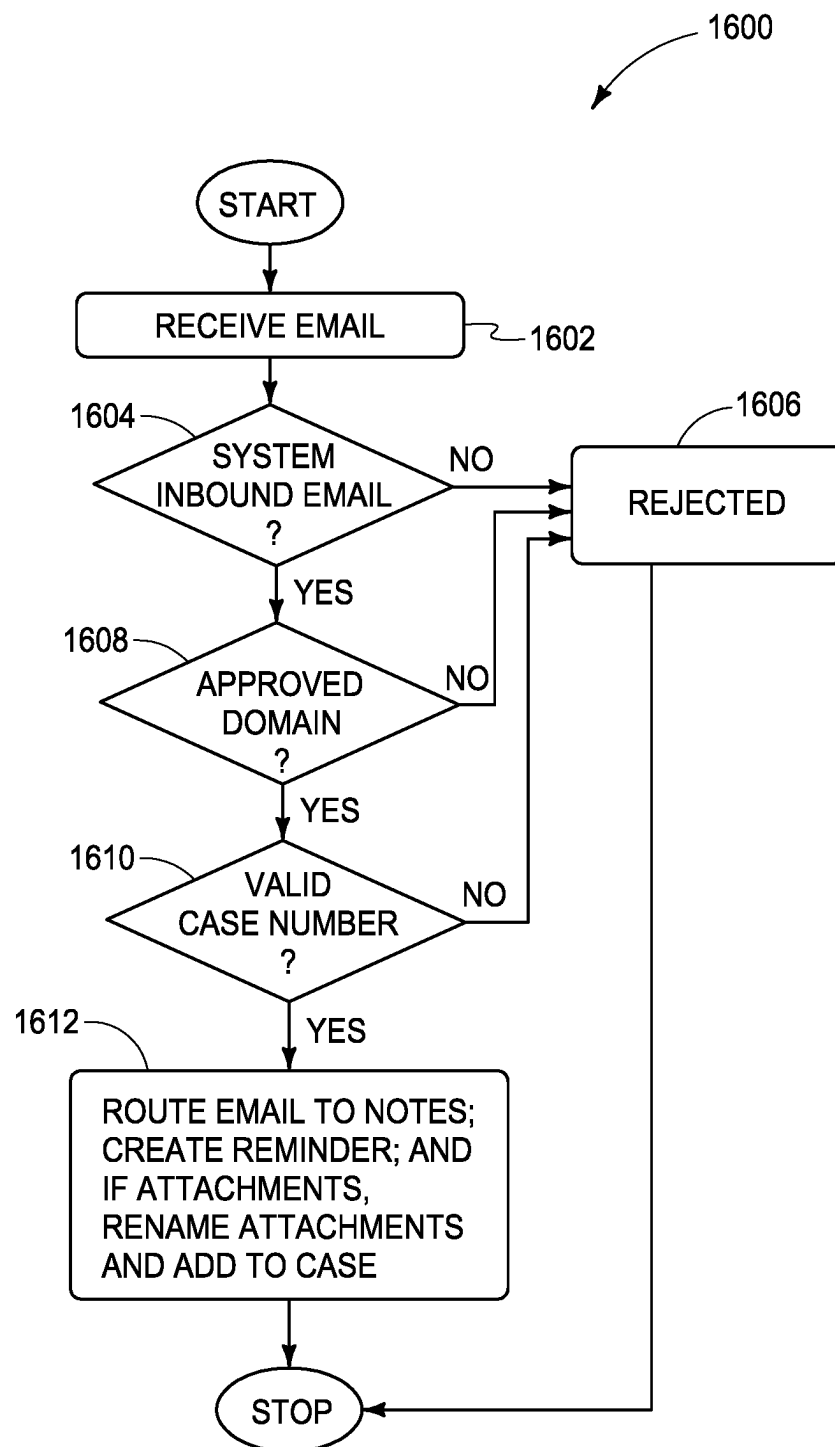


FIG. 52

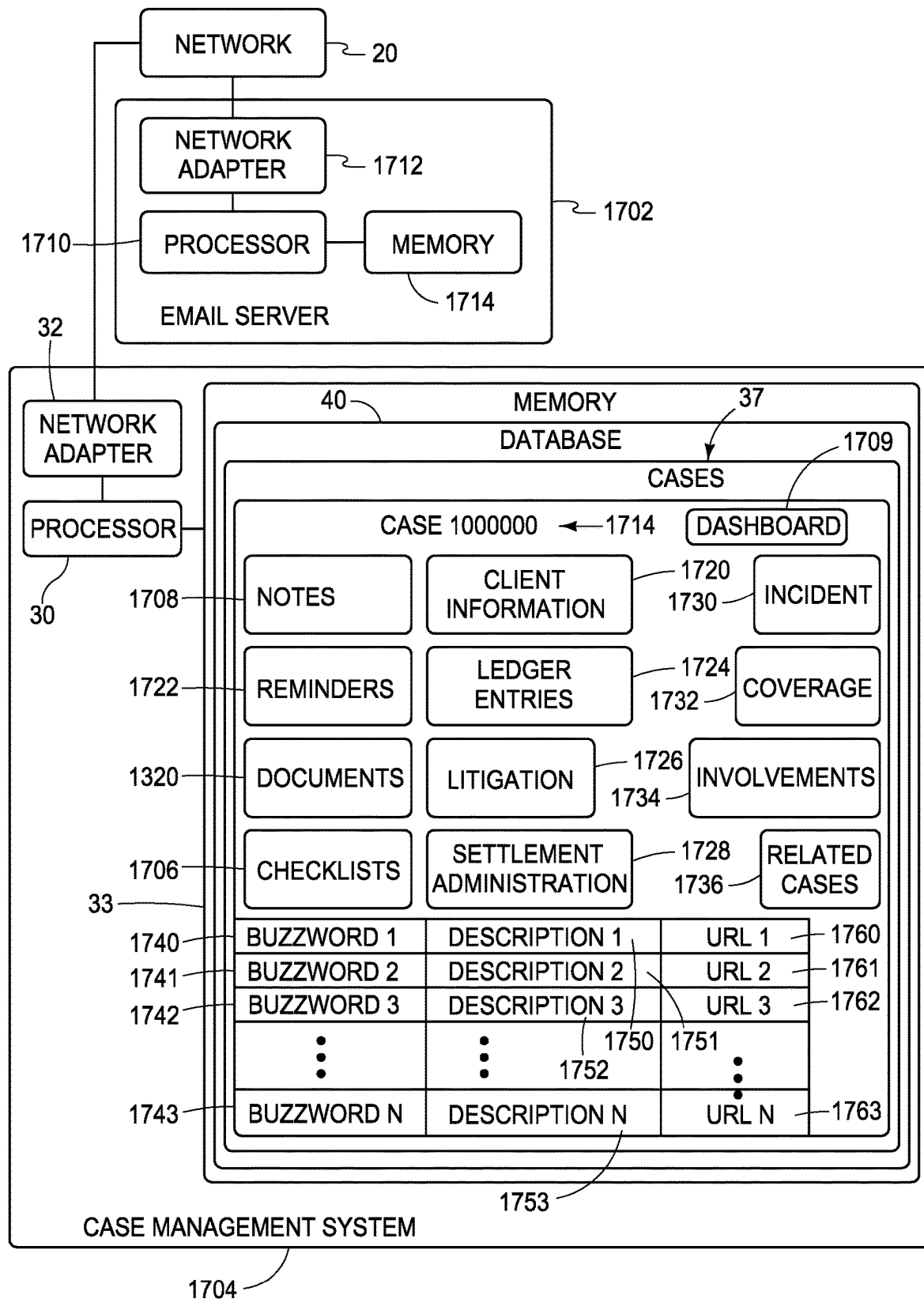


FIG. 53

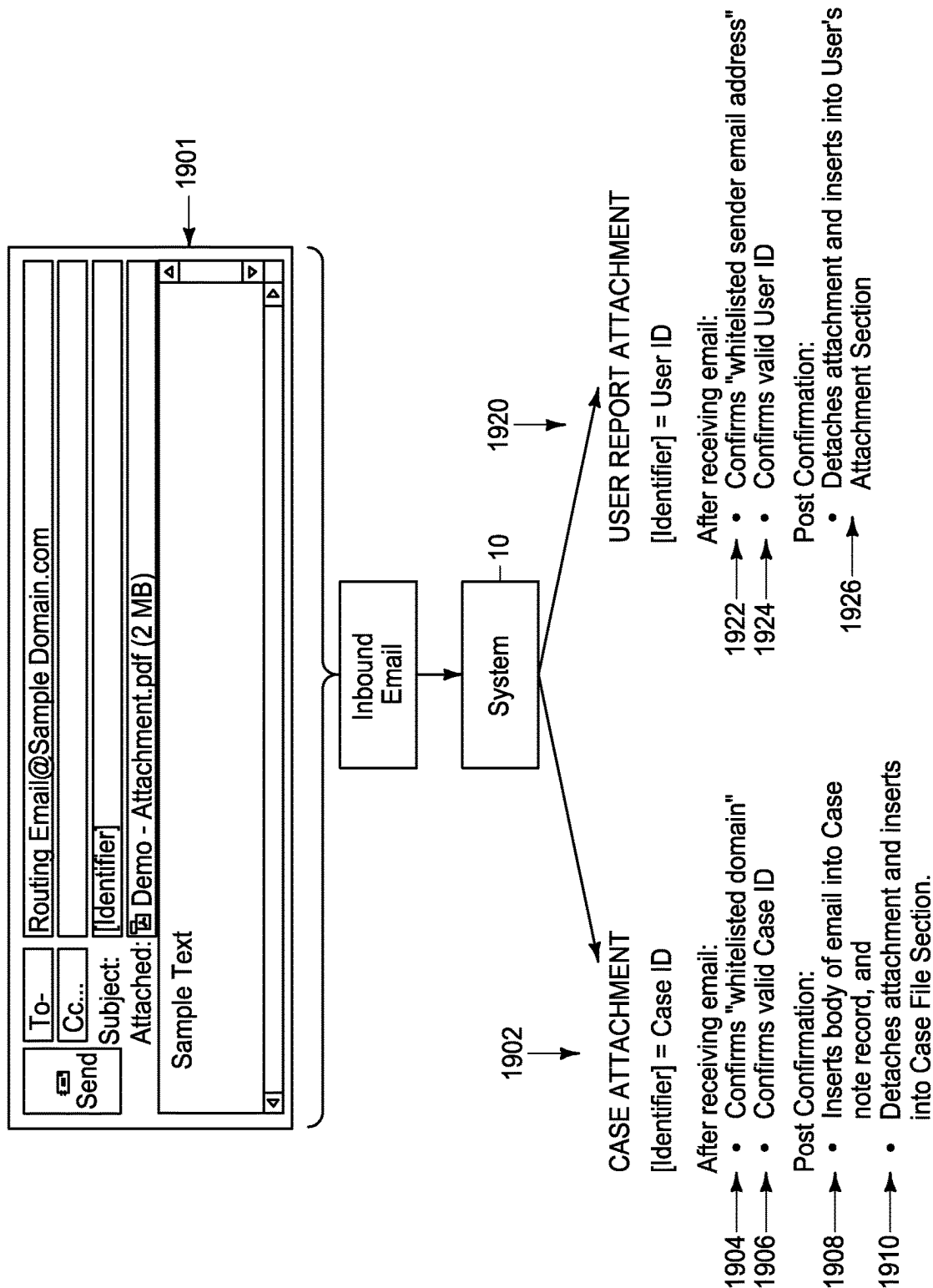


FIG. 54

FIG. 55A	FIG. 55B	FIG. 55C	FIG. 55D
FIG. 55E	FIG. 55F	FIG. 55G	FIG. 55H

FIG. 55

Open a matter using client name, phone number, or other identifying info				
Reminders				
☒ Before	☒ On	☒ After	04/25/2018	📅
		Task Name	Assignee	clear filters
Due	^ Case	N/A	Done	Task
12/10/2016	1000000 - John T. Smith	☐	☐	Client Vehicle Photos Present? If no, obtain.
12/10/2016	1000000 - John T. Smith	☐	☐	Schedule 21- Day Call w Attorney
12/20/2016	1000000 - John T. Smith	☐	☐	Request Plan Documents from Client
12/20/2016	1000000 - John T. Smith	☐	☐	Verify ERISA status of Plan
10/10/2017	1000000 - John T. Smith	☐	☐	Request Plan Documents from Client
10/10/2017	1000000 - John T. Smith	☐	☐	Verify ERISA status of Plan
10/10/2017	1000000 - John T. Smith	☐	☐	Request Plan Documents from Client
10/10/2017	1000000 - John T. Smith	☐	☐	Verify ERISA status of Plan

FIG. 55A

Information.	▼	1940	1942	Involvement		
					Health Green Ins Co. of Illinois (Health)	
					Health Green Ins Co. of Illinois (Health)	
					Health Green Ins Co. of Illinois (Health)	
					Health Medicare Secondary Payer Recovery Contractor (Health)	
					Health State Health Plan (Health)	
					Health State Health Plan (Health)	

FIG. 55B

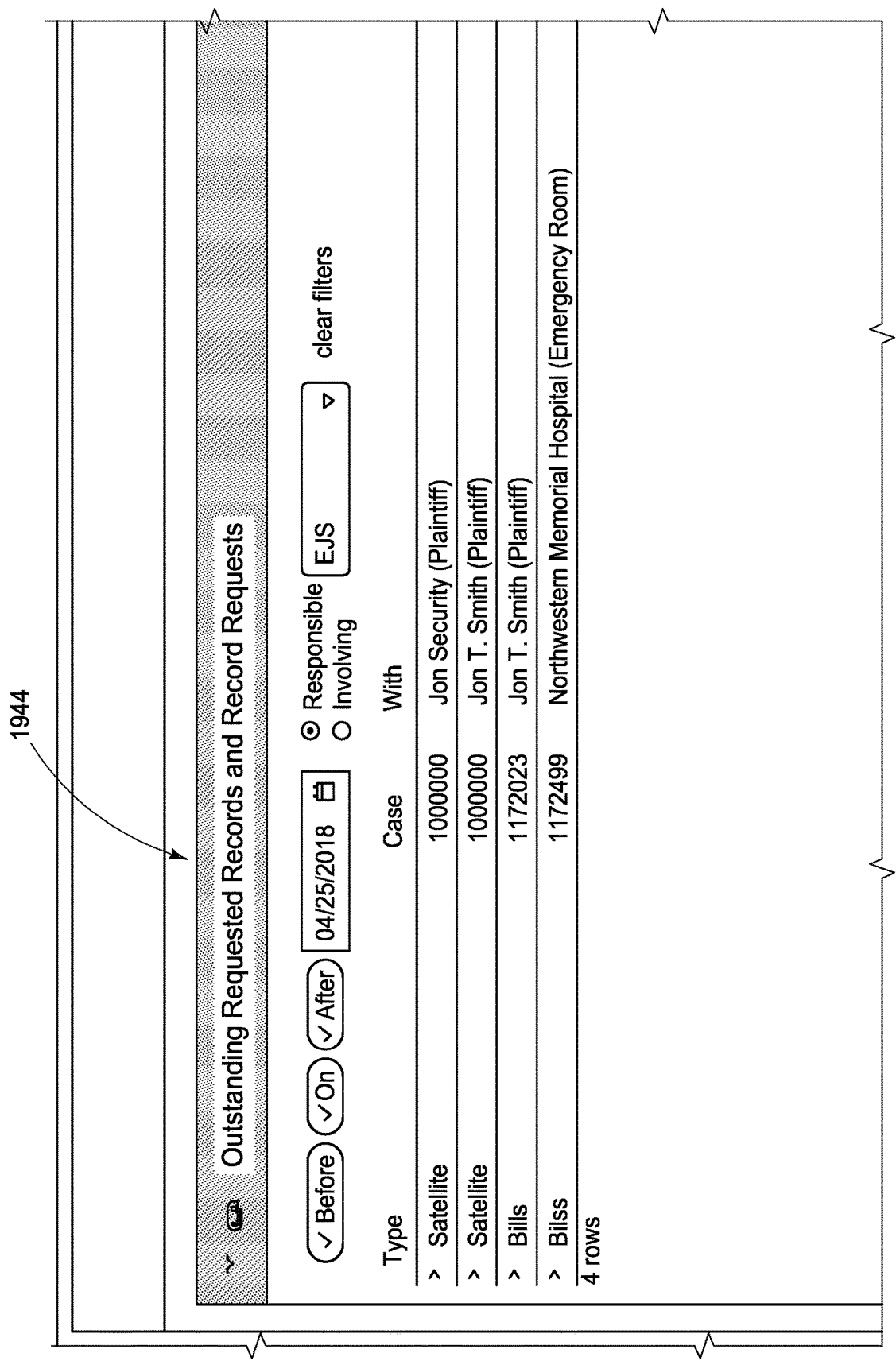


FIG. 55C

Client	Sent	Due
Jon T. Smith	3/1/18	3/15/18
Jon T. Smith		4/13/18
Walt DEMO		4/19/18
Spart E. State	4/5/18	4/19/18

FIG. 55D

10/10/2017	1000000 - John T. Smith	☐	☐	Request Plan Documents from Client
10/10/2017	1000000 - John T. Smith	☐	☐	Verify ERISA status of Plan
11/05/2017	1000000 - John T. Smith	☐	☐	Request Plan Documents from Client
02/07/2018	1172023 - Walt DEMO	☐	☐	Schedule 21-Day Call w Attorney
02/19/2018	1172023 - Walt DEMO	☐	☐	Verify ERISA status of Plan
03/02/2018	1172023 - Walt DEMO	☐	☐	Send Client WOM Letter (Use 036)
03/05/2018	1171406 - John Doe	☐	☐	Client Contact
03/05/2018	1171407 - John Doe	☐	☐	Client Contact
03/06/2018 [□]	1167556 - John Doe	☐	☐	Request Updated POA
03/06/2018	1171742 - Jane Doe	☐	☐	Send Bill to Adjuster
03/07/2018 [□]	1163550 - John Doe	☐	☐	Request Updated POA
03/07/2018	1171656 - Jane Doe	☐	☐	Client Contact (order pmh - info in 1st tx update)
03/07/2018	1172000 - Jane Doe	☐	☐	Client Contact (DEC page)
03/08/2018	1168957 - Jane Doe	☐	☐	Client Contact
202 rows				

FIG. 55E

Health City Medical Center (Health)		
Health City Medical Center (Health)		
Health Ins of ND (Health)		
Fire Insurance Co (FireCo)		
ER 12/01/17 re: R knee pain)		
		← 12345...9 →

FIG. 55F

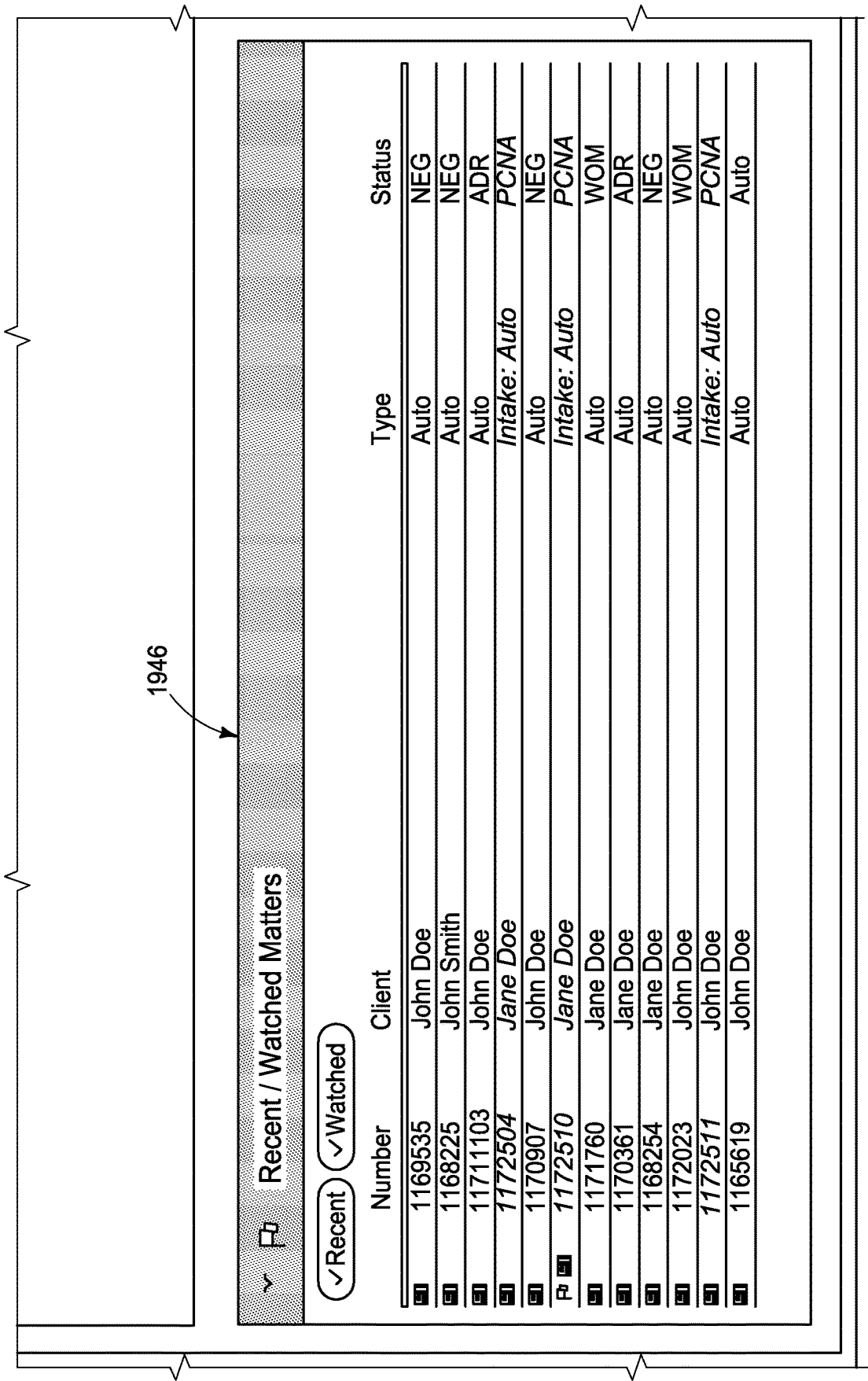


FIG. 55G

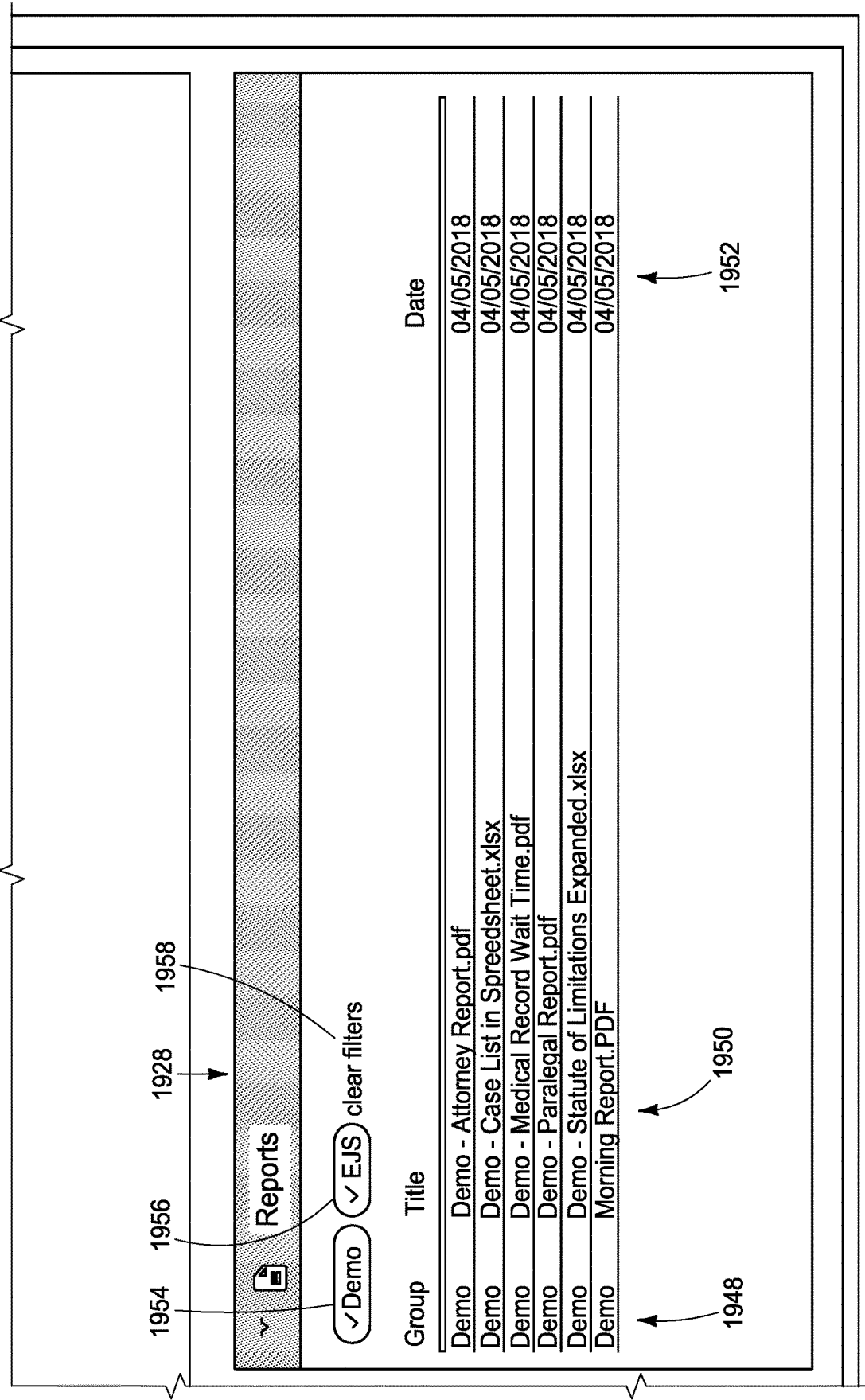


FIG. 55H

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SYSTEMS AND METHODS FOR EMAIL ATTACHMENT ROUTING IN A CLIENT MANAGEMENT SYSTEM

CROSS REFERENCE TO RELATED APPLICATION

This is a continuation of copending U.S. patent application Ser. No. 16/006,467 to Sanchez et al., filed Jun. 12, 2018, which in turn is a continuation-in-part of U.S. patent application Ser. No. 15/828,382 to Sanchez et al., filed Nov. 30, 2017, now U.S. Pat. No. 10,339,192, all of which are incorporated herein by reference.

TECHNICAL FIELD

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

BACKGROUND

Various types of businesses use and maintain data related to the company's business, such as information about customers, existing projects, business opportunities, and completed projects. The data is stored in a database that is accessible to company employees.

To facilitate effective use of data, many business organizations have a system to help manage the company's interactions with customers, clients and sales prospects, commonly known as a customer relationship management (CRM) system or client management system (CMS).

SUMMARY

Various embodiments provide a system including a server configured to be accessed by client workstations, the server including processor and a memory coupled to the processor, the memory defining a plurality of databases, the databases including fields for respective client matters, and the databases including a plurality of notes including text, for respective matters, and a plurality of buzzwords and addresses for descriptive pages, the server being configured to: associate respective buzzwords with descriptive pages; generate a user interface including a text editing screen area in which a user can type or edit text for a note, the text including a plurality of terms; perform a spell check on terms in the text editing screen area, and also compare terms to the buzzwords and, and, in response to a term being misspelled, indicating that the term is misspelled in the text editing screen area, and, in response to a term matching a buzzword, indicating that the matching term is a buzzword in the user interface in a manner different from which misspelled terms are indicated; and display the descriptive page associated with the typed buzzword in response to the user interacting with the buzzword area of the user interface.

Other embodiments provide a method including providing a server configured to be accessed by client workstations, the server including a memory and a processor coupled to the memory; defining a plurality of databases in the memory, the databases including fields for respective client matters, and the databases including a plurality of notes for respective matters, the notes including text, and the databases including a plurality of buzzwords; associating respective buzzwords with descriptive pages; generating a user interface including a text editing screen area in which a user can type text for a note, the text including a plurality

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of terms; comparing terms to the buzzwords and, in response to a term matching a buzzword, indicating that the matching term is a buzzword in the user interface; and displaying the descriptive page associated with the typed buzzword in response to the user interacting with the buzzword indicating area of the user interface.

Still other embodiments provide a method for displaying notes associated with a matter in a client management system on a graphical user interface, the method comprising storing a list of buzzwords in a memory; displaying a list in a note list display region, the list including a plurality of rows, each row being associated with a note including text, respective rows including a note ID number, a note type, a note author name, a creation date, and a part of the body of the note, the list being navigable; displaying a preview of a note corresponding to a row selected in response to a row being selected by a user; causing a text editor screen area to appear in response to a user opening the previewed note; in response to a user typing a term in the text editor screen matching a buzzword, displaying an indication that the term is a buzzword.

Other embodiments provide a system including an email server; and a case management server in communication with the email server, the case management server having a system email address for receiving emails and including: a processor; and a memory coupled to the processor and defining a database organized to include a plurality of cases, respective matters having case numbers, and, for each matter, the database include fields configured to store a name of the client, fields describing the client, fields describing a project being undertaken for the client, a files location associated with the matter, and notes location associated with the matter; the system being configured to, in response to receiving an email having a subject line and body, determine whether the email is addressed to a system email address for the case management server and, if not, reject the email, to determine whether the email originated from a preapproved domain and, if not, reject the email, and to determine if the email subject line contains a case number matching a database matter case number and, if not, reject the email, and the system being configured to route at least a portion of non-rejected emails to the notes location of the matter having the matter number that matches the number contained in the email subject line.

Other embodiments provide a method including defining a database accessible to a plurality of users having respective user IDs and organized to include information for a plurality of matters, respective matters having case numbers, and, for each matter, the database include fields configured to store a name of a client, and fields describing the client, a files location associated with the matter, and a notes location associated with the matter, the database further including reports locations associated with respective users; in response to receiving an email having a subject line, body, and attachment: determining whether the email subject line contains a case number matching a case number in the database and, if so: detaching the attachment from the email and placing the attachment in the files location associated with the matter matching the case number.

Other embodiments provide a system a system comprising: a server having a plurality of users authorized to access the case management server, respective users having user IDs for use in accessing the server, and the case management server including: a processor; and a memory coupled to the processor and defining a database organized to include a plurality of matters, respective matters having case numbers, and, for each matter, the database including fields configured

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to store a name of the client, fields describing the client, a files location associated with the matter, and a notes location associated with the matter, and the database further including reports locations for respective users; the system being configured to, in response to receiving an email having a subject line and body, determine whether the email subject line contains a case number matching a case number in the database and, the system being configured to, in response to the subject line containing a case number matching a case number in the database: determine if the email was sent from a preapproved domain and, if not reject the email; and if sent from a preapproved domain, detach an attachment from the email and place the attachment in the files location associated with the matter matching the case number in the subject line of the email

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 or intake scoring model 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.

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.

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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.

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. A and B are to be assembled.

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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.

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.

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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.

FIG. 37 is a map illustrating how FIGS. 37A and 37B are to be assembled.

FIG. 37A is a portion of a screen shot illustrating a graphic user interface showing an administrative screen for managing buzzwords.

FIG. 37B is a second portion of the screen of FIG. 37A.

FIG. 38 is a map illustrating how FIGS. 38A and 38B are to be assembled.

FIG. 38A is a portion of a screen shot illustrating a graphic user interface showing a buzzword being edited.

FIG. 38B is a second portion of the screen of FIG. 38A.

FIG. 39 is a map illustrating how FIGS. 39A, 39B, 39C, and 39D are to be assembled.

FIG. 39A is a portion of a screen shot illustrating a graphical user interface showing a notes screen or screen portion.

FIG. 39B is a second portion of the screen shot of FIG. 39A.

FIG. 39C is a third portion of the screen shot of FIG. 39A.

FIG. 39D is a fourth portion of the screen shot of FIG. 39A.

FIG. 40 is a map illustrating how FIGS. 40A, 40B, 40C, and 40D are to be assembled.

FIG. 40A is a portion of a screen shot illustrating a graphical user interface including a text editor screen portion.

FIG. 40B is a second portion of the screen shot of FIG. 40A.

FIG. 40C is a third portion of the screen shot of FIG. 40A. FIG. 40D is a fourth portion of the screen shot of FIG. 40A.

FIG. 41 is a map illustrating how FIGS. 41A, 41B, 41C, and 41D are to be assembled.

FIG. 41A is a portion of a screen shot illustrating a graphical user interface including a recognized buzzword-indicating screen portion.

FIG. 41B is a second portion of the screen shot of FIG. 41A.

FIG. 41C is a third portion of the screen shot of FIG. 41A.

FIG. 41D is a fourth portion of the screen shot of FIG. 41A.

FIG. 42 is a screen shot illustrating a web page associated with a buzzword of FIGS. 37A-D and FIGS. 41A-D.

FIG. 43 is a flowchart illustrating operation of a method of using the case management system of FIG. 27A-D.

FIG. 44 is a screen shot illustrating sending an email from a third party email client to the case management system.

FIG. 45 is a map illustrating how FIGS. 45A, 45B, 45C, and 45D are to be assembled.

FIG. 45A is a portion of a screen shot illustrating a graphical user interface illustrating the email of FIG. 44 being received from the third party email client by the case management system and being added as a note.

FIG. 45B is a second portion of the screen shot of FIG. 45A.

FIG. 45C is a third portion of the screen shot of FIG. 45A.

FIG. 45D is a fourth portion of the screen shot of FIG. 45A.

FIG. 46 is a screen shot illustrating sending an email including an attachment from a third party email client to the case management system.

FIG. 47 is a map illustrating how FIGS. 47A, 47B, 47C, and 47D are to be assembled.

FIG. 47A is a portion of a screen shot illustrating a graphical user interface illustrating the email of FIG. 46 being received from the third party email client by the case management system and being added as a note, and showing the attachment being added in a files section of the user interface.

FIG. 47B is a second portion of the screen shot of FIG. 47A.

FIG. 47C is a third portion of the screen shot of FIG. 47A.

FIG. 47D is a fourth portion of the screen shot of FIG. 47A.

FIG. 48 is a map illustrating how FIGS. 48A and 48B are to be assembled.

FIG. 48A is a portion of a screen shot illustrating a graphical user interface illustrating a share menu that is displayed when a share icon is actuated.

FIG. 48B is a second portion of the screen shot of FIG. 48A.

FIG. 49 is a map illustrating how FIGS. 49A and 49B are to be assembled.

FIG. 49A is a portion of a screen shot illustrating a user interface for creating an email originating from the case management system.

FIG. 49B is a second portion of the screen shot of FIG. 49A.

FIG. 50 is a map illustrating how FIGS. 50A and 50B are to be assembled.

FIG. 50A is a portion of a screen shot illustrating an email received from the case management system.

FIG. 50B is a second portion of the screen shot of FIG. 50A.

FIG. 51 is a map illustrating how FIGS. 51A, 51B, 51C, and 51D are to be assembled.

FIG. 51A is a portion of a screen shot illustrating a graphical user interface illustrating the sent email of FIGS. 50A and 50B being included in a notes section of the case management system.

FIG. 51B is a second portion of the screen shot of FIG. 51A.

FIG. 51C is a third portion of the screen shot of FIG. 51A.

FIG. 51D is a fourth portion of the screen shot of FIG. 51A.

FIG. 52 is a flowchart illustrating operation of the case management system in receiving and validating an email from a third party email system, in accordance with some embodiments.

FIG. 53 is a hardware block diagram of the case management system and email server in accordance with some embodiments.

FIG. 54 is a flow diagram illustrating operation of the case management system in receiving and validating an email from a third party email system, in accordance with some embodiments.

FIG. 55 is a map illustrating how FIGS. 55A, 55B, 55C, 55D, 55E, 55F, 55G, and 55H are to be assembled.

FIG. 55A is a portion of a screen shot illustrating a graphical user interface illustrating an attachment from the email of FIG. 54 is available from a reports section of the case management system.

FIG. 55B is a second portion of the screen shot of FIG. 55A.

FIG. 55C is a third portion of the screen shot of FIG. 55A.

FIG. 55D is a fourth portion of the screen shot of FIG. 55A.

FIG. 55E is a fifth portion of the screen shot of FIG. 55A.

FIG. 55F is a sixth portion of the screen shot of FIG. 55A.

FIG. 55G is a seventh portion of the screen shot of FIG. 55A.

FIG. 55H is an eighth portion of the screen shot of FIG. 55A.

DETAILED DESCRIPTION OF THE ILLUSTRATED EMBODIMENTS

Attention is direct to U.S. patent application Ser. No. 15/697,809, filed Sep. 7, 2017, which is a continuation of U.S. patent application Ser. No. 15/434,564, filed Feb. 16, 2017, now U.S. Pat. No. 9,785,312, which in turn claims priority to U.S. Provisional Patent Application Ser. No. 62/296,595 filed Feb. 17, 2016, all of which name Sanchez et al as inventors, and all of which are incorporated herein by reference. Attention is also directed to U.S. Pat. No. 9,703,985 to Sanchez, and U.S. patent application Ser. No. 15/675,703 to Sanchez, all of which are incorporated herein by reference. In various embodiments, the system described below further includes some or all of the features described in these incorporated applications and patents.

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). In some embodiments, the PBX **14** is a traditional PBX. In other embodiments, the PBX **14** is a hybrid PBX that incorporates both analog and VoIP endpoints for use with conventional or IP phones. In still other embodiments, the PBX **14** is a VoIP PBX. In still other embodiments, VoIP is used and the PBX **14** is omitted.

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 database can be a multi-tenant database, which maintains data and provides access to the data for a number of different companies.

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, computers or devices with web-based operating systems, 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

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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, metadata 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 or intake scoring model 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 or intake scoring model 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

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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**.

In some embodiments, the phone number of a potential customer is detected using caller ID information, and for

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phone numbers that are not mobile phone numbers, a screening score is assigned based on the general geographic area associated with the phone number. For example, in a certain city, land lines have different prefixes in different parts of a city. It may be more desirable to accept a client from a more affluent area of the city because they would have a greater ability to pay bills or because damages due to loss of wages may be higher. Thus, a positive score may be added for callers from affluent areas of the city and they may vary depending on how affluent the different areas are perceived to be.

Mobile phone callers can be from any geographic location so mobile phone numbers are not assigned a score. Mobile phone numbers are identified by the prefixes of the mobile phone numbers in conjunction with the area codes of the mobile phone numbers.

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 through 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, through which the screener 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.

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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 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 admin-

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istrator 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 through 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 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.

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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 through which the administrator can edit the question, as well as an element 446 through 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 through 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 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 metadata is collected which allows the intake form 370 (FIG. 15) to read the metadata.

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

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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 snow blowers while customers with scores indicating that they live in warm clients would be shown advertisements for lawnmowers.

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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.

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

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

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applicable_to method
  input parameter is the intake
  Calls candidates_for_intake scope
  candidates_for_intake scope
    Returns all the ScoringRule records in the data-
    base 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 answer being
  updated is also considered.
# ScoringRule class code
class ScoringRule < ActiveRecord::Base
  has_many:scoring_rule_conditions, inverse_of: :scorin-
  g_rule, dependent: :destroy scope: candidates_for_in-
  take, ->(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
end

```

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```

def self.score_for(intake)
  self.applicable_to(intake).map(&:score).inject(&:+)
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" 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.

Various embodiments provide a server 12 as shown in FIG. 2 that defines a case management or customer relationship management system 1704 (see FIG. 53) (and may or may not include screening rules and functionality).

In various embodiments, the screening tool 78 is one component of a larger case management system 1704 that runs on the server 12. 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 is illustrated in a legal environment, but could be employed in any enterprise that tracks data for customers or clients, such as professional services, etc. In some embodiments, the case management system 1704 receives and stores intake details about a legal matter,

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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, Clio, MyCase, or similar case management systems, client management systems, or customer relationship management (CRM) systems such as Microsoft Dynamics or Salesforce.

Alternatively, the case management system may be separate from the screening tool 78. In various embodiments, 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 1706 (FIG. 53) and a multitude of dashboards 1709 (FIG. 53).

The case management system 1704 provides checklists 1706 in some embodiments. In the context of a checklist 1706, the logic statements are reflected in a checklist. The checklist 1706 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. Certain types of matters may have default checklists in some embodiments, that can be edited if desired. 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, Note contents, etc.). 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 specific 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, through 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

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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 through 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 through which a user can select a parent checklist item. The screen 583 also includes a checkbox 638 for selecting 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 through which a rule condition type can be selected by a user. The screen 640 further includes pull down menus 650 and 652 through 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 through 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 through 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

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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 matter, 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 case management 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 checklists, the case management system provides dashboards 1709 (FIG. 53) 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 system 1704 automatically (or dynamically) updates the list 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 user or 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

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714 through 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 through 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 system 1704 automatically (or dynamically) causes the item to disappear 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 through which a user can select a dashboard and a pull down menu 786 through which a user can select a dashboard type.

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 through 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 through which a user can copy from another case list, an update item 814, a cancel button 816, and a delete button 818.

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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.

Thus, some embodiments provide a method for displaying task list information in a user interface, the method including: displaying, on a screen, the total number of open matters being handled by a law firm and dynamically adjusting the number as matters are opened and closed; displaying, on the screen, for respective practice areas, the number of open matters for each practice area and dynamically adjusting the numbers as matters are opened and closed; and displaying, on the screen, in a grid, a number of lists, the lists displayed being user selectable from a plurality of available lists, respective lists including rows respectively including a matter number, practice area, matter name, attorney initials, and assistant initials. In some embodiments, the available lists include a list of new matters opened in a certain period of time, such as in the last seven days. In some embodiments, the available lists include a list of cases rejected by the firm in a certain period of time, such as in the last seven days. Each list includes a user-actuatable element which, if actuated, maximizes a list such that only the maximized list is visible, in some embodiments. In some embodiments, the matter numbers are hyperlinks that, if actuated, cause a matter screen to be displayed in which detailed information about the matter is shown, such as client name, date of birth, incident location, incident location, and incident date. In some embodiments, the matter screen further displays notes, reminders and documents. In some embodiments, the matter screen further displays information regarding a source of the client.

In some embodiments, a list of buzzwords can be created, as will be described below in more detail. FIGS. 37A and 37B show an administrator user interface screen 950 from the case management system 1704 (see FIG. 53) showing a list of rows 952 containing buzzwords. More particularly, in the illustrated embodiments, the rows 952 include a column 954 for buzzwords, a column 956 containing information associated with respective buzzwords, and a column 958 containing hyperlinks such as uniform resource locators (URLs) for websites, or a path to a specific file on the user's network, providing information about respective buzzwords. In the illustrated embodiments, the rows 952 further include

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Edit links 960. If a link (or button or other element in alternative embodiments) 960 of a row 952 is clicked or actuated by a user, the user can edit the buzzword of the row, using a screen area 962 (shown in FIGS. 38A and 38B). The screen 950 further includes a new buzzword button (or link or other element) 964 which, if actuated, brings up a screen area similar to the screen area 962 except with blank text boxes for setting up a new buzzword.

FIGS. 38A and 38B show an administrator user interface screen area 962 for editing or adding a buzzword. In the illustrated embodiments, the screen 962 was generated after a user clicked on a link 960 (see FIG. 37B) for the row 966. In the illustrated embodiments, the screen area 962 is a pop up or expanded area of the screen 950. In some embodiments, where a buzzword is being edited (see FIGS. 38A and 38B), the screen area 962 is a height expanded area or otherwise displayed within the rows 952 of buzzwords. The screen area 962 includes a text box 968 for the buzzword, in the illustrated embodiments. The screen area 962 further includes a text box 970 with the information (from column 956 shown in FIG. 37A) about the buzzword, in box 968, that will be shown to a user when a buzzword is typed, in the illustrated embodiments. The screen area 962 further includes a text box 972 with the hyperlink (from column 958) for the buzzword in box 968, in the illustrated embodiments. Text may be entered or edited in the boxes 968, 970, and 972. The screen area 962 further includes a button 974 which, if clicked by a user, updates a buzzword (or completes the creation of a new buzzword), a button 976 which, if clicked by a user, deletes an existing buzzword, and a button 978 which, if clicked by a user, cancels the editing (or creation) of the buzzword. If a buzzword is being added, the screen area 962 appears below the rows 952 or as a new screen or pop up, in some embodiments.

In some embodiments, only certain users (e.g., administrators), having a higher clearance than other users, may add or edit buzzwords.

FIGS. 39A, 39B, 39C, and 39D show a user interface screen 1000 from the case management system 1704 (FIG. 53). In the illustrated embodiment, the system organizes the database to maintain separate database areas for separate matters, customers, or projects. A matter may be a legal matter, for example. In the illustrated embodiments, a particular matter, as shown in FIGS. 39A, 39B, 39C, and 39D includes information (e.g., stored in fields in one of the databases) for the matter or project number 1002, the name 1004 of the client or customer, the client's date of birth 1006, the client's role 1008, the client's language 1010, the case or project type 1012 (or priority or importance level), a damages category 1014, case status 1016, the department 1018 in the firm handling the matter, the source (if any) 1020 of the client, the name of the person 1022 who referred the client (if applicable), the state 1024 in which the incident occurred, the state 1026 whose statute of limitations controls, the age 1028 of the case, the value 1030 of the case, the tolling date 1032 (if applicable) for the statute of limitations, the statute of limitations date 1034, the incident date 1036, the matter closed date 1038, the matter opened date 1040, the health insurance company 1042, primary recovery source (e.g., insurance company) information 1046, the negotiator 1048, information 1050 about the location of the physical file (if any), the primary attorney 1052 (initials, nickname, or full name), and the paralegal 1054 (if any)(initials, nickname, or full name), and date 1055 of the last note. Fewer, more, or different items can be stored for each matter or project in alternative embodiments depending on the type of matter or business and what data

is value for a project or customer. Some items may be left blank for some cases if the information is missing, unknown, or inapplicable.

In some embodiments, the screen **1000** of FIGS. **39A**, **39B**, **39C**, and **39D** more particularly includes a notes panel or screen area **1056** that includes all this information for a matter whose number is indicated in **1002**, as well as a list of notes **1708** associated with the matter whose number is indicated in **1002**. The screen **1000** includes multiple different collapsible and expandable panels including the notes panel **1056**. In some embodiments, the panels can be rearranged by a user in any desired order. In the illustrated embodiment, a user can quickly scroll through the area **1056** by dragging a scroll bar **1058** or by actuating down or up arrows **1059** or **1060**. A user can also move through notes one row at a time by clicking on a note and then hitting up or down keyboard buttons or clicking on navigate up button **1061** or navigate down button **1063**. A user can also navigate to the top of the list of notes by clicking on top button **1065** or bottom button **1067**. As a user moves up or down through the list, the details for a note corresponding with a row highlighted in area **1056** are displayed in a preview screen area **1074**. Thus, it is not necessary to open the note to see the contents of the note.

The list of notes includes columns for the note's ID **1062**, the note's topic **1064**, the author **1066** of the note (initials or full name), the note creation time and date **1068** (could be separate columns in alternative embodiments), the start **1070** of the body of the note (or the subject of the note), and an element **1072** indicating whether the note is open or closed. The topic **1064** for a note can be changed by right clicking on the topic name for a note. The user is then presented with a pop up window or area including a list of topics and can click on any of the presented topics.

One of the notes **1708** displayed in the area **1074** can be copied to another matter, case, or file by typing the matter number in the text area **1076** and clicking copy button **1079**. Alternative methods of indicating the destination matter are possible, such as by scrolling through a list of cases and clicking on the desired destination. Copying a note can be useful when there are companion cases, for example. There is an ability to search for text anywhere in the matter by typing a search term in a window **1003**.

A note can be printed by clicking on a print button **1080**, in the illustrated embodiments. A new note can be composed for a matter by clicking on an open button **1082**.

The preview area **1074** also displays a note number **1084**, a matter number **1086**, the author **1088**, the recipient or recipients **1089**, a subject **1090**, and a creation date **1091** and date modified **1092**.

A note can be opened, instead of just being previewed, by clicking on a button or element **1093**, which brings up a rich text editor window or screen area **1094** as shown in FIGS. **40A**, **40B**, **40C**, and **40D** that provides additional functionality.

When composing or editing a note in the area **1094** (FIGS. **40A**, **40B**, **40C**, and **40D**), it is possible to use bolding, italics, and underlines (using buttons **1095**, **1097**, and **1099**, respectively), and the note is spellchecked. Each term or word typed is spellchecked against a dictionary which can be an internal or external dictionary to highlight and/or correct common misspellings in accordance with commonly known spellcheckers. In some embodiments, the spellcheck occurs in the manner disclosed in U.S. Pat. No. 5,604,897, which is incorporated herein by reference. In the illustrated embodiments, the spellcheck is performed on the fly as each word is typed. In other embodiments the spellcheck can be

performed after the note has been completed. Other features common in rich text editors are also provided, in various embodiments.

In addition to being spellchecked, terms typed into the area **1094** are compared against the buzzwords. If there is a match, a pop up **1096** or other display indication is provided (see FIGS. **41A**, **41B**, **41C**, and **41D**) to indicate to the user that there is a match against a buzzword. A buzzword can be, for example, the name of a drug, procedure, product, problem, or other item that can lead to an opportunity for additional marketing or to solve a problem. A certain drug can cause a certain problem, for example. A client may be being treated using that drug in an unrelated matter. When a user types the drug name in the area **1094** for a note in the unrelated matter, the pop up provides an indication to speak to other staff members or to consider opening a new matter, for example. Further, buzzwords can include common misspellings of other buzzwords so that the buzzword comparison captures relevant occurrences even if the potential buzzword is spelled incorrectly. For example, if a buzzword is created for the word "Antihistamine," the buzzword list can include common misspellings such as "antihystamine," "anti-histamin," "antihisstamin," "auntyhistamine," "anthistamyn," "antihystamyn," "antihistimyne" and "antyhystimin," etc.

If the user interacts with the buzzword, such as by clicking on the pop up or display area **1096**, a new window or display area **1098** appears (see FIG. **42**) that provides information about the term that triggered the pop up. In the illustrated embodiments, the display area **1098** is a browser window that is launched with a hyperlink that is shown in the area **972** of the administrative screen of FIGS. **38A** and **38B**. Such display areas are collectively referred to as descriptive pages.

FIG. **43** is a flowchart illustrating operation of method **1100**. In **1102**, a list of buzzwords is defined; e.g., in a database such as database **40** or **42**.

In **1104**, each buzzword is associated with a descriptive page, such as by making an entry in the database associating each word with a hyperlink or document. The descriptive pages can be, for example, web pages defining or describing the significance of the buzzword.

In **1106**, while a note is being composed (e.g., in a rich text window), each term or word typed is compared to terms in the buzzword list. In some, but not all embodiments, each term or word typed is also spellchecked against a dictionary which, in the illustrated embodiments, is separate from the buzzword list. In the illustrated embodiments, the buzzword check is performed on the fly as each word is typed. In other embodiments, the buzzword check can be performed after a note has been completed.

In **1108**, a determination is made as to whether a term in the note matches a term in the buzzword list.

If so, in **1110**, a pop up or other element is displayed to indicate to the user that the term matches a buzzword. The user may then consider (or seek clarification from other people in the organization) whether there is an opportunity for cross-selling or for selling additional services. If not, the process continues to **1116**.

In **1114**, the descriptive page is displayed to the user. The descriptive page may be a webpage for the hyperlink associated with the buzzword, a document in a word processor, or some other type of document in an application or browser helper that exists on the Internet or on the user's network (including possibly on the user's own computer). The descriptive page display may take over the screen or may be in a separate window that appears. The user may close the

page, such as by interacting with a graphical element, as any browser or word processor is closed, to return to the note being typed.

In 1116, the process proceeds to the next word or term being typed in the note until the note is completed. Upon completion, the note is saved to a particular matter or customer file.

A user can also search notes for all files to look for a buzzword or a new term. In 1118, a determination is made as to whether the user requested a search of notes to determine if a particular buzzword can be found in any of the notes.

If so, in 1120, the process performs the search and displays a list of hits (notes that contain the searched buzzword).

For example, if it is newly determined that a certain drug causes a certain disease, the notes of existing and completed client matters can be searched for that drug name (or the chemical composition of the drug or the name of generic equivalents). This may lead to existing or previous clients who may have a need to start a new matter. This provides a marketing opportunity.

The method of FIG. 43 can also be employed in a customer relationship management system for any type of business (not necessarily a law business).

Email is a form of communication that is frequently used in businesses. In many cases, email clients are used apart from a business entity's CRM or CMS. Users typically need to "copy-and-paste" email data into the CMS to associate the email data with a particular file, matter, or customer. Human "copying-and-pasting" is time consuming and, at times, prone to error as text may be omitted inadvertently.

If there is an attachment (e.g., PDF) the attachment is typically held in a separate location (e.g., network file server) or, for a more advanced CRM or CMS, can be manually uploaded into a document section of the CRM or CMS.

In various embodiments, the system 10 includes a mail server 1702 (see FIG. 53) and users have email client applications at their workstations, in addition to the case management system 1704 described herein. Frequently, the users will receive email from clients (customers), other attorneys, adjusters, or other people concerning a matter in the case management system 1704. They do not need to cut and paste the content into the case management system 1704 in the illustrated embodiments.

In various embodiments, the case management system 1704 database structures have case numbers, file IDs, or file numbers for each file (e.g., case number "1000000"). The case number serves as the customer or client file address within the case management system 1704, in the illustrated embodiments.

The case management system 1704 is configured to have a system email address (e.g., CMS@InnovativeCMS.com) in various embodiments. This allows for any email client of any kind to send an email to the case management system 1704. When a case number is included in the subject line and identified by predefined special characters such as brackets (e.g., "[1000000]") and sent to the system email address (e.g., CMS@InnovativeCMS.com), the email is "captured" into the client record automatically, and if any file attachment is present, the files are held in the file section of the client management system.

Some embodiments of the system 10 provide (see FIG. 44) widgets or add-ons (including command menu items) to email clients application interfaces 1300 that add menu items or buttons, e.g., 1304 to allow a user to send an email directly to the notes area for a specific case or matter (see

FIG. 45A-45D) in the case management system 1704 using an email client external of the case management system 1704. In some embodiments, when the user actuates a button 1304, while composing an email, the user is prompted for a case number in a screen area or (e.g., pop-up) window 1306. After typing the case number into a text area 1308 and clicking on an OK button 1310 (or hitting an enter key on the user's keyboard), the external email becomes a note (described above) of the case management system 1704 and is shown as a new row 1312 in the list of the area 1056. The screen area 1306 also includes a cancel button 1314 for cancelling the email. The email is also stored as a sent item in the email client application. It is also possible to right click on a message from the email client, such as from an inbox or from a list of sent email items, which brings up a command menu containing a menu option to send an email to the case management system 1704. When this menu option is selected, the window or screen area 1306 pops up or appears having the text box 1308 into which a case number or identifier can be entered. The sent message is then sent to the case management system 1704 and becomes a new note shown in the top row in FIGS. 45A, 45B, 45C, and 45D. A preview 1314 of the new note is shown in a preview area in FIGS. 45B and 45D.

FIG. 46 shows a user interface from an external email client using with an email is being composed that includes an attachment. FIGS. 47A, 47B, 47C, and 47D show a screen 1350 from the case management system 1704. When an external email that is sent to the case management system 1704 includes an attachment 1318, the system 1704 automatically saves the attachment in (and the attachment is later available from) a files area 1320 of the case management system 1704 containing files for each case, separate from the notes. Files in the files area 1320 can be organized based on labels or tags. The system 1704 provides filter buttons in the documents area of the user interface that allow certain documents to be shown to the exclusion of other documents. The user interface shown in FIGS. 47A, 47B, 47C, and 47D includes filter buttons 1324-1329 that allow a user to change the items shown in the area 1320 by filtering based on labels associated with the files by clicking on the desired filter buttons. The filtered files are shown in a list 1322 in the files area. The list 1322 includes rows 1352-1357, each row representing a different document. Each file row includes, in the illustrated embodiment, a column 1334 for a file name, a column 1336 for a category, a column 1338 for initials for the creator of the file, and a column 1340 for a creation date. The row 1352 indicates that the attachment from FIG. 46 has been received into the case area for the case whose file number was indicated in text box 1308 of FIG. 46.

The rows 1352-1357 define hyperlinks in the illustrated embodiments. Clicking on a row 1352-1357, in the illustrated embodiment, brings up a preview of the file or additional commands in the same area 1320, such as in an area immediately below the row describing the file. Clicking on the preview or on a link in the preview area 1360 results in the file being launched in a viewer (e.g., a Chrome viewer or plug-in) or an application appropriate for the file type. In other embodiments, or for certain file types, clicking on a row 1352-1357 for a file launches a viewer or application that opens the file.

Email messages can also be sent directly from the case management system 1704. FIGS. 48A and 48B show a user interface screen 1400 for a case or matter whose case number is shown in area 1402. The screen 1400 includes a share button 1404 which, if clicked by a user, brings up a menu or screen area with a plurality of share option elements

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including a print button **1406**, an external email button **1408** (e.g., for sending email externally from the case management system **1704**), an intake button **1410** for bringing up a client intake screening questionnaire as described above, such as the one shown in FIG. 7 for example, and an internal email button **1412** (e.g., for sending an email within the case management system **1704** to another user of the case management system **1704** or to a specific case or matter. Other buttons or screen areas for launching an email could be employed. After the button **1408** is clicked, a compose email screen or screen area **1420** pops up or is displayed (see FIGS. **49A** and **49B**).

The screen area **1420** displays at **1422** an indication of the case number from which the email originates, and has a text box **1424** in which the sender's email address is pre-filled and can be changed. By default, the attorney responsible for the case is pre-filled as the sender, in some embodiments. The screen area **1420** also has a text box **1426** in which the addressee's initials or email address can be typed. Initials are resolved into an email address for users of the case management system, in some embodiments. Multiple addressees can be provided by separating their addresses or initials with a space or comma. The screen area **1420** also has text boxes **1428** and **1430** for closed copying and blind closed copying additional recipients. The screen area **1420** further has a text box **1432** for a subject. In some embodiments, the case number for the case from which the email was launched is indicated in the subject text box **1432** (e.g., the case number is prefilled in part **1434** of the subject text box **1432**). More particularly, in the illustrated embodiments, the case number is surrounded by predetermined special characters such as square brackets when prefilled in the subject text box **1432**. The subject text box **1432** can be edited by the user, if desired, such as to add more information.

The screen area **1420** further includes an email body area **1436** for the body of the email. In the illustrated embodiments, the email body area **1436** contains a hyperlink **1438** to the case. The recipient can use the hyperlink **1438** to access the case in the case management system **1704** if they are an authenticated user (e.g., they have credentials that allow them to access the case management system **1704** and are either logged in or able to log in). The hyperlink **1438** takes them directly to the area for the case such as to the screen **1400**. The body area **1436** can be edited by the user, if desired, such as to add more information or otherwise change the text. In the illustrated embodiments, the screen area **1420** further includes a list **1440** of files available in the files area of a case, that can be attached to an email. In the illustrated embodiment, a user can select which of the files the user wants to attach, such as by checking checkboxes; e.g., **1442** or by using other selection devices provided in the user interface. The screen area **1420** also includes a send button **1446** which, if clicked by a user, causes the email and its file attachments to be sent. The screen area **1420** also includes a cancel button **1448** which, if clicked by a user, cancels the email.

FIGS. **50A** and **50B** show a user interface screen **1500** from the external email client showing an email **1502** received from the client management system and including an attachment that was selected by checking checkboxes. The email was sent from the client management system using a screen such as the screen **1420** and has an attachment **1446** that was sent in FIGS. **49A** and **49B**. The subject line **1424** of the email includes the case number of the case from which the email was sent, using the case management system **1704**. More particularly, the subject **1424** of the email includes the prefilled part **1434** of the subject text box

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1432 unless it was changed by the user. The email also includes, in its body, the hyperlink **1438**, in some embodiments. Clicking on the hyperlink **1438** brings up the case in the case management system. The attachment or attachments selected using checkboxes such as the checkboxes **1442** and **1444** are attached. Only one attachment is shown in screen area **1446**.

FIGS. **51A**, **51B**, **51C**, and **51D** show a user interface screen **1550** for the case or matter whose case number is shown in area **1552**. The case is the same as the case from which the email was sent in FIGS. **50A** and **50B**. The sent email **1502** is shown in the notes section **1554** for the case and a preview of the email **1502** is shown in the preview area **1556**.

FIG. **52** is a flowchart illustrating a method **1600** of using an email client external of the system **10** to send an email to the case management system **1704**.

In **1602**, the system **10** receives an email from an external email client.

In **1604**, the system **10** makes a determination as to whether or not the email is a system inbound email. To be a system inbound email, it would have to be addressed to the predefined system email address (e.g., CMS@InnovativeCMS.com). If so, the system proceeds to **1608**. If not, the system proceeds to **1606**.

In **1606**, the system **10** rejects the email. In various embodiments, no rejection reply is sent in case the sender is a spammer and receiving a reply may validate that they have reached an active email address. In some embodiments, **1604** and **1606** are performed by the email server **1702** of the system **10** (see FIG. **53**), which may be an Exchange server.

In **1608**, the system **10** makes a determination as to whether the email is being sent from an approved domain. Domains of known users are whitelisted by an administration, in various embodiments. If so, the system proceeds to **1610**. If not, the system proceeds to **1606** where the email is rejected.

In **1610**, the system **10** makes a determination as to whether the email contains a valid case number in its subject line (e.g., enclosed with special characters such as brackets, in some embodiments). If so, the system proceeds to **1612**. If not, the system proceeds to **1606** where the email is rejected. In some embodiments, **1610** is performed by the email server **1702** of the system **10** (see FIG. **53**), which may be an Exchange server.

In **1612**, the system **10** routes the email to the notes section of the case whose case number is indicated in the subject line and, if there are attachments, the attachments are removed and are added to the case. In some embodiments, the attachments are renamed, such as to use a standardized naming convention. In other embodiments, the attachments are not renamed. In some embodiments, but not all, in **1612** a reminder is created for the primary professional user responsible for that case. In some embodiments, **1612** is performed by the system **1704**.

This routing of email saves multiple extra steps for the user and makes the file system uniform. A user would otherwise have to save the attachment to a file share and then upload the file into the system **10**. As most email attachments (e.g., within predetermined size limits) are automatically inserted into the file section, any user knows to look for attachments in the file section. The users don't need to cull through the case notes to find attachments, or worse, some file server which requires a network and remote connectivity apart from the system **10**.

FIG. **53** is a hardware block diagram showing the case management system **1704** and the email server **1702**. The

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email server **1702** can be an Exchange server, for example, and includes a processor (or multiple processors or multiple cores) **1710**, a network adapter **1712** for coupling the server **1702** to the network **20** (e.g., to the Internet), and a memory **1714** which, among other things, stores emails.

The case management system **1704** uses the processor **30**, network adapter **32**, and memory **33** described previously. In various embodiments, the memory **33** includes a database (e.g., **40**) that stores, for each case, a case number **1714**, notes **1708**, dashboards **1709**, documents **1320**, and checklists **1706** as described above, as well as client information **1720**, reminders **1722**, ledger entries **1724** (e.g., payments and receipts for a case such as payments to medical providers or payments from insurance companies), litigation information **1726**, settlement administration information **1728**, incident information **1730**, coverage information **1732** (e.g., insurance company coverage), involvement information **1734**, and related case information **1736**. The database also includes buzzwords **1740-1743** and, for each buzzword, an associated description **1750-1753**, and an associated hyperlink **1760-1763**. The case management system **1704** also defines a location for reports for each user, using the database **40**.

Various embodiments provide systems and methods for routing a report to the report location for a user.

FIG. **54** shows a logic flow diagram in accordance with some embodiments. Upon receiving an email **1901** to the system email address, if the subject of the email contains a case number identified by predefined special characters such as brackets (e.g., "[1000000]"), the system **10** follows the logic of **1902**. The system **10** confirms **1904** that the email was sent from a whitelisted domain. If not, the email is rejected. The system **10** confirms **1906** that the case number included in the subject of the email is a valid case ID. If not, the email is rejected. If the email is a valid email, the system **10** inserts **1908** the body of the email into the case notes **1708** and if any file attachment is present, the system **10** detaches the attachment and inserts it into the file section of the case management system **1704**. This is substantially similar to what was described above in connection with FIG. **52**.

If, on the other hand, the email has an attachment and the subject of the email contains a user ID (e.g., identified by predefined special characters such as brackets (e.g., "[1000000]"), the system **10** follows the logic of **1920**. Other methods of indicating that the email is a report for a user could be employed (e.g., by sending from or to a predetermined email address). The system **10** confirms **1922** that the email was sent from a whitelisted sender email address. If not, the email is rejected. The system **10** confirms **1924** that the user ID included in the subject of the email is a valid user ID. If not, the email is rejected. If the email is a valid email, the system **10** detaches **1920** the attachment and inserts it into the user's reports or attachment section **1928** (see FIG. **55**).

In some embodiments, the email is considered to have a report as an attachment only if the attachment has a size above a predetermined configurable size (e.g., 50 kb), so as to ignore email signatures or similar items that are common in emails.

FIGS. **55A**, **55B**, **55C**, **55D**, **55E**, **55F**, **55G**, and **55H** show a user interface screen **1940** from the case management system **1704**. In the illustrated embodiment, the system **10** displays information specific to an individual user in the screen **1940**. A user may configure what information is shown on the screen **1940** and configure the size of each screen section or area **1942**, **1944**, **1946**, and **1928**. In the

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illustrated embodiments, a particular user's screen **1940** includes information (e.g., stored in fields in one of the databases) for a reminders section **1942**, for an outstanding requests for records (e.g., medical records) section **1944**, for a recent or watched matters section **1946**, and for the reports section **1928** described above.

The reports section **1928** includes a list (e.g., rows) of reports including email attachments wherein, if a report from the list of reports is actuated, the report is opened. More particularly, each report in the list has a title **1950**, and a date **1952** (e.g., date of receipt of the report or date of creation of the file). If one of the titles **1950** is clicked, the report is opened in a viewer or application appropriate for the file type.

Each report in the list also has a group name **1948** indicating a group of users associated with the report. The report will appear in a reports section **1928** of all users who belong to the group **1948**. The section **1928** of the screen **1940** includes filters **1954** and **1956** and a "clear filters" element **1958** using which a user may toggle reports to be shown or not shown in the section **1928**. The filter **1954** is used to toggle reports for a group and the filter **1956** is used to toggle reports for an individual user.

The reports function allows files or reports emailed from any third party reporting tool (e.g., Crystal Reports or Microsoft Access Databases) to be captured into the system **10** which means the user of the system **10** need only look at one location for all information. This allows for the system **10** to become an information aggregator. As previously indicated, the system **10** is not limited to use in legal businesses. The system **10** could be used, for example, for real estate agents to track leads. Real estate agents may use both their local listing service as well as third party tools. If different real estate agent tools have email reporting, the system **10** is able to capture both, and the agent would simply logon to the system **10** to easily see both on the home page **1940**.

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

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.

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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 server having a plurality of users authorized to access the case management server, respective users having user IDs for use in accessing the server, and the case management server including:
a processor; and
a memory coupled to the processor and defining a database organized to include a plurality of matters, respective matters having case numbers, and, for each matter, the database including fields configured to store a name of the client, fields describing the client, a files location associated with the matter, and a notes location associated with the matter, and the database further including reports locations for respective users;
the system being configured to, in response to receiving an email having a subject line and body, determine whether the email subject line contains a case number matching a case number in the database and, the system being configured to, in response to the subject line containing a case number matching a case number in the database:
determine if the email was sent from a preapproved domain and, if not reject the email; and
if sent from a preapproved domain, detach an attachment from the email and place the attachment in the files location associated with the matter matching the case number in the subject line of the email.
2. A system in accordance with claim 1, wherein the system is configured to determine if the subject line contains a user ID.
3. A system in accordance with claim 2 and configured to, in response to the subject line containing a user ID:
determine if the email was sent from a preapproved sender and, if not reject the email; and
if so, detach an attachment from the email and place the attachment in the reports location for the user having a user ID matching the user ID in the subject line.
4. A system in accordance with claim 1 wherein the server has a system email address for receiving emails, and the system being configured to determine whether the email is addressed to the system email address for the case management server and, if not, reject the email.
5. A system in accordance with claim 2 and configured to, in response to the subject line containing a user ID, determine whether the user ID in the subject line matches a valid user ID for the case management server and, if not, reject the email.
6. A system in accordance with claim 1 and configured to generate for respective users, a graphical user interface including a list of reports including email attachments wherein, if a report from the list of reports is actuated, the report is opened.

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7. A system in accordance with claim 6 wherein the graphical user interface includes, for respective reports, a group name indicating a group of users associated with the report.

8. A method comprising:
defining a database accessible to a plurality of users having respective user IDs and organized to include information for a plurality of matters, respective matters having case numbers, and, for each matter, the database include fields configured to store a name of a client, and fields describing the client, a files location associated with the matter, and a notes location associated with the matter, the database further including reports locations associated with respective users;
in response to receiving an email having a subject line, body, and attachment:
determining whether the email subject line contains a case number matching a case number in the database and, in response to the subject line containing a case number matching a case number in the database:
determining if the email was sent from a preapproved domain and, if not rejecting the email; and
selectively detaching the attachment from the email and placing the attachment in the files location associated with the matter matching the case number in the subject line of the email.

9. A method in accordance with claim 8, the method further comprising determining if the subject line contains a user ID.

10. A method in accordance with claim 9 wherein the method further comprises, in response to the subject line containing a user ID:

determining if the email was sent from a preapproved sender and, if not, rejecting the email; and
if so, detaching an attachment from the email and placing the attachment in the reports location for the user having a user ID matching the user ID in the subject line.

11. A method in accordance with claim 8 and further comprising determining whether the email is addressed to a system email address for a case management server configured to access the database and, if not, rejecting the email.

12. A method in accordance with claim 9 and further comprising, in response to the subject line containing a user ID, determining whether the user ID in the subject line matches a valid user ID for the case management server and, if not, rejecting the email.

13. A method in accordance with claim 8 and further comprising generating for respective users, a graphical user interface including a list of reports including email attachments wherein, if a report from the list of reports is actuated, the report is opened.

14. A method in accordance with claim 13 wherein the graphical user interface includes, for respective reports, a group name indicating a group of users associated with the report.

15. A method comprising:
providing a server, the server including a memory and a processor coupled to the memory, the server being configured to authenticate users based on user IDs and passwords for access to the server;
defining a database in the memory, the database being organized to include information for a plurality of matters, respective matters having case numbers, and, for each matter, the database include fields configured to store a name of a client, and fields describing the client, a files location associated with the matter, and a

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notes location associated with the matter, and reports locations associated with respective users;
in response to receiving an email having a subject line, body, and attachment:

determining whether the email subject line contains a user ID and, in response to the subject line containing a user ID:

detaching the attachment from the email and placing the attachment in the reports location for the user having a user ID matching the user ID in the subject line of the email; and

determining whether the email subject line contains a case number matching a case number in the database and, in response to the subject line containing a case number:

detaching an attachment from the email and placing the attachment in the files location associated with the matter matching the case number in the subject line.

16. A method in accordance with claim 15 and further comprising determining whether the email is addressed to a system email address for the server and, if not, rejecting the email.

17. A method in accordance with claim 15 and further comprising generating for respective users, a graphical user interface including a list of reports including email attachments wherein, if a report from the list of reports is actuated, the report is opened.

18. A method in accordance with claim 17 wherein the graphical user interface includes, for respective reports, a group name indicating a group of users associated with the report.

19. A system comprising:

a server having a plurality of users authorized to access the case management server, respective users having user IDs for use in accessing the server, the case management server including:

a processor; and

a memory coupled to the processor and defining a database organized to include a plurality of matters, and, for each matter, the database including fields configured to store a name of the client, fields describing the client, a files location associated with the matter, and a notes location associated with the matter, and the database further including reports locations for respective users; the system being configured to, in response to receiving an email having a subject line and body, determine whether the email subject line contains a user ID and, the system being configured to, in response to the subject line containing a user ID:

detach an attachment from the email and place the attachment in the reports location for the user having a user ID matching the user ID in the subject line of the email.

20. A system in accordance with claim 19 wherein respective matters have case numbers, and wherein the system is configured to determine if the subject line contains a case number.

21. A system in accordance with claim 20 and configured to, in response to the subject line containing a case number: determine if the email was sent from a preapproved domain and, if not reject the email.

22. A system in accordance with claim 19 wherein the server has a system email address for receiving emails, the system being configured to determine whether the email is addressed to a system email address for the case management server and, if not, reject the email.

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23. A system in accordance with claim 19 and configured to, in response to the subject line containing a user ID, determine whether the user ID in the subject line matches a valid user ID for the case management server and, if not, reject the email.

24. A system in accordance with claim 19 wherein respective matters have case numbers and wherein the system is configured to determine if the subject line contains a case number and, in response to the subject line containing a case number, determine if the email subject line contains a case number matching a database matter case number and, if not, reject the email.

25. A system in accordance with claim 19 and configured to generate for respective users, a graphical user interface including a list of reports including email attachments wherein, if a report from the list of reports is actuated, the report is opened.

26. A system in accordance with claim 25 wherein the graphical user interface includes, for respective reports, a group name indicating a group of users associated with the report.

27. A method comprising:

defining a database accessible to a plurality of users having respective user IDs and organized to include information for a plurality of matters and, for each matter, the database include fields configured to store a name of a client, and fields describing the client, a files location associated with the matter, and a notes location associated with the matter, the database further including reports locations associated with respective users; in response to receiving an email having a subject line, body, and attachment:

determining whether the email subject line contains a user ID and, in response to the subject line containing a user ID:

detaching the attachment from the email and placing the attachment in the reports location for the user having a user ID matching the user ID in the subject line of the email.

28. A method in accordance with claim 27 wherein respective matters have case numbers, the method further comprising determining if the subject line contains a case number.

29. A method in accordance with claim 28 wherein the method further comprises, in response to the subject line containing a case number:

determining if the email was sent from a preapproved domain and, if not rejecting the email.

30. A method in accordance with claim 27 and further comprising determining whether the email is addressed to a system email address for a case management server configured to access the database and, if not, rejecting the email.

31. A method in accordance with claim 27 and further comprising, in response to the subject line containing a user ID, determining whether the user ID in the subject line matches a valid user ID for the case management server and, if not, rejecting the email.

32. A method in accordance with claim 27 wherein respective matters have case numbers, and wherein the method further comprises determining if the subject line contains a case number and, in response to the subject line containing a case number, determining if the email subject line contains a case number matching a database matter case number and, if not, rejecting the email.

33. A method in accordance with claim 27 and further comprising generating for respective users, a graphical user

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interface including a list of reports including email attachments wherein, if a report from the list of reports is actuated, the report is opened.

34. A method in accordance with claim **33** wherein the graphical user interface includes, for respective reports, a group name indicating a group of users associated with the report.

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