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Sanchez et al.

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(54) **DATABASE SEARCHING BASED ON USER-DEFINABLE PARAMETERS AND AUTOMATED NOTIFICATIONS IN RESPONSE TO SCORES**

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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 0 days.

This patent is subject to a terminal disclaimer.

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Related U.S. Application Data

(63) Continuation of application No. 16/839,825, filed on Apr. 3, 2020, now Pat. No. 11,243,664, which is a (Continued)

(51) **Int. Cl.**
G06F 7/00 (2006.01)
G06F 3/0482 (2013.01)
(Continued)

(52) **U.S. Cl.**
CPC **G06F 3/0482** (2013.01); **B62K 21/14** (2013.01); **B62K 21/20** (2013.01);
(Continued)

(58) **Field of Classification Search**

CPC G06F 16/2428; G06F 16/9535; G06F 16/2457; G06F 16/951; G06F 3/0482;
(Continued)

(56) **References Cited**

U.S. PATENT DOCUMENTS

8,407,113 B1 * 3/2013 Eftekhari G06Q 40/123
705/31
9,785,312 B1 * 10/2017 Sanchez G06F 16/2457
(Continued)

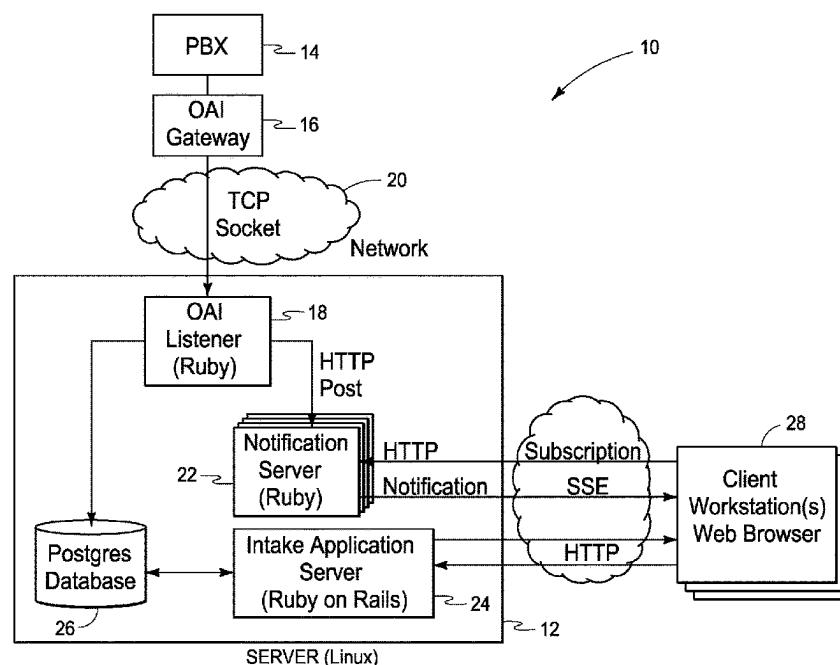
Primary Examiner — Mohammad A Sana

(74) *Attorney, Agent, or Firm* — Malhotra Law Firm, PLLC; Deepak Malhotra

(57) **ABSTRACT**

A system includes an OAI gateway; and a main server coupled to the OAI gateway via a network, and configured to be accessed by client workstations, the main server including: an OAI listener coupled to the OAI gateway; a notification server coupled to the OAI listener; and a memory defining a database and coupled to the OAI listener; the main server being configured to present to a workstation a user-fillable intake form having a plurality of questions, to be filled by an intake clerk, and the main server configured to receive answers to the questions from the workstation, and to present a score total to the workstation indicating whether to accept the potential customer, the score total varying depending on the received answers; and the system being configured to perform an automated action in response to the score total being above or below a predetermined threshold value. Other systems and methods are also provided.

28 Claims, 82 Drawing Sheets



Related U.S. Application Data

continuation of application No. 16/006,489, filed on Jun. 12, 2018, now Pat. No. 10,656,794, which is a continuation-in-part of application No. 15/697,809, filed on Sep. 7, 2017, now Pat. No. 10,503,790, which is a continuation of application No. 15/434,564, filed on Feb. 16, 2017, now Pat. No. 9,785,312.

- (60) Provisional application No. 62/296,595, filed on Feb. 17, 2016.

(51) **Int. Cl.**

G06F 16/242 (2019.01)
G06Q 50/18 (2012.01)
B62K 21/14 (2006.01)
B62K 21/20 (2006.01)
G06F 16/9535 (2019.01)

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

CPC **G06F 16/2428** (2019.01); **G06F 16/9535**
(2019.01); **G06Q 50/18** (2013.01)

(58) **Field of Classification Search**

CPC B62K 21/20; B62K 21/14; G06Q 50/18;
G06Q 30/02; G06Q 30/0203

See application file for complete search history.

(56)

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11,243,664	B1 *	2/2022	Sanchez		B62K 21/20
2005/0108103	A1 *	5/2005	Roberts		G06Q 30/0245
					705/14.44
2006/0059031	A1 *	3/2006	Hertel-Szabadi		G06Q 10/06375
					705/7.33
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					707/769

* cited by examiner

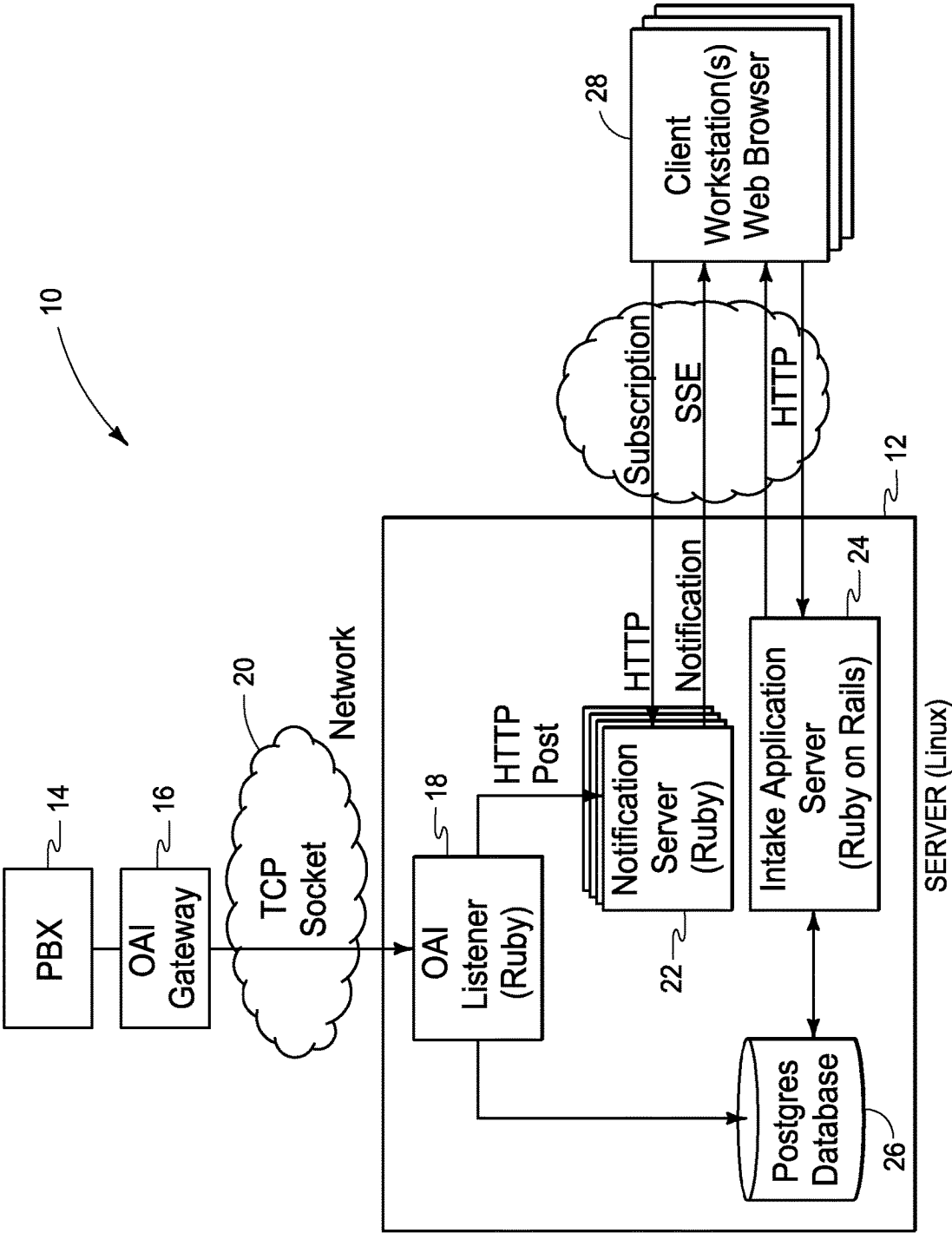


FIG. 1

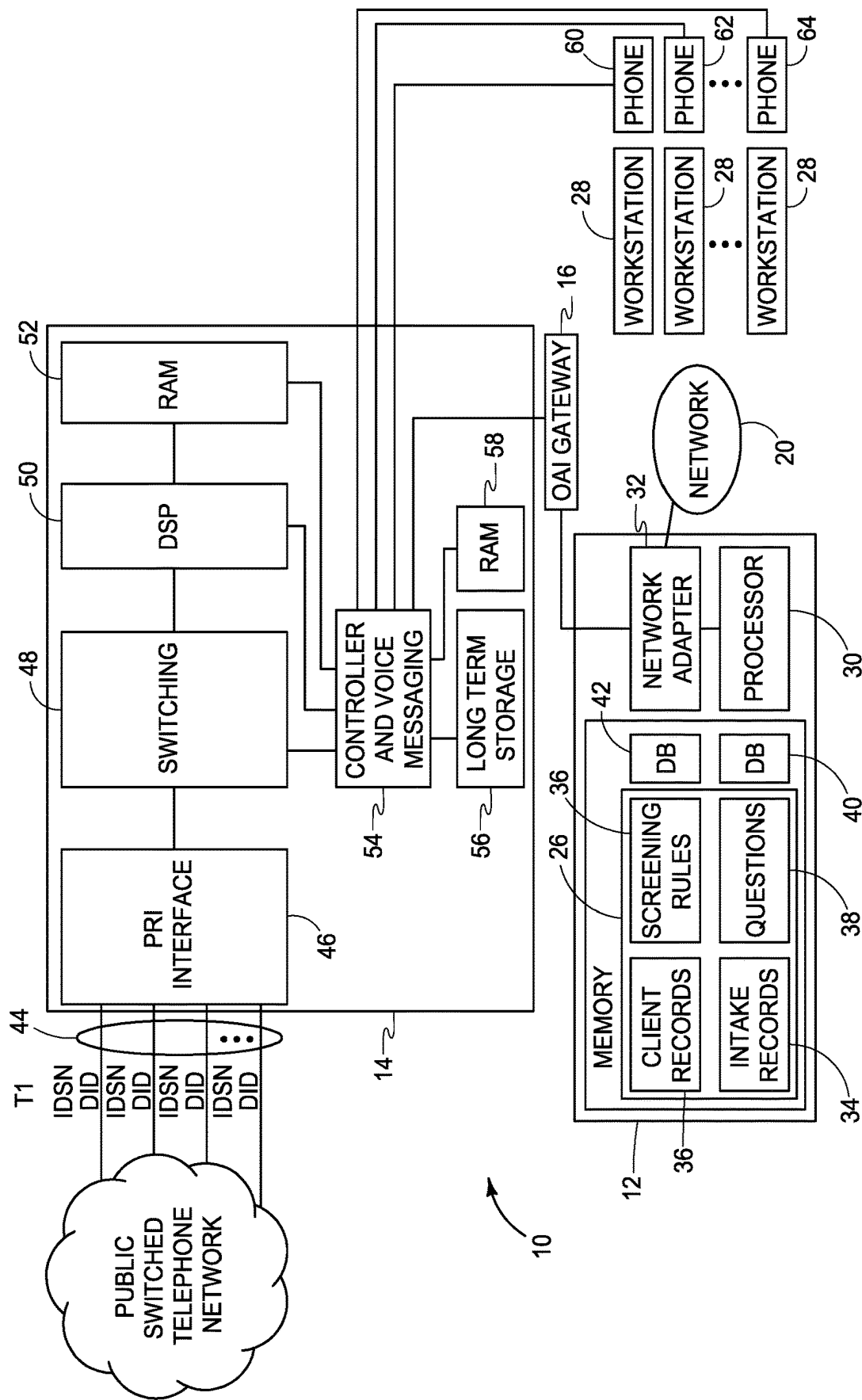


FIG. 2

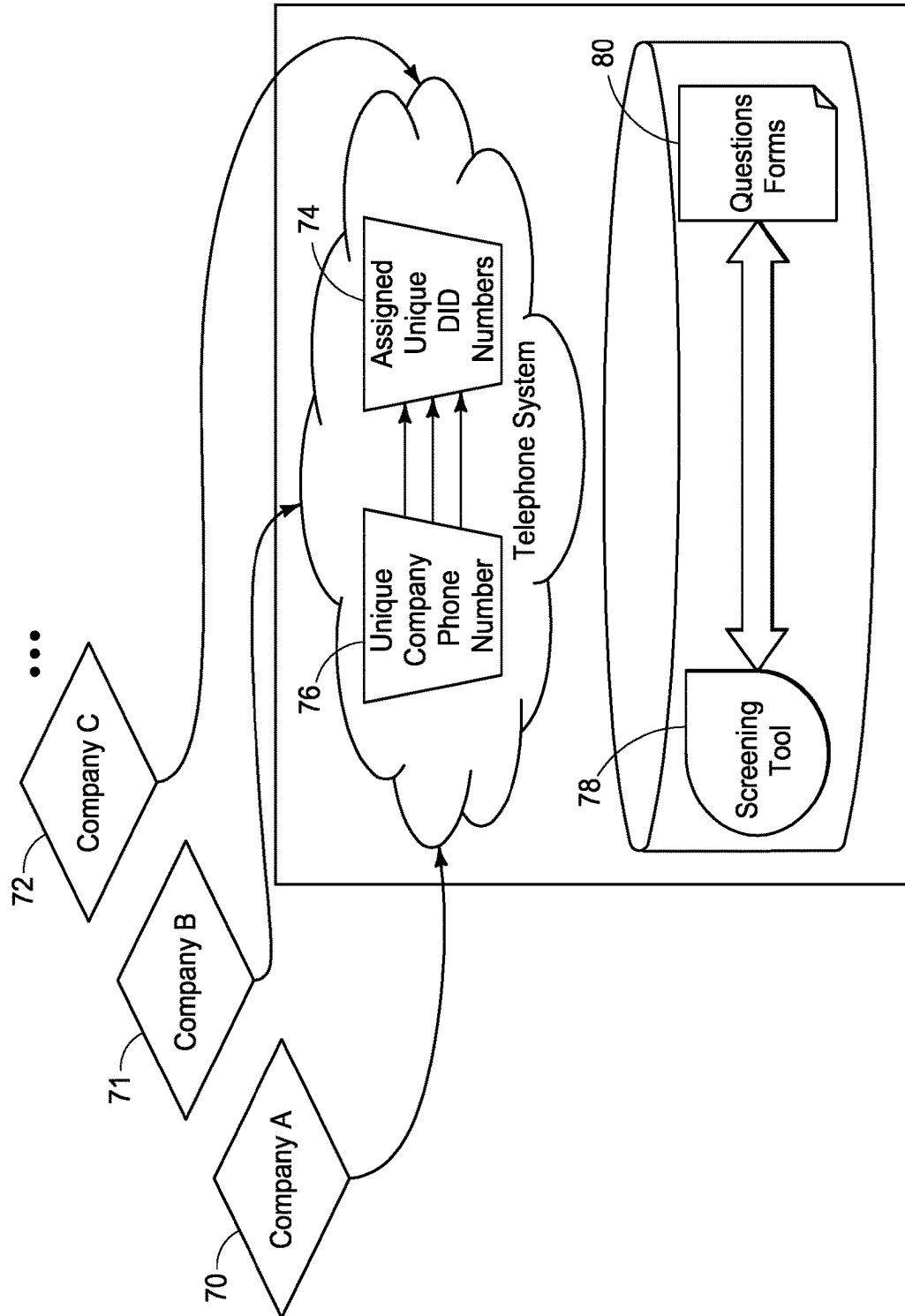


FIG. 3

82

86

Description

84

This is an example

88

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

88

→ •

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

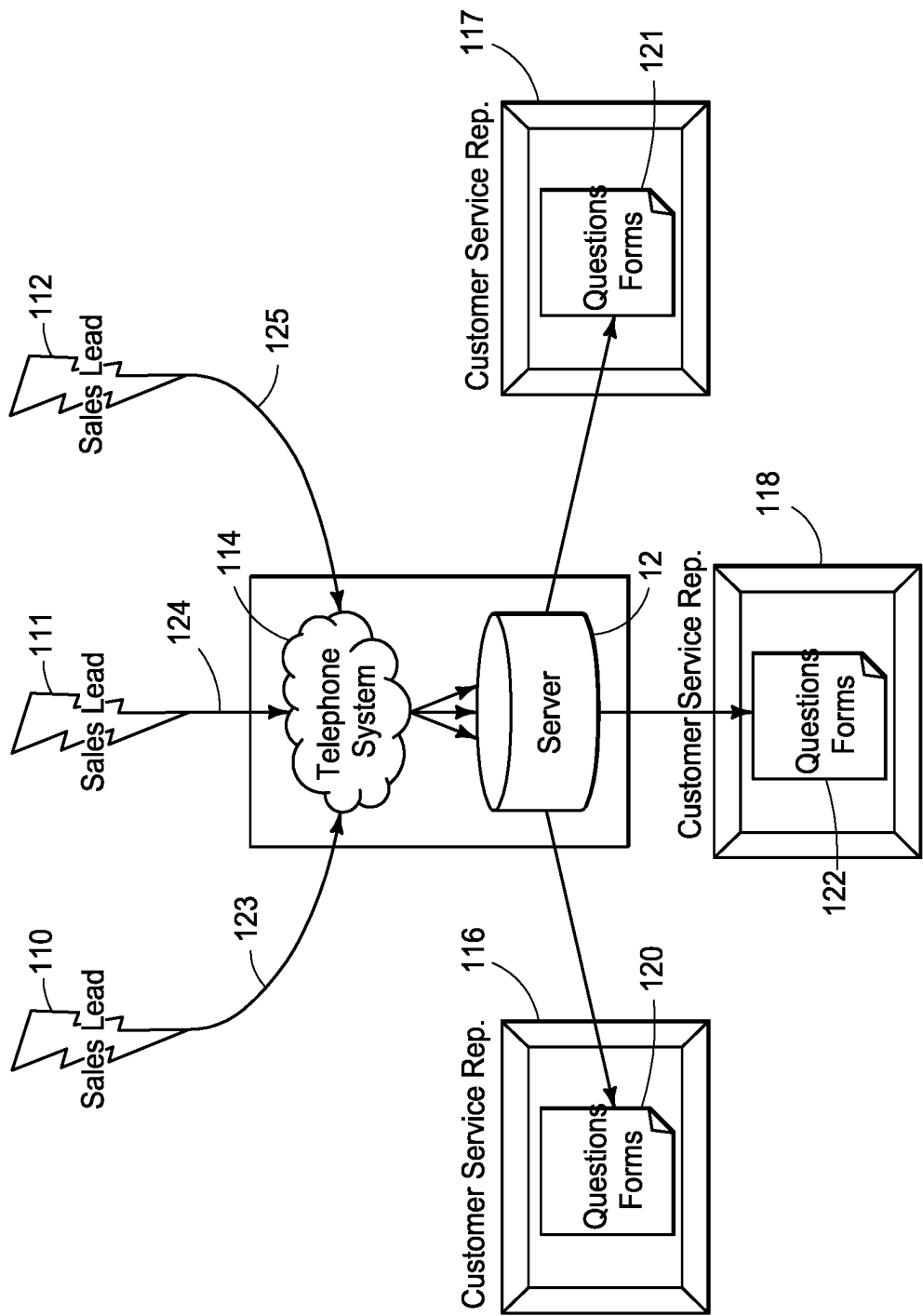


FIG. 5

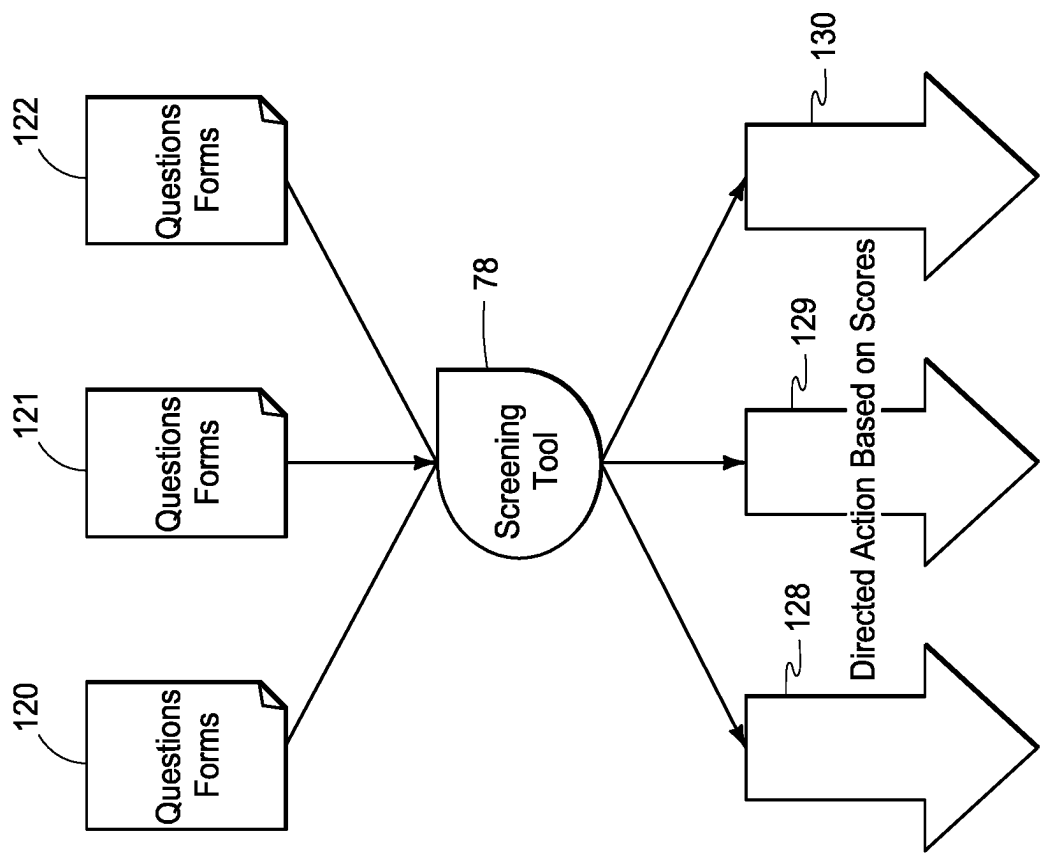


FIG. 6

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.

#157854

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

Disposition: Full Appt

Attorney Live Call: No

Admin Follow-Up

Want: Yes

No Charge:

Attachments (0):

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

Notes (0): Add Note

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

Print this Intake

Delete 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 !!

FIG. 7

ConverTrack

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

Description
Perfect

Score
1000000

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

- Do you have a great idea ☐ is ☐ Yes ☐ X
- Will it generate a lot of revenue? ☐ is ☐ Yes ☐ X
- How would you best describe it? ☐ in ☐ ☐ X

✖ Better than the Mouse Trap

Add Condition

Update Screening Rule Cancel Delete

FIG. 8

ConverTrack

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

Specialty

▼

Position:

0.0

Name

Response type:

▼

Lookup:

-None-

Code

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

Active: ☒

Help Text:

Create Question

Cancel

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

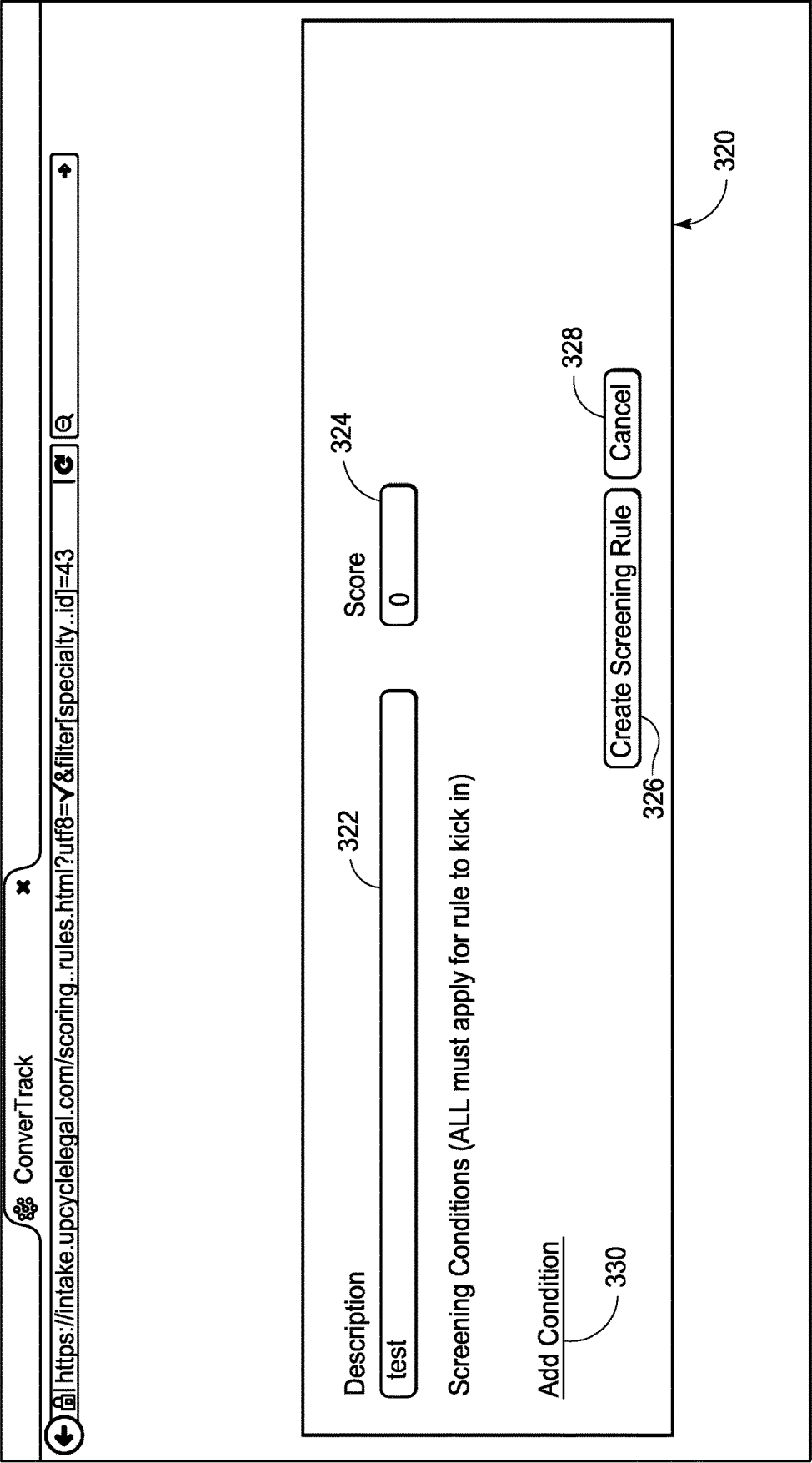


FIG. 11

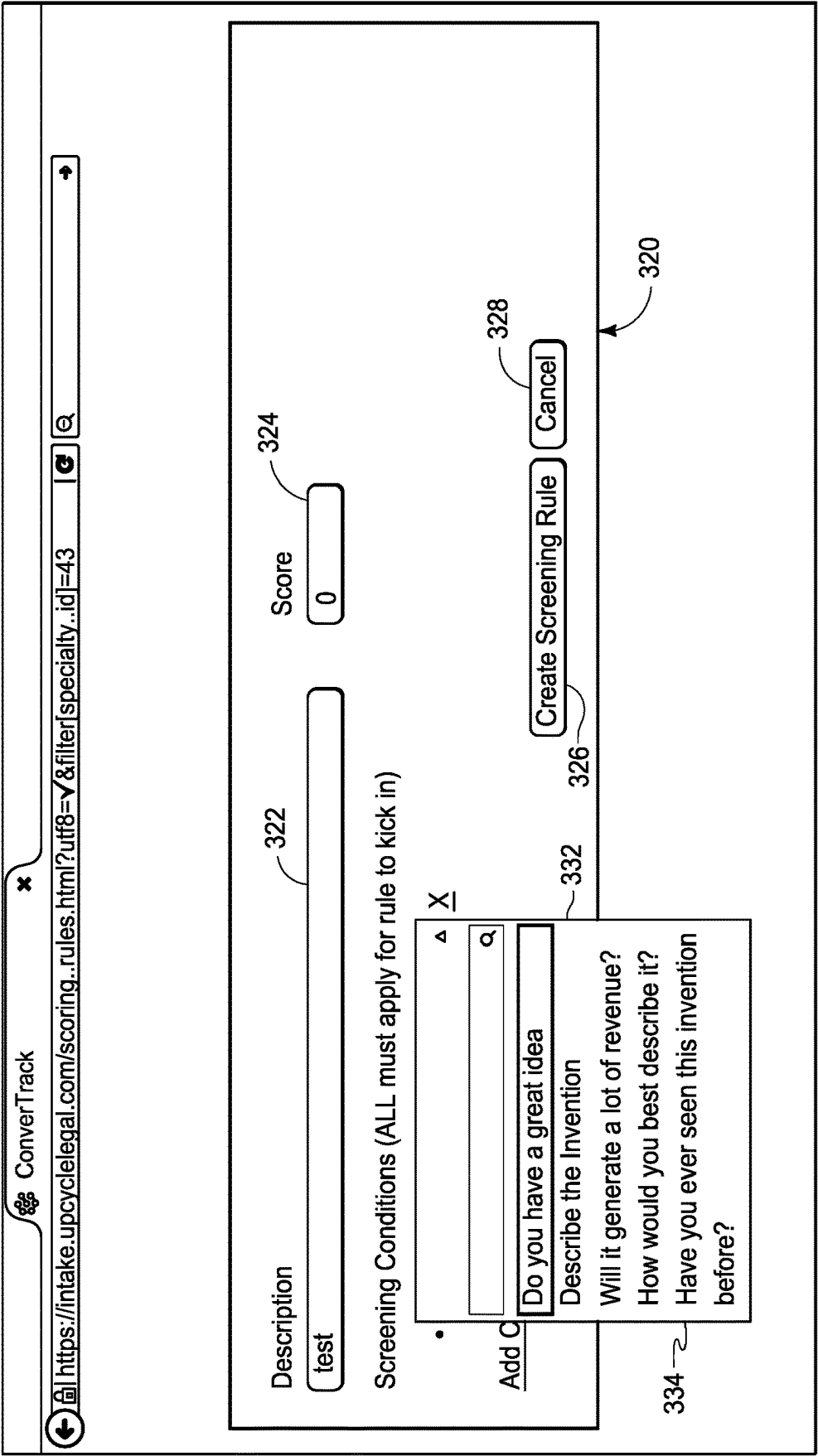


FIG. 12

ConverTrack

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

Description

test

Score

-500

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

Have you ever seen this invention... ✕

Is

Yes

X

Add Condition

Create Screening Rule

Cancel

FIG. 13

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

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

IP #157854

Print this Intake

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

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

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

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

Delete this Intake

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

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

236 Home
237 Admin
238 Questionnaires
239 Calls
240 Intakes
242 Delete this Intake

350

FIG. 14

370

IP #157854, Sanchez 12/03...✖

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

Home Admin Questionnaires Calls Intakes

Lookups
Question
Specialties
Questionnaires
Marketing Sources
Screening Rules

Source ▾

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

Email Done

Eric Sanchez

Potential Client

First Name Eric 372

Last Name Sanchez 374

Nickname 376

Potential Client

Type Self ▾ 378

Caller if not Same As Potential Client

First Name (C) Self 380

Last Name (C) Self 382

Relationship to Potential Client

Self ▾ 384

Contact's Street Address Toggle Map

Address 28 S. Mong Street 386

City Durham 388

State NC 390

Zip Code 27010 392

Email esanchez@mymail.com 394

Referred By 396

Marketing Source ▾ 398

Language English 400

Gender Male 402

Race White 404

Birth Date 11/22/1971 406

Age 44 408

Phone Number 919-688-1234 410

Add Phone Number 412

Type Office 412

Possible existing Contacts

Sanchez, Eric
280 S. Mong Street,
Durham NC 2701

pick

Sanchez, Michael
PO Box 101
Durham NC 2701

pick

2 matches

FIG. 15

FIG. 16A | FIG. 16B

FIG. 16

[illegible]

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

ConverTrack

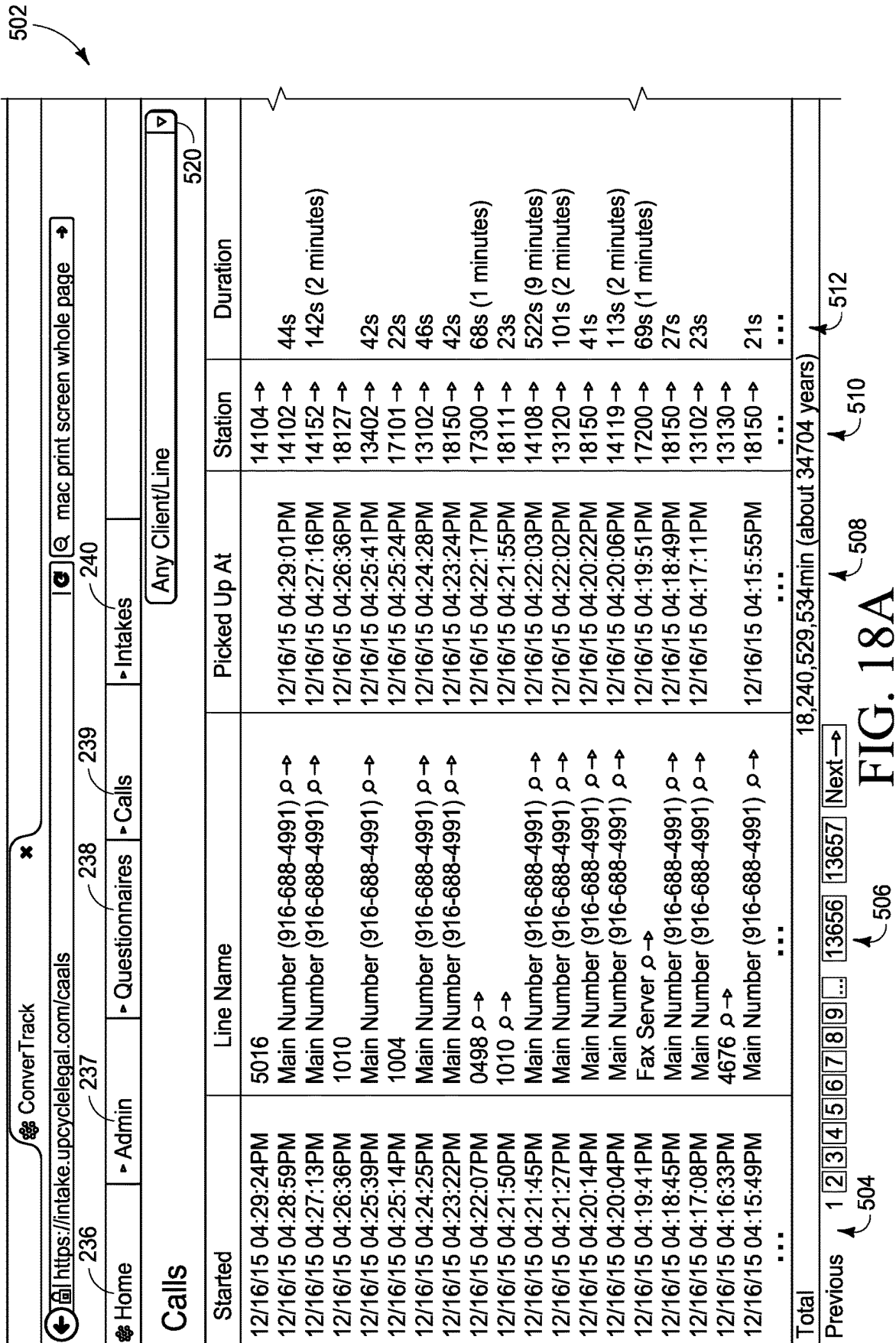
[https://intake.upcyclelegal.com/questions?utf8=✓&filter\[specialty..id\]=43](https://intake.upcyclelegal.com/questions?utf8=✓&filter[specialty..id]=43)

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

FIG. 17

FIG. 18A FIG. 18B FIG. 18



502

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

519

516

514

FIG. 19A

FIG. 18B

FIG. 19B

FIG. 19

Case Admin		
550 ▶ General ▶ Configure 574		
Checklists 570		
Client	^ Name	Checklistable Type
James Scott Farrin 552	ED - Appraiser	Involvement
James Scott Farrin 553	ED - Condemnation	Case
James Scott Farrin 554	ED - Demand	Case
James Scott Farrin 555	ED - Discovery (fr Nor)	Case
James Scott Farrin 556	ED - Discovery (to Nor)	Case
James Scott Farrin 557	ED - Initial	Case
James Scott Farrin 558	ED - Mediation	Case
James Scott Farrin 559	ED - NEG	Case
James Scott Farrin 560	ED - Pre-DMD-Review	Case
James Scott Farrin 561	ED - PRR	Case
James Scott Farrin 562	ED - Rec'd Complaint	Case
James Scott Farrin 563	ED - Trial	Case
James Scott Farrin 564	ED - WOC	Case
James Scott Farrin 565	PI - ALL-Defendant DWI	Case
James Scott Farrin 566	PI - ALL-Property Damage	Case

FIG. 19A

Eric - □ ×

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

FIG. 20B

FIG. 21A

FIG. 21B

FIG. 21

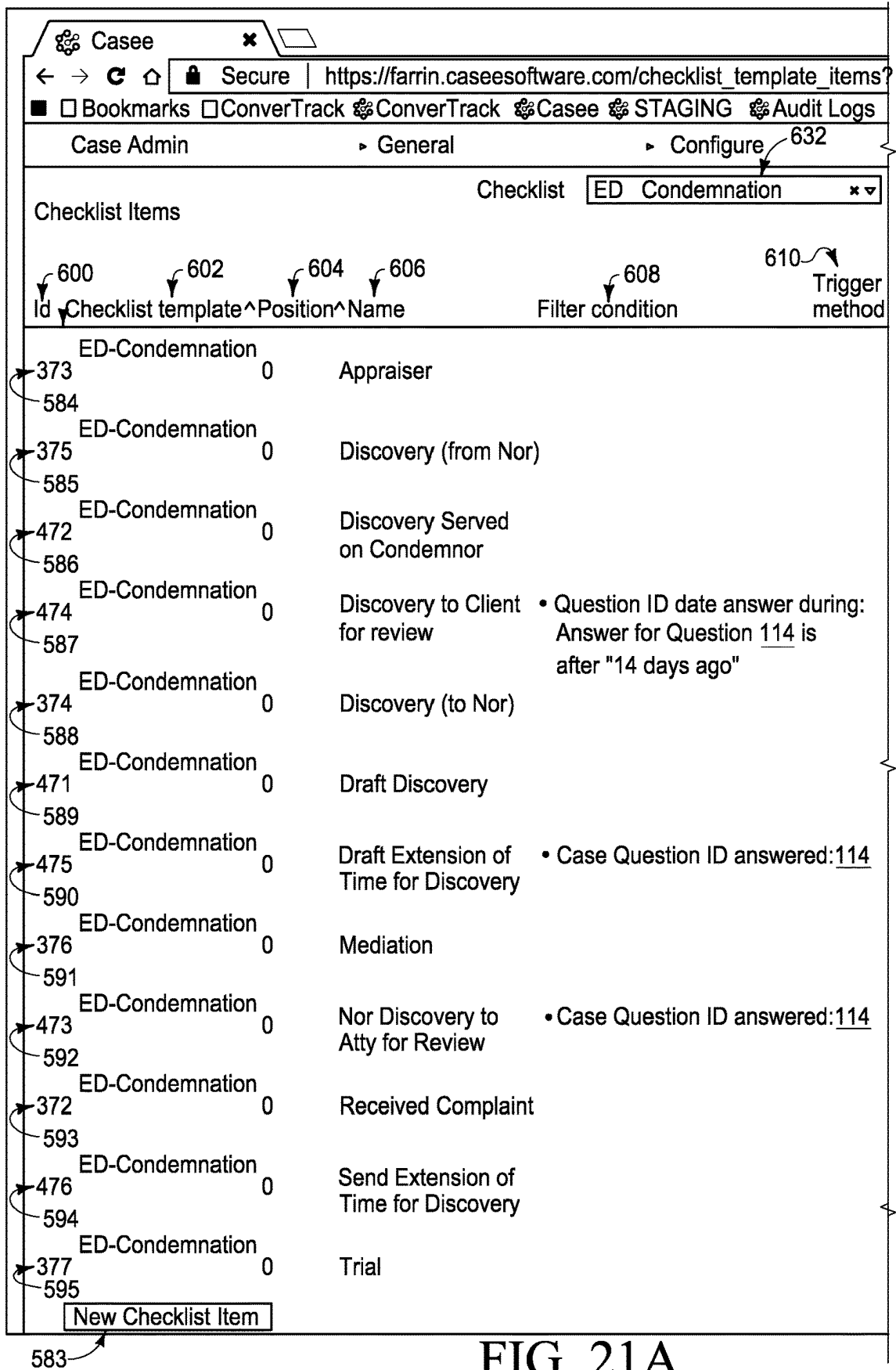


FIG. 21A

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	630	Edit										
0	No	No	No	Primary Paralegal			0	Edit											
7	No	No	No	Primary Paralegal		Draft Discovery	0	Edit											
0	No	No	No	Primary Paralegal			0	Edit											
0	No	No	No	Primary Paralegal			0	Edit											
30	No	No	No	Primary Paralegal		Received Complaint	1	Edit											
0	No	No	No	Primary Paralegal			1	Edit											
0	No	No	No	Primary Paralegal			0	Edit											
0	No	No	No	Primary Paralegal			0	Edit											
0	No	No	No	Primary Paralegal			1	Edit											
7	No	No	No	Primary Paralegal		Draft Extension of Time for Discovery	0	Edit											
0	No	No	No	Primary Paralegal			0	Edit											
Displaying all 12 Checklist Items																			

FIG. 21B

Casee

Secure

https://farrin.casesoftware.com/checklist_template_items?filter%5Bcheckboxlist_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

Comment

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

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.

When Task completed, trigger Mail Merge

Mail merge template

Update Checklist Item

FIG. 22A

FIG. 22B

FIG. 22

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

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

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

FIG. 22B

Casee

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

644

Comment

668

Additional Conditions for Qualifying Cases

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

Case Type

MT

IP

BF

EM1

EM3

EM2

L3

AWN

Add Rule

Parent Checklist Item

Received Complaint

Who will be assigned to the Task

Primary Paralegal

When is the Task due?

Days due

30 days after

Trigger method

Repeating

of the Case.

When Task completed, trigger Mail Merge

Mail merge template

Update Checklist Item

FIG. 23A

FIG. 23B FIG. 23C

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			
Created by EJS on 12/01/2016 at 08:46am				
Updated by EJS on 12/01/2016 at 08:59am				

FIG. 23B

Case

Secure

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

Bookmarks

ConverTrack

ConverTrack

Casee

STAGING

Audit Logs

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

Position Name 644

0 Draft Discovery 640

Additional Conditions for Qualifying Cases

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

Add Rule

Parent Checklist Item 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

Repeating of the Case. 657

When Task completed, trigger Mail Merge

Mail merge template

Update Checklist Item

FIG. 24A

FIG. 24B

FIG. 24

Eric

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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. 24B

Case

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

Bookmarks

ConverTrack ConverTrack Case STAGING Audit Logs

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

Position Name 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.

654 656 657

When Task completed

Mail merge template

Update Checklist Item

FIG. 25A

FIG. 25B

FIG. 25

Eric

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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  

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-Condensation"
for Checklist Type Case

Position Name 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 

Who will be assigned to the Task
  OR 

When is the Task due?
Days due days after of the Case. ☐ Repeating ☐ 657

When Task completed, trigger Mail Merge
Mail merge template

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

FIG. 26A

Eric

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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 becomes applicable).

Leave blank if no Mail Merge should be triggered.
Only Mail Merges applicable to Cases are available.
Mail Merges might trigger a Record Request, but this is up to the Mail Merge Template itself!

Cancel

Delete

Created by EJS on 12/01/2016 at 08:46am
Updated by EJS on 12/01/2016 at 08:59am

FIG. 26B

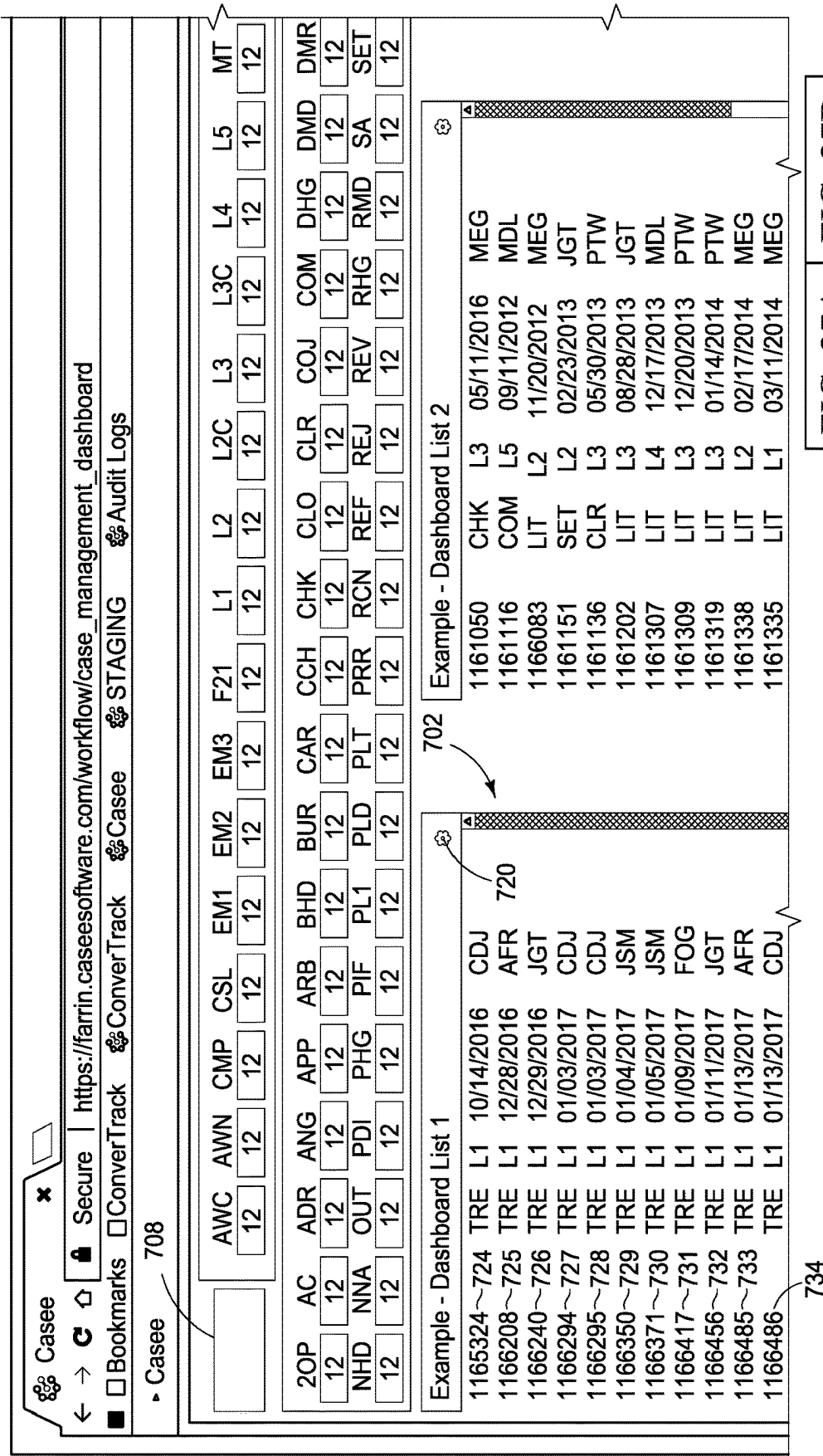


FIG. 27A

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

FIG. 27

Eric - □ ✕	
Ⓔ ☆	
⌂ ☰ ⚙ 🔍 👤 📁 🔖 🔗 EJS HELP	
P3N SS W/C WCD WCN WCT WDN WP3 12 12 12 12 12 12 12 12 For: EJS Example 710 714 716	
DSC FDC FEE FIR HDP HRG INI INV 12 12 12 12 12 12 12 12 SHD STY TNS TRE TRI TST WNF WOC 12 12 12 12 12 12 12 12 LIA LIT LQ LTD MDS MHD MMI MSC NEG	

Example - Dashboard List 3									
1165018	IO	L2C	09/14/2016	EPH					
1165244	WOO	L3	10/05/2016	EPH					
1165224	WOM	L3	10/06/2016	CDJ					
1165252	WOO	L1	10/07/2016	JSM					
1165291	TRE	L2	10/12/2016	JGT					
1165285	SA	L1	10/13/2016	JGT					
1165315	TRE	L1	10/13/2016	CDJ					
1165316	CHK	L1	10/13/2016	CDJ					
1165314	TRE	L1	10/13/2016	CDJ					
1165342	TRE	L1	10/14/2016	JGT					
1165355	ADR	L1	10/19/2016	JGT					

Example - Dashboard List 4									
1161639	TRE	L2	10/29/2014	AFR					
1162151	TST	L2	06/29/2015	MEG					
1162210	COM	L2	07/20/2015	AFR					
1162345	LIT	L2	08/27/2015	MEG					
1162397	WOO	L2	09/15/2015	AFR					
1162398	WOO	L2	09/15/2015	AFR					
1163106	CLR	L2	02/12/2016	AFR					
1163107	CAR	L2	02/12/2016	ARF					
1163805	CHK	L2	05/19/2016	AFR					
1163806	CAR	L2	05/19/2016	AFR					
1163849	WOM	L2	05/23/2016	AFR					

FIG. 27B

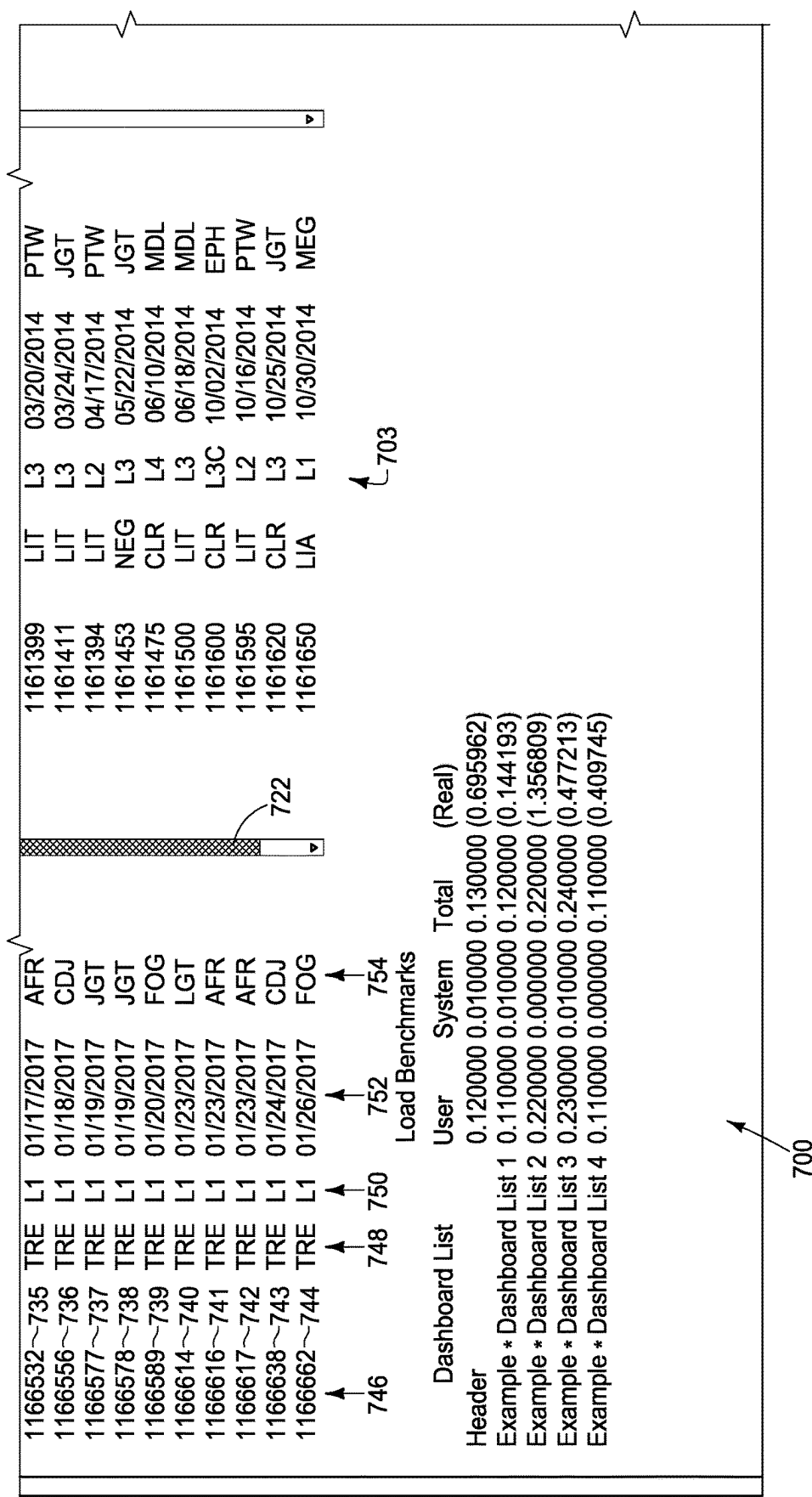


FIG. 27C

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

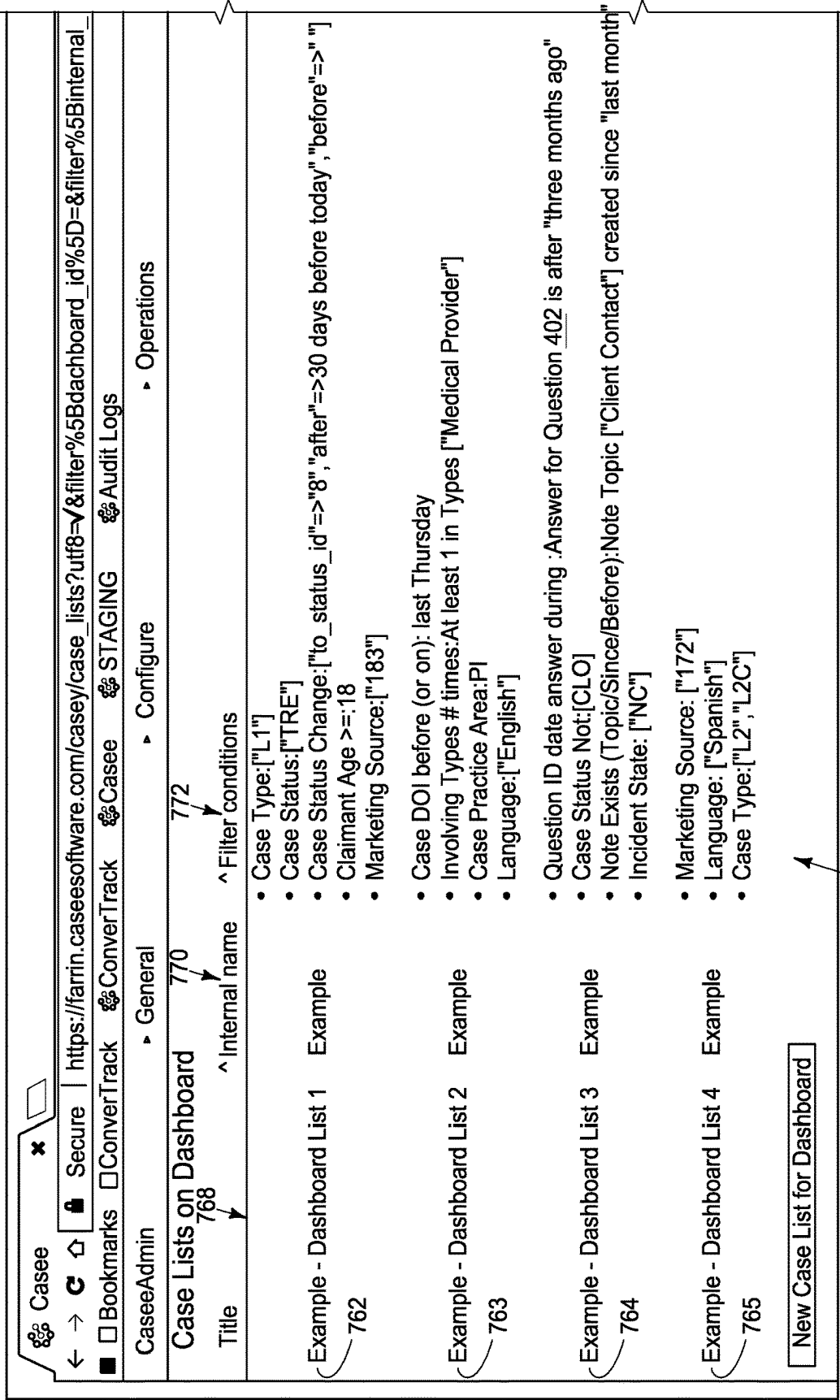


FIG. 28A

FIG. 28B

FIG. 28

Eric - ✕	
name%5D=Example	
774 Alert filter conditions	
Columns	776
- Select Dashboard -	784
Example	Sort By 778 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

Displaying all 4 Case Lists on Dashboard

FIG. 28B

FIG. 29A

FIG. 29A

FIG. 29

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

FIG. 29B

Filter condition

• Question ID date answer during Answer for Question 402 is after "three months ago" x 804

• Case Status Not:[CLO] x 805

• Note Exists (Topic/Since/Before):Note Topic ["Client Contact"] created since "last month" x 806

• Incident State: ["NC"] x 807

Add Rule 810

Example - Dashboard List 4 Example 765

• Marketing Source: ["172"]

• Language: ["Spanish"]

• Case Type: ["L2", "L2C"]

New Case List for Dashboard 790

FIG. 29C

Alert filter condition
Add Rule

OR

Copy from Case List:

▼812

Update Case List for Dashboard814

Cancel

Delete

case_status, case_type, case_open_date, attorney

FIG. 29D

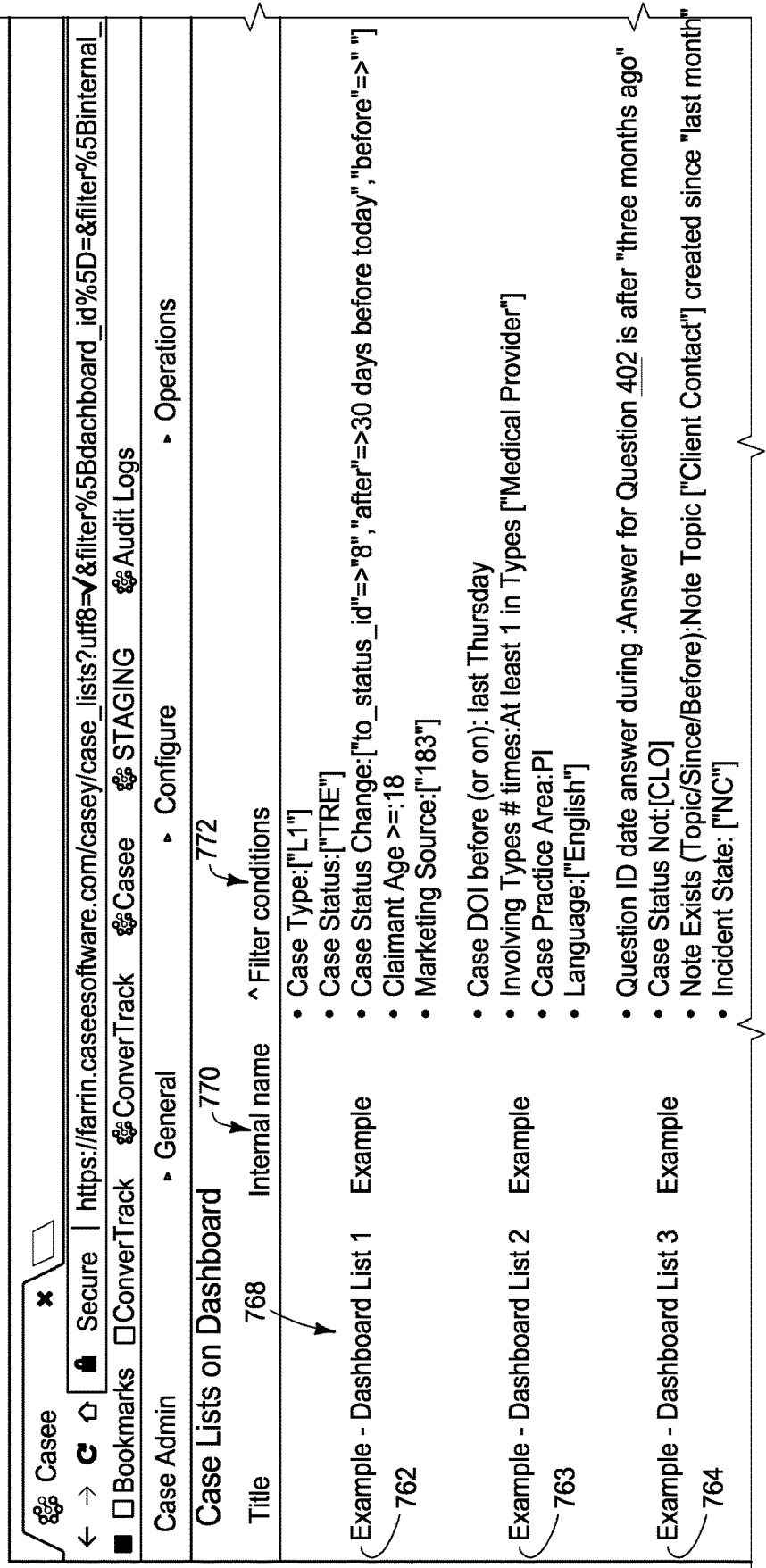


FIG. 30A

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

FIG. 30

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

FIG. 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 v 812			
Create Case List for Dashboard Cancel			
814			
Displaying all 4 Case Lists on Dashboard			

FIG. 30D

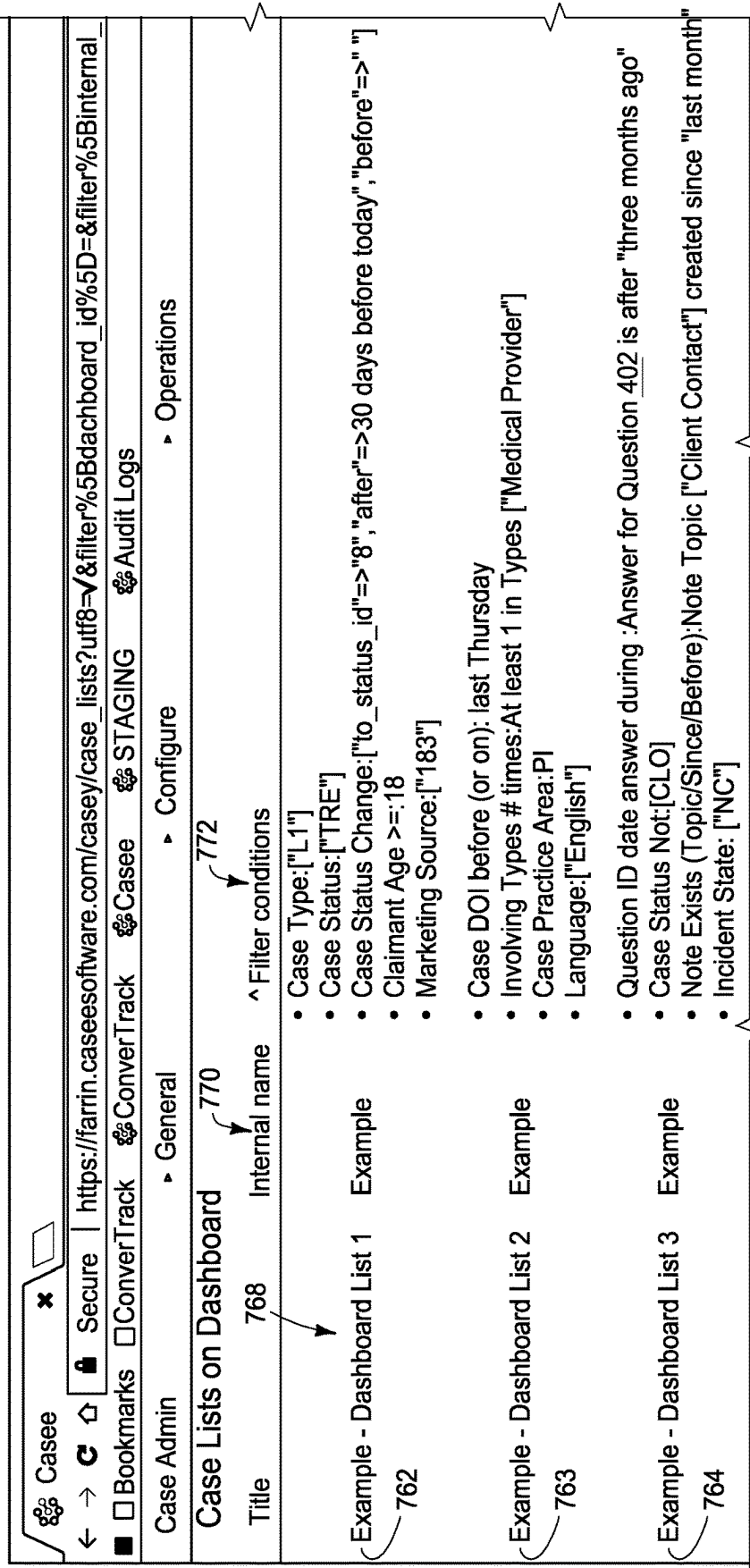


FIG. 31A	FIG. 31B
FIG. 31C	FIG. 31D

FIG. 31

Eric - x	
name%5D=Example	
a ☆ :	
Example EJS HELP	
- Select Dashboard - 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. 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 ▾	812	
Update Case List for Dashboard		Cancel	Delete	
814				
Displaying all 4 Case Lists on Dashboard				

FIG. 31D

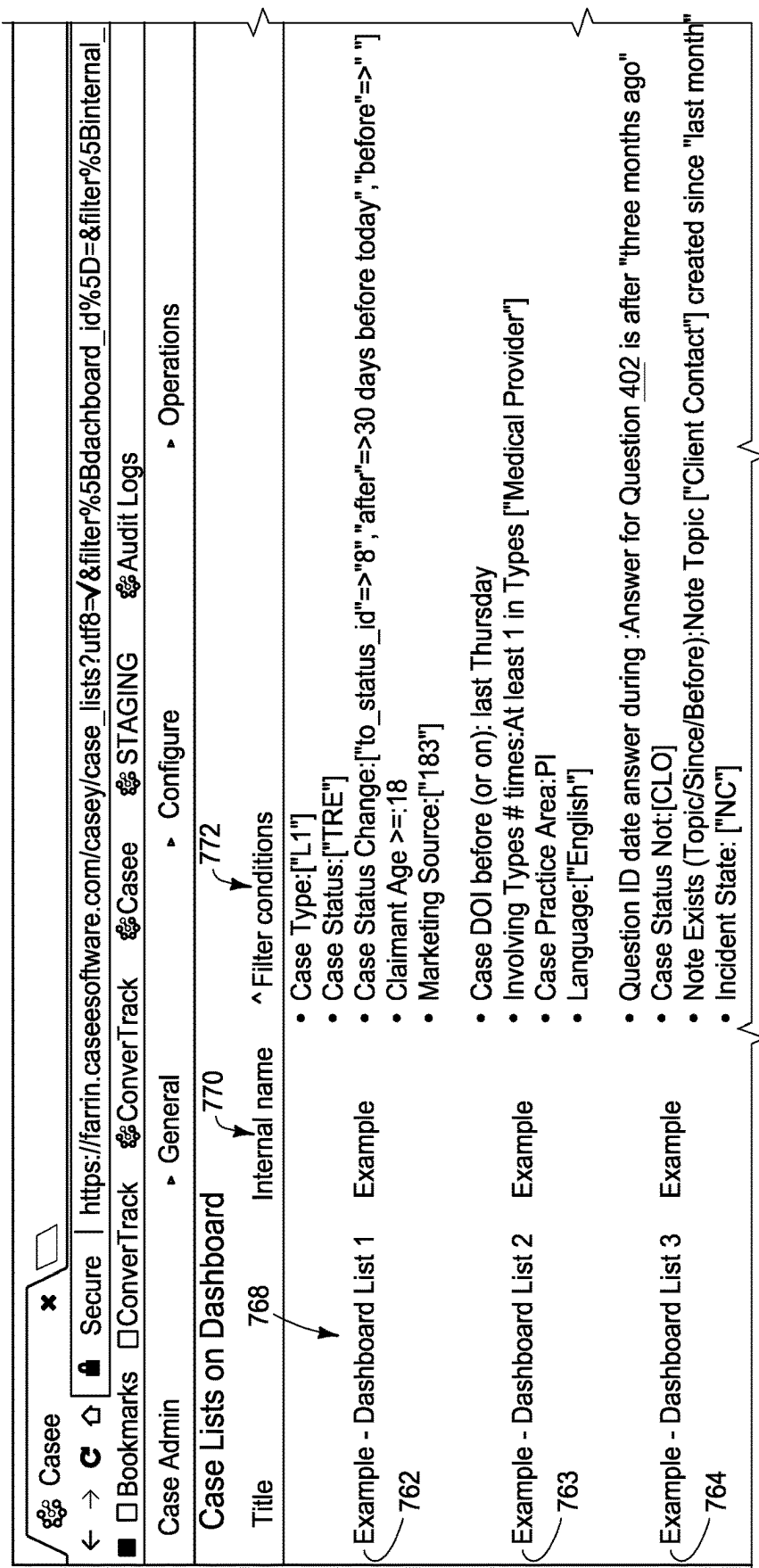


FIG. 32A

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

FIG. 32

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

Eric

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name%5D=Example

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👤/🏠

📁

▶EJS

HELP

- Select Dashboard - ▾

Sort By

Example

Used in dashboard

Alert filter conditions

Columns

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

FIG. 32B

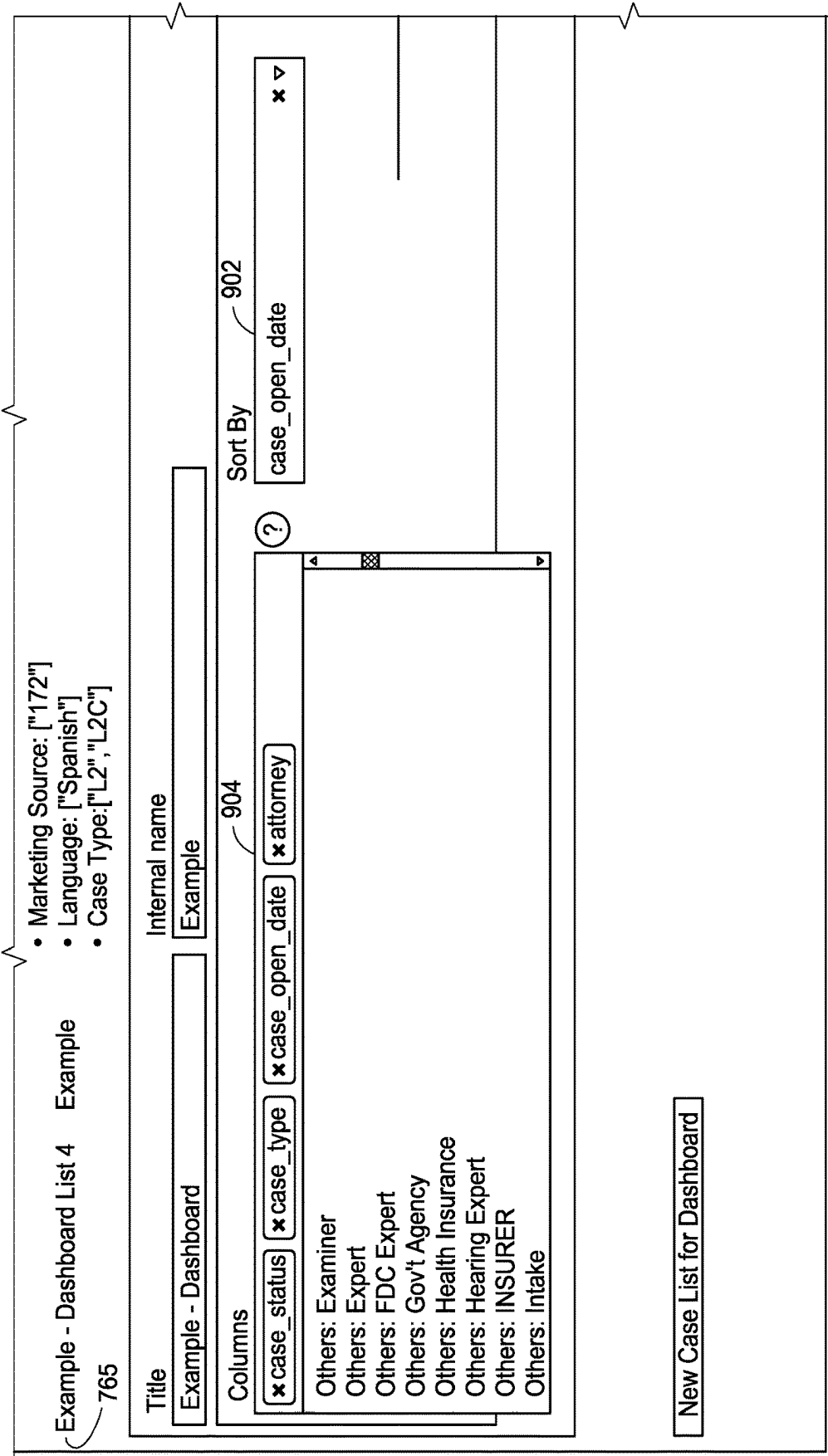


FIG. 32C

case_status, case_type, case_open_date, attorney

case_open_date1

Edit

Alert filter condition
Add Rule

OR

Copy from Case List: Example - Dashboard List 1 x ▾ 812

Update Case List for Dashboard Cancel Delete

814

Displaying all 4 Case Lists on Dashboard

FIG. 32D

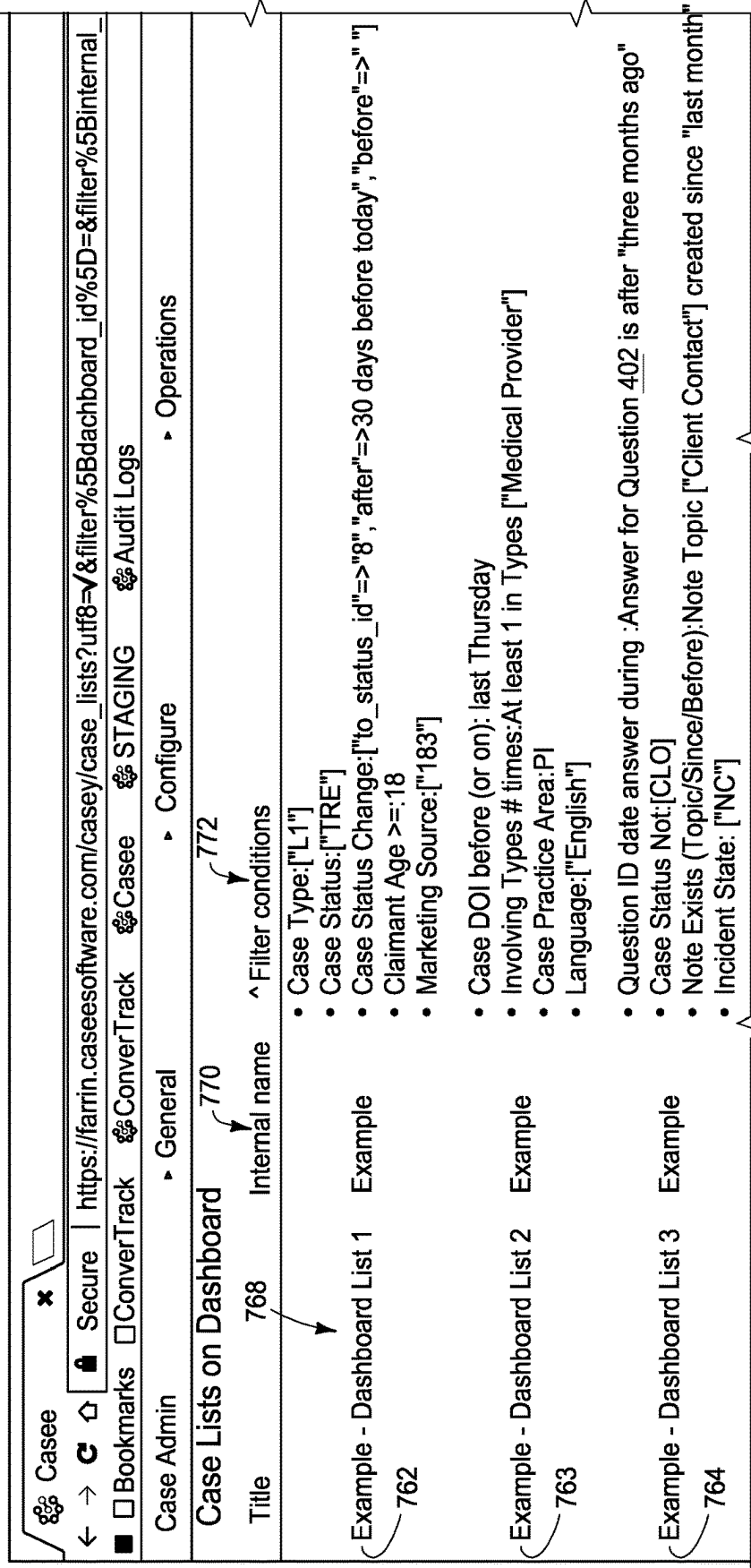


FIG. 33A

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

FIG. 33

Eric

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name%5D=Example

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📁

▶EJS

HELP

- Select Dashboard - ▾

Sort By

Example

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. 33B

Example - Dashboard List 4 Example

765

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

Title

Example - Dashboard Internal name
Example

Columns

✕ case_status

✕ case_type

✕ case_open_date

✕ attorney

Filter condition

Case Type

✕ ▼

Add Rule

Sort By

case_open_date ✕ ▼

906

LS

WCN

WDN

L1

L2C

L3C

WP3

SS

908

New Case List for Dashboard

FIG. 33C

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

FIG. 33D

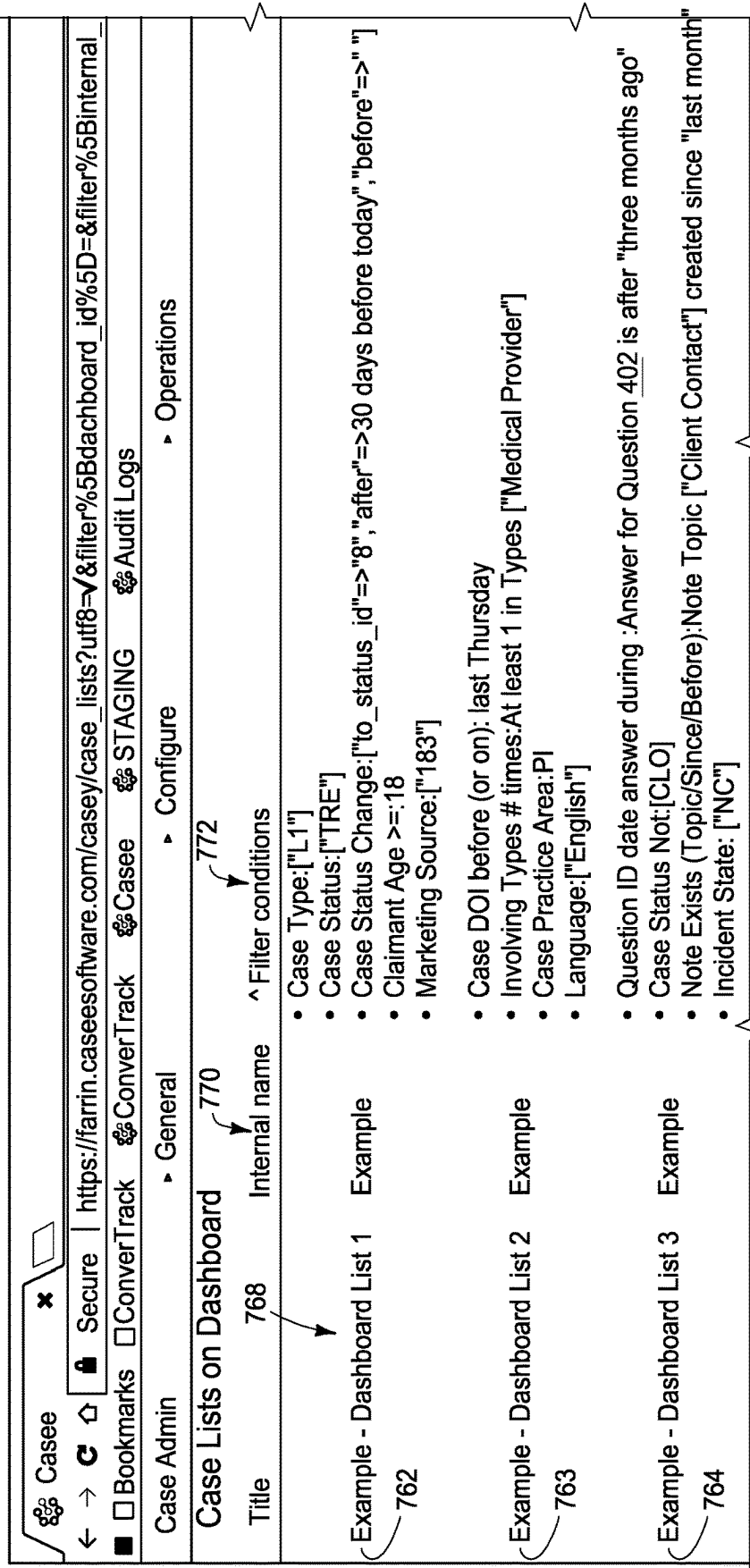


FIG. 34A	FIG. 34B
FIG. 34C	FIG. 34D

FIG. 34

Eric					
name%5D=Example					
Alert filter conditions					
Columns					
Used in dashboard					
case_status, case_type, case_open_date, attorney					
case_status, case_type, case_open_date, attorney					
case_status, case_type, case_open_date, attorney					

FIG. 34B

Example - Dashboard List 4 Example

765

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

Title

Example - Dashboard

Internal name

Example

Columns

✕ case_status

✕ case_type

✕ case_open_date

✕ attorney

906

Sort By

case_open_date

✕ ▾

Filter condition

908

- Case Type ✕ ▾
- Case Status ✕ ▾

Add Rule

912

✕ L1

910

CLO

INV

WOM

ADR

LIT

BHD

FDC

DHG

New Case List for Dashboard

FIG. 34C

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

FIG. 34D

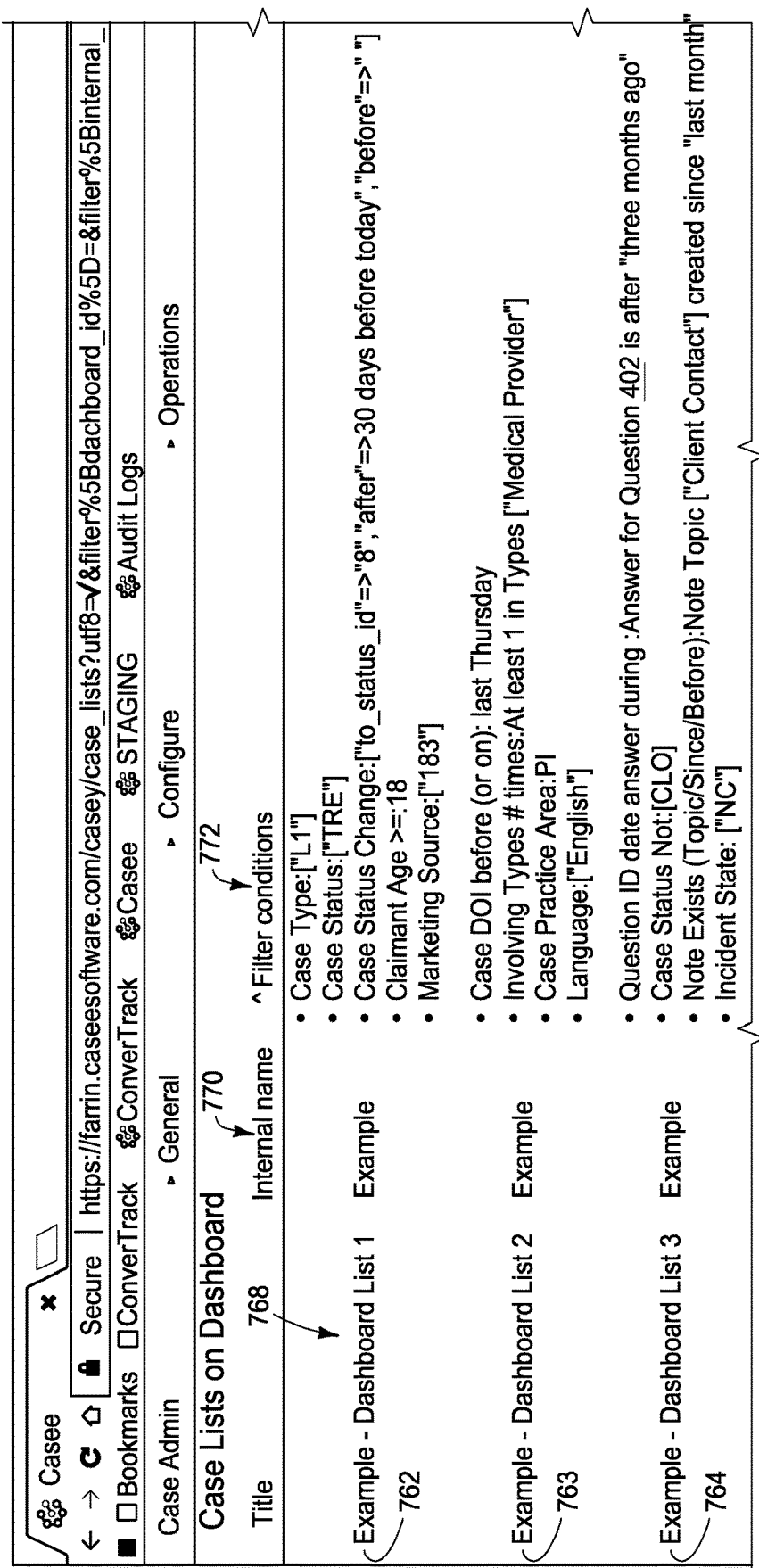


FIG. 35A

FIG. 35A | FIG. 35B

FIG. 35B

FIG. 35C | FIG. 35D

FIG. 35D

FIG. 35

		Eric		-		x
name%5D=Example						
						EJS HELP
Alert filter conditions	Columns	- Select Dashboard -		Sort By	Example	* v
	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

908

Filter condition

✕ L1

✕ TRE

TRE

910

✕

✕

Case Type

Case Status

Case Status Change

✕ ▾

✕ ▾

✕ ▾

912

914

916

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

Cancel

Delete

814

Displaying all 4 Case Lists on Dashboard

FIG. 35D

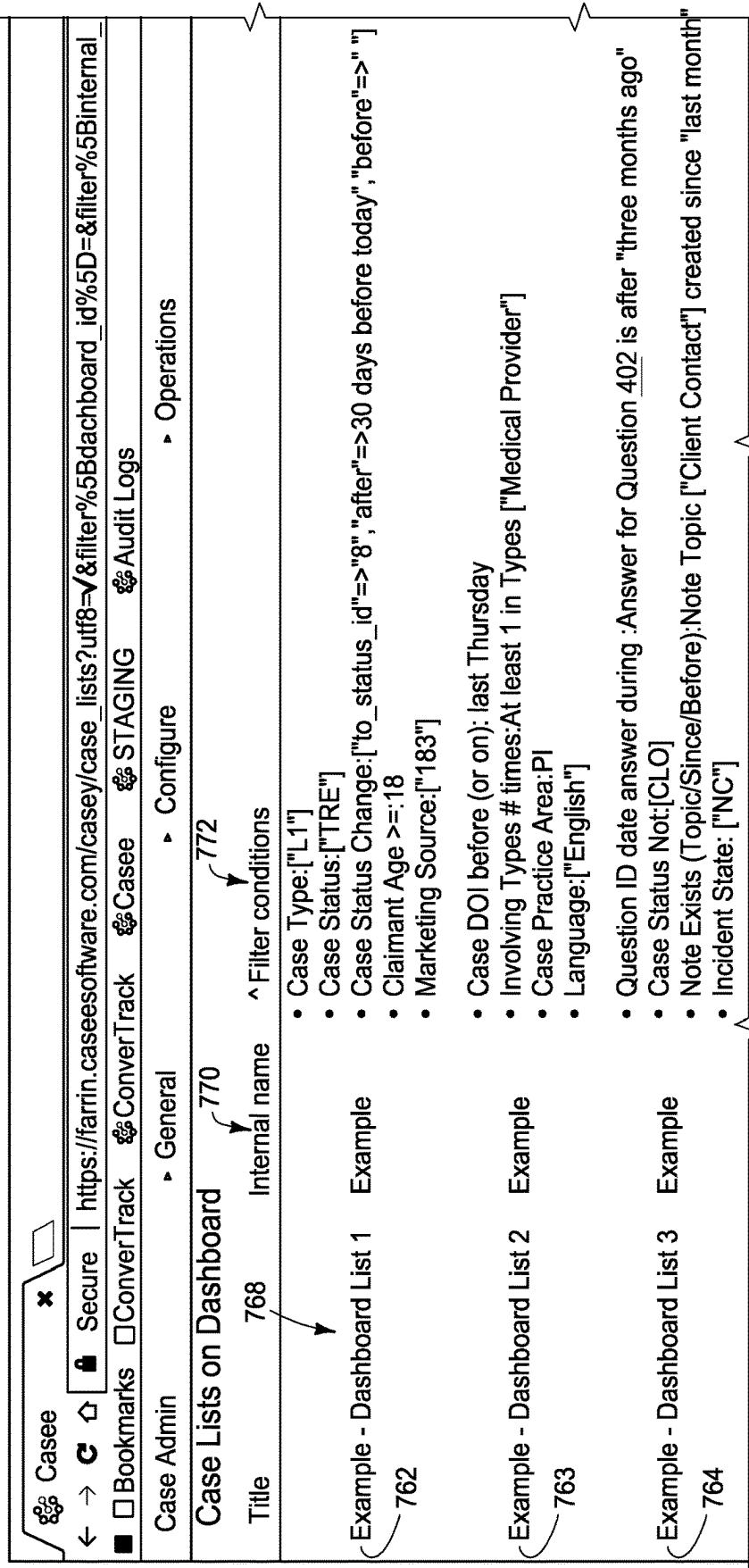


FIG. 36A	FIG. 36B
FIG. 36C	FIG. 36D

FIG. 36

Eric - x					
name%5D=Example					
EJS HELP					
Alert filter conditions	Columns	Sort By	Used in dashboard		
case_status, case_type, case_open_date, attorney	case_open_date	1	Edit		
case_status, case_type, case_open_date, attorney	case_open_date	1	Edit		
case_status, case_type, case_open_date, attorney	case_open_date	1	Edit		

FIG. 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

?

Sort By

case_open_date

✕ ▾

Filter condition

908

Case Type

✕ ▾

Case Status

✕ ▾

Case Status Change

✕ ▾

910

✕

✕

914

✕ ▾

Before (leave blank for "Unlimited" ?)

?

916

Marketing Source

✕ ▾

Add Rule

920

30 days before today

✕

NCVBA

OTH - Other

R - Radio

SOK - Sokolove

TV - Television

TYP - Combined TV-YP

WOS - Word on the Street

YP - Yellow Pages

918

FIG. 36C

case_status, case_type, case_open_date, attorney

case_open_date

1

Edit

Alert filter condition

Add Rule

OR

Copy from Case List:

▼

812

Update Case List for Dashboard

Cancel

Delete

Displaying all 4 Case Lists on Dashboard

FIG. 36D

FIG. 37A

FIG. 37B

FIG. 37

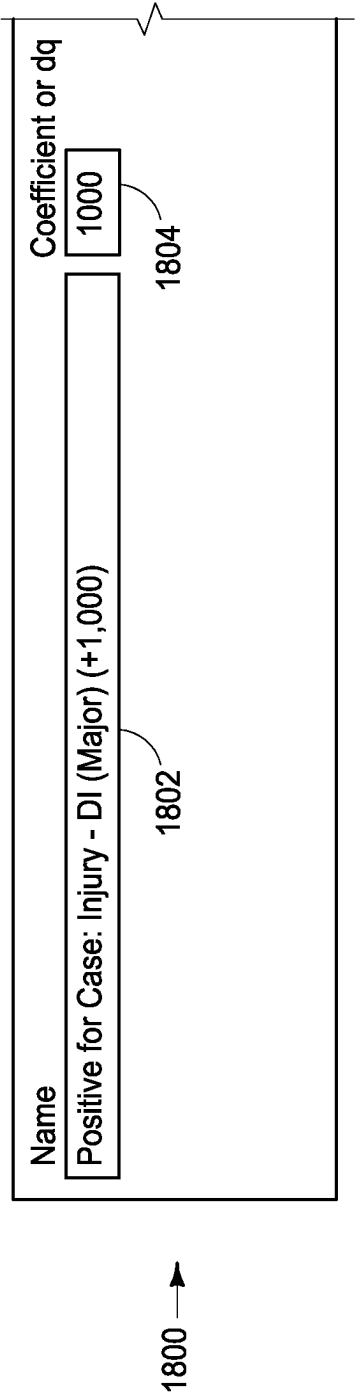


FIG. 37A

1816

Alert

☐ Intake filter condition

ALL must apply for Coefficient to kick in; Specialty *Malhotra - Auto* already comes for free)

- Question Answer (a): #509: Injury Type E ["DI (Major)"] X ← 1812
- Claimant City x ▾ 1806

1814

Durham 1808

1818

x ← 1810

1818

Add Intake Filter Rule for this Coefficient

FIG. 37B

1850

Name

Malhotra Auto Calculation

1852

Specialty

Malhotra - Auto

1854

Baseline Factor

1.0

If fee model, use \$ amount.
For additive model, you probably
want to use '1'.

1856

Scoring function

just additive ▾

FIG. 38A

FIG. 38B

FIG. 38

FIG. 38A

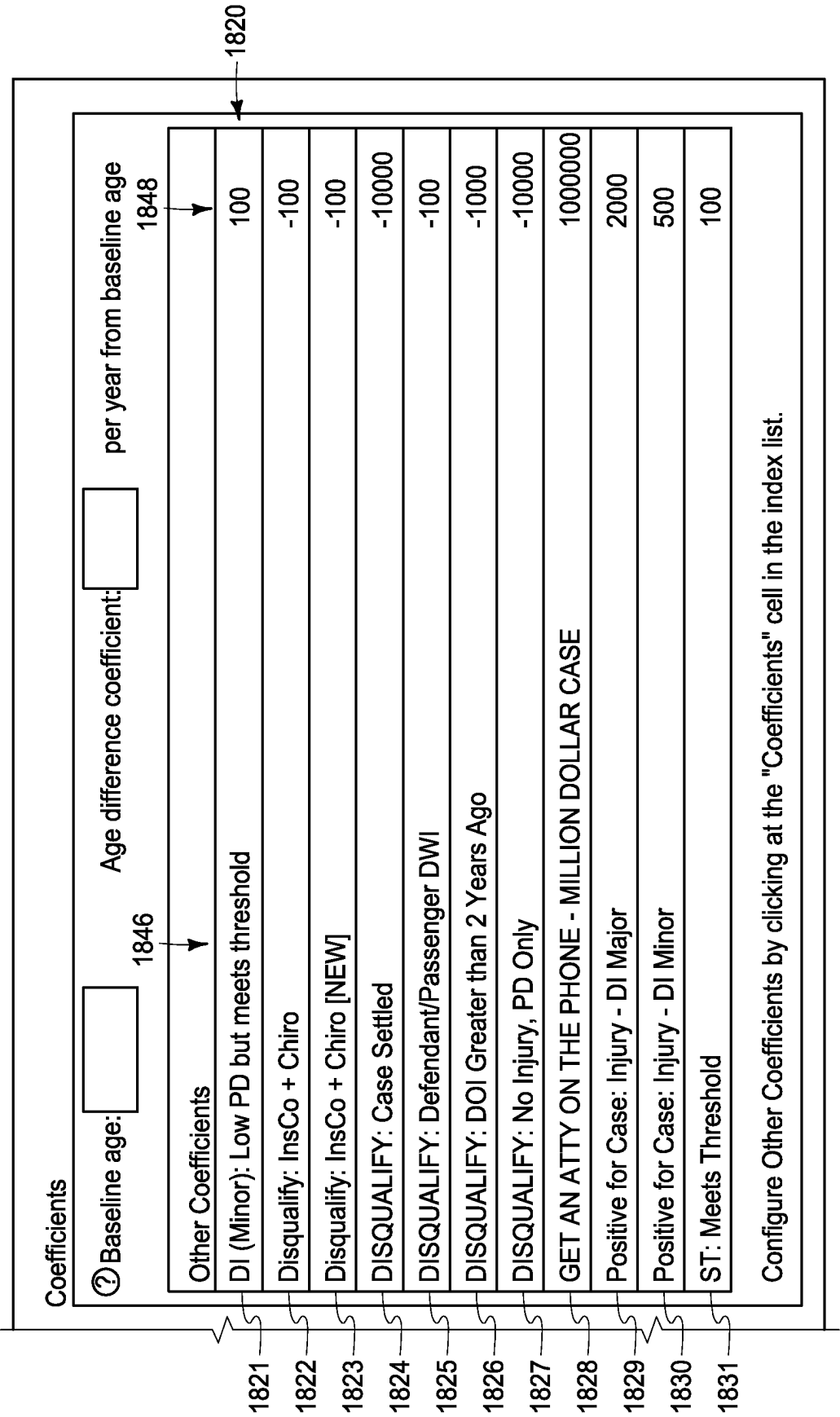


FIG. 38B

FIG. 39A

FIG. 39B

FIG. 39

High Scoring Intake Alerts		Intake Filter Conditions
Score Threshold	Intake scoring model	
250	Sanchez Auto Calculation	Score >=: 250 Stated Created On Time Frame: Today
250	Malhotra Auto Calculation	Score >=: 250 Stated Created On Time Frame: Today

1862

1864

1866

1868

1870

FIG. 39A

Email Recipients	
deepak@upcyclelegal.com, eric@growpath.com	1872
deepak@upcyclelegal.com, eric@growpath.com	

FIG. 39B

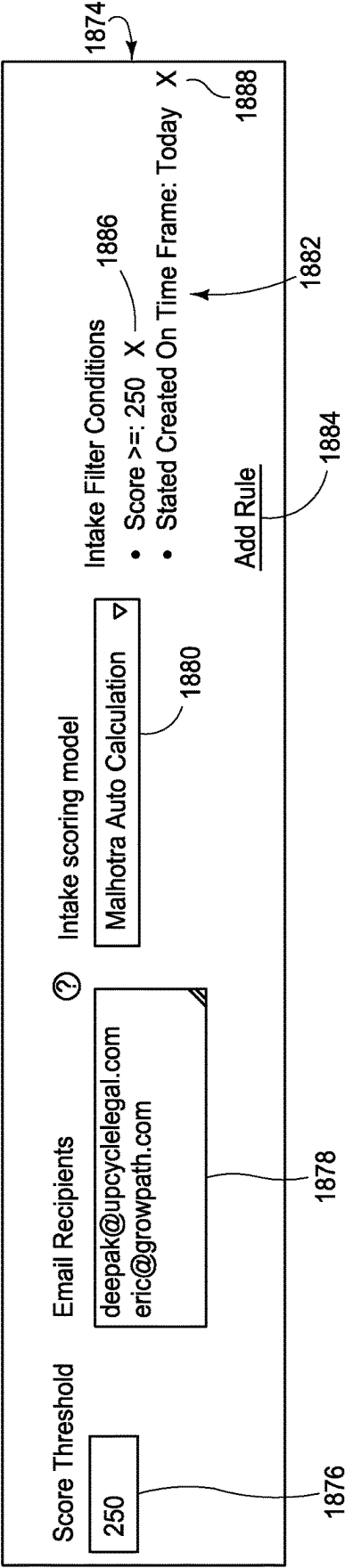


FIG. 40

From: No Reply <no-reply@growpath.com>
To: "deepak@upcyclelegal.com" <deepak@upcyclelegal.com>, Eric Sanchez
<eric@growpath.com>

Cc:

Bc:

Date: Mon, 23 Apr 2018 16:51:14 +0000

Subject: High Value Intake

The following Intake just exceeded the alert score threshold of 250:

- * Law Offices of Deepak Malhotra
- * Auto #123578, Murphy 04/14/18 11:40am
- * Previous Score: 0.0
- * New Score: 250.0
- * Intake last edited by: Andrea Smith

Intake #265874

- * Positive for Case: Injury - DI (Minor) (+250) [250]

FIG. 41

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DATABASE SEARCHING BASED ON USER-DEFINABLE PARAMETERS AND AUTOMATED NOTIFICATIONS IN RESPONSE TO SCORES

CROSS REFERENCE TO RELATED APPLICATION

This is a continuation of U.S. patent application Ser. No. 16/839,825, filed Apr. 3, 2020, which is a continuation of U.S. patent application Ser. No. 16/006,489, filed Jun. 12, 2018 (now U.S. Pat. No. 10,656,794), which in turn is continuation-in-part of copending U.S. patent application Ser. No. 15/697,809 filed Sep. 7, 2017 (now U.S. Pat. No. 10,503,790), which in turn 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.

TECHICAL FIELD

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

BACKGROUND

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

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

SUMMARY

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

Some embodiments provide a screening customized tool for a database which enables users to assign mathematical values or scores to text, numeric fields or database events

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

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

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

Some embodiments provide a system including an OAI gateway configured to provide an interface to a network; a main server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the server including: an OAI listener coupled to the OAI gateway; a notification server coupled to the OAI listener; and a memory defining a database and coupled to the OAI listener; the main server being configured to present to a workstation a user-fillable intake form having a plurality of questions, and the main server configured to receive answers to the questions from the workstation, to store the answers in the database, and to present a score total to the workstation indicating whether to accept the potential customer, the score total varying depending on the received answers; the main server being configured to provide, to the workstation, an interface which an administrator can use to create a screening rule by defining a question for the intake form, and by providing different scores for the different potential answers; the system being configured to send an electronic notification in response to the score total being at least one of above and below a predetermined threshold value.

Some embodiments provide a system including an OAI gateway configured to provide an interface to a network; a main server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the main server including: an OAI listener coupled to the OAI gateway; and a memory defining a database and coupled to the OAI listener; the main server being configured to present to a workstation a user-fillable intake form having a plurality of questions, and the main server configured to receive answers to the questions from the workstation, and to

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present a score total to the workstation useful in determining whether to accept the potential customer, the score total varying depending on the received answers; the main server being configured to provide, to the workstation, an interface which an administrator can use to create a screening rule by adding at least one condition and entering a rule score to be applied if all conditions of the screening rule are met, the rule score being used as a component to calculate the total score useful in determining whether to accept the potential customer, wherein adding a condition includes: selecting a question from a list of questions, the list including the intake form questions; selecting an operator from a list of operators; and providing a response, and choosing a question type from a plurality of predetermined possible types; and the system being configured to send an electronic notification in response to the score total being at least one of above and below a predetermined threshold value.

Other embodiments provide a system including an OAI gateway; and a main server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the main server including: an OAI listener coupled to the OAI gateway; a notification server coupled to the OAI listener; and a memory defining a database and coupled to the OAI listener; the main server being configured to present to a workstation a user-fillable intake form having a plurality of questions, to be filled by an intake clerk, and the main server being configured to receive answers to the questions from the workstation, and to present a score total to the workstation useful in determining whether to accept the potential customer, the score total varying depending on the received answers; and the system being configured to send an electronic notification to a user other than the intake clerk in response to the score total being at least one of above and below a predetermined threshold value.

Other embodiments provide a system including an OAI gateway configured to provide an interface to a network; a first server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the server including: an OAI listener coupled to the OAI gateway; a notification server coupled to the OAI listener; and a memory defining a database and coupled to the OAI listener; the first server being configured to present to a workstation a user-fillable intake form having a plurality of questions, and the first server configured to receive answers to the questions from the workstation, to store the answers in the database, and to present a score total to the workstation useful in determining whether to accept a potential customer, the score total varying depending on the received answers; the first server being configured to provide, to the workstation, an interface which an administrator can use to create a screening rule by defining a question for the intake form, and by providing different scores for the different potential answers; the system being configured to perform an automated action in response to the score total being above or below a predetermined threshold value.

Other embodiments provide a method including providing an OAI gateway configured to provide an interface to a network; providing a first server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the server including an OAI listener coupled to the OAI gateway, a notification server coupled to the OAI listener, and a memory defining a database and coupled to the OAI listener; presenting to a workstation, from the first server, a user-fillable intake form having a plurality of questions; receiving, at the first server, answers to the questions from the workstation; storing the answers in the database; and presenting a score total at the workstation

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useful in determining whether to accept a potential customer, the score total varying depending on the received answers; providing, to the workstation, from the first server, an interface which an administrator can use to create a screening rule by defining a question for the intake form, and by providing different scores for the different potential answers; and performing an automated action in response to the score total being above or below a predetermined threshold value.

Other embodiments provide a system including an OAI gateway configured to provide an interface to a network; a first server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the server including: an OAI listener coupled to the OAI gateway; a notification server coupled to the OAI listener; and a memory defining a database and coupled to the OAI listener; the first server being configured to present to a workstation a user-fillable intake form having a plurality of questions, and the first server configured to receive answers to the questions from the workstation, to store the answers in the database, and to present a score total to the workstation useful in determining whether to accept a potential customer, the score total varying depending on the received answers; the first server being configured to provide, to the workstation, an interface which an administrator can use to create a screening rule by defining a question for the intake form, and by providing different scores for the different potential answers; the system being configured to send an email in response to the score total being above or below a predetermined threshold value, the email having a subject line indicating that the potential customer has a high value.

Other embodiments provide a method including providing an OAI gateway configured to provide an interface to a network; providing a first server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the server including an OAI listener coupled to the OAI gateway, and a memory defining a database and coupled to the OAI listener; presenting to a workstation, from the first server, a user-fillable intake form having a plurality of questions; receiving, at the first server, answers to the questions from the workstation; storing the answers in the database; and presenting a score total to the workstation useful in determining whether to accept a potential customer, the score total varying depending on the received answers; providing, to the workstation, from the first server, an interface which an administrator can use to create a screening rule by defining a question for the intake form, and by providing different scores for the different potential answers; and sending an electronic message in response to the score total being above or below a predetermined threshold value, the electronic message including the score total.

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.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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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. A.

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. 21 B 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.

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 show-

ing 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.

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 graphical user interface showing an individual screening rule being created for use in generating an automated electronic notification in response to a score reaching or exceeding a predetermined limit, in accordance with various embodiments.

FIG. 37B is a second portion of the screen shot 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 graphical user interface showing a collection of rules that were created using the screen of FIGS. 37A and 37B to calculate a screening score.

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

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

FIG. 39A is a portion of a screen shot illustrating a plurality of thresholds set for generation for respective automated electronic notifications, in accordance with some embodiments.

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

FIG. 40 is a screen shot illustrating settings for automated electronic notifications if one of the thresholds of FIG. 39 is reached, in accordance with some embodiments.

FIG. 41 is a printout of an automated electronic notification that is sent out, in accordance with various embodiments.

DETAILED DESCRIPTION OF THE ILLUSTRATED EMBODIMENTS

Attention is directed to U.S. Pat. No. 9,703,985 to Sanchez, and U.S. patent application Ser. No. 15/828,382 to Sanchez et al., both of which are incorporated herein by reference. In some embodiments, features of U.S. Pat. No. 9,703,985 or U.S. patent application Ser. No. 15/828,382 to Sanchez et al. or both are used in combination with features disclosed below.

Facts giving rise to a legal cause of action in one legal jurisdiction may not have the same value in another. The legal cause of action may have a significantly different value or a particular jurisdiction may treat a particular fact more or less favorably. Historically, the only avenue for evaluating a claim in the legal setting has been for an attorney to review the facts of each matter individually, and direct action based on the attorney's professional judgment. While paraprofes-

sionals may help alleviate some of the burden on the attorney, the paraprofessional is not a substitute for an attorney's professional judgment and is not without economic burden.

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

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

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

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

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

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

The server 12 further includes an intake application server 24. The intake application server 24 is used to generate client intake forms described below, to change fields in intake screens, and to capture data filled in the fields. In the illustrated embodiment, the intake application server 24 runs the Ruby on Rails programming language. Other languages could be used.

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

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

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

As shown in FIG. 2, the PBX 14 receives phone calls from a public switched telephone network. In the illustrated embodiment, the PBX 14 receives at least one primary rate interface (PRI) line 44 that defines a plurality of direct inward dial (DID) numbers. A DID is an actual phone number that a potential client or customer dials. PRI is a level of service assigned by the integrated services digital network (ISDN), providing digital access to the public switched telephone network for the PBX 14. ISDN is an international communications standard for transmission of digital voice, video, and data over the public switched telephone network. While PRI is usually associated with voice transmission, it can also transmit faxes, data, or video. The PRI of the illustrated embodiment is a single cable that consists of 24 channels. The PBX 14 includes a PRI inter-

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

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

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

FIG. 4 illustrates an example user interface **82**, created by the system **10** of FIG. 1, which an administrator can use to assign a name **84** to a screening rule in a description field **86**. Using the screening tool **78** (see FIG. 3), an administrator at a law firm (or other organization) creates rules and adds one or more conditions. A condition **88** references a question on an intake questionnaire. The screening tool **78**, in various embodiments, provides for matching tests including but not

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limited to equality, inequality, inclusion in a set, exclusion from a set, and a date within a range of days relative to other dates provided in answers to the intake questionnaire. In the example shown in FIG. 4, the matching test employed is a date range test **90**. The administrator, in various embodiments, assigns in field **92** a score or value **94** to be added if the condition **88** on the intake questionnaire is met and all other conditions for the screening rule are met. This assignment of a score is typically done while the administrator creates a screening rule. In various embodiments, a score can be changed after a screening rule has been created. In the example shown in FIG. 4, if the date of the matter is within a certain number of days before the intake date, the score in field **92** is added to a cumulative total score for the intake questionnaire. The condition "date of matter" is chosen using pull down menu **96**, the condition "within days" is chosen using pull down menu **98**, and the condition "intake date" is chosen using pull down menu **100**. After conditions and scores are set, the rule is created by actuating a button **102** or is cancelled by actuating a button **104**.

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

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

In the law firm example, different law firms develop different intake questionnaires used to determine whether or not a potential client should be accepted. Alternatively, the same questions may be used by different firms but scoring may be different depending on the types of clients the different firms want. For example, while some law firms may only want large clients, other firms may only want small clients, due to staffing and capacity. Or a potential client may have a strong case in one state, serviced by one firm, but a weak case in a different state, serviced by a different firm, due to differences in laws in the different states. A single law firm may have multiple intake questionnaires, such as for different types of potential causes of action. Respective direct inward dial phone numbers **123**, **124**, and **125**, dialed by potential clients or customers **110**, **111**, and **112**, are

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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.

The automated actions can also include, for example, sending an electronic notification such as one or more of an email, text message, instant message, facsimile, automated phone call, or phone app notification to a supervisor or administrator if a score above a predetermined minimum score is achieved. For example, supervisors of an organization may wish to make an extra effort to sign a potential high value client. If the electronic notification is received during an intake conversation between an intake clerk and the potential client, a supervisor may wish to take over the intake call or online chat session. Alternatively, the supervisor may wish to follow up with the potential client soon after the intake has been completed or put extra effort into signing the potential client into becoming an actual client. Set-up of these automated actions is described in more detail below, in connection with FIGS. 37-40.

The automated actions can include sending an email or fax every 30 days or some other amount of time (e.g. for marketing or to remain in contact), creating a document or video, causing a message to appear or a window to pop up on an intake clerk's monitor, changing data in a field in the database, calling a potential client and sending an automated message, sending an engagement agreement or non-engagement letter by email or fax, or printing a document for mailing. Alternatively, the automated action could be emailing a calendar invitation for a personal meeting or phone conference. Other automated actions are possible using the system **10**.

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

In the illustrated embodiment, the screen **200** also displays, in an area **216**, summaries of questions and answers. In the illustrated embodiment, the screen **200** also displays the time and date **218** when the intake record was created, and includes fields or elements using which the intake clerk

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

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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 administrator can select a question from a list of questions. In the illustrated embodiment, the element 332 is a pull down list.

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

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

FIG. 15 illustrates a screen 370 which a screening clerk uses to capture personal details about a potential client. The questionnaire 352 of FIG. 14 is associated with a particular potential client. In some embodiments, screen 350 of FIG. 14 is reached by scrolling below the screen 370 (e.g., they are portions of a common page). In the illustrated embodiment, the screen 370 has a field or element 372 which a screening clerk uses to enter a potential client's first name, 374 to enter the potential client's last name, and 376 (optional) to enter the potential client's nickname. The screen 370 further includes an element 378 for recording the client type (e.g., individual or referral source or relative), elements 380, 382, and 384 for recording the first name, last name, and relationship of the person calling to the potential

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

FIG. 17 illustrates a screen 470 for viewing, adding, or editing the screening rules of FIGS. 11-13. The screen 470 includes a list 476 of descriptions or names of screening rules. In the screen 470, for each question there is associated information such as specialty 474, screening condition 472, and score 478, in various embodiments. Other than the descriptions or conditions, some or all of the associated information is optional, in some embodiments. In the illustrated embodiment, it is possible to sort or reverse sort on the descriptions 476 (e.g., alphabetically) or on any of the associated information items 474, 472, 478, and 480 such as by actuating a column header 488, 490, 491, and 492 or by actuating a column header a second time to reverse the sort order. In the illustrated embodiment, the screen 470 further

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includes an element **482** for each screening rule for which the administrator can edit the rule, as well as an element **486** using which a new screening rule can be added. For example, in the illustrated embodiment, if the element **486** is actuated, the screen of FIG. **11** is brought up. In the illustrated embodiments, the screen **470** further includes an element **496** which, if actuated, causes a download of screening rules to begin, such as in comma separated value format. In the illustrated embodiments, the screen **470** further includes an element **498** which, if actuated, causes a download of condition details to begin, such as in comma separated value format.

FIGS. **18A** and **B**, when placed side by side, show a screen **502** for displaying or searching through calls received by the system of FIG. **1**, and for starting intake questionnaires for specific calls. In some embodiments, the PBX **14** assembles information about calls and passes the information to the OAI Listener **18** in server **12**. In some embodiments, OAI or call meta data is collected which allows the intake form **370** (FIG. **15**) to read the meta data.

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

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

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presentation of data can be in list form or other means of visualization such as charts or graphs.

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

Thus, systems and methods have been provided that allow a quicker decision on whether or not to accept a client. When a quicker decision is made, there is a higher conversion rate. If a decision is not made quickly, the potential client (or customer) may go to another law firm (or service provider), lose interest, or take some other action.

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

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

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

The logic tool of the invention evidenced in screening tool **78** is the foundation for other case management tools in the case management system such as a multitude of checklists and a multitude of dashboards. The case management system provides checklists in some embodiments. In the context of a checklist, the logic statements are reflected in a checklist. The checklist comprises a set of reminders designed to drive work flow for a particular type matter. One reminder comprises a single task. Each reminder is its own logic statement, in various embodiments. A matter may comprise any number of checklists and each checklist may contain any number of reminders. Logic statements in the checklist contain a multitude of parameters. For example, a

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logic statement can be associated with a particular case type, or a particular entity involved in the case, (e.g., Case, Record Request, Insurance Policy, Involvement, or Note). In addition to associations, top-level logic statements are configured to further refine when a reminder shows within an individual case. The logic statements which create the reminder are configured with multiple levels of logic. The logic statements are created by a user or administrator by utilizing the logic tool to select filters and triggers without the need of programming knowledge or need for hard coding. For example, the logic statement can dictate that a reminder appears to the user when the prescribed logic is fulfilled. Further logic factors on the reminder are configured to repeat the reminder over X number of days, when additional logic conditions are met, and be associated with a merge document which can be presented to the user automatically after the logic conditions are met.

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

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

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

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the name of the checklist item. The screen 640 further includes an element 646, a hyperlink in the illustrated embodiments, which, if actuated, allows a user to add another rule for the checklist of the screen 640. The screen 640 further includes a pull down menu 648 using which a rule condition type can be selected by a user. The screen 640 further includes pull down menus 650 and 652 using which a person can be assigned to the task. In the illustrated embodiments, the menu 650 displays task assignees by role name. Alternatively, the user can use menu 652 to select a task assignee by an individual's name. The screen 640 further includes a text box 654 in which a user can enter a number of days. The screen 640 further includes a pull down menu 656 using which a trigger method type can be selected by a user, and a checkbox 657 with which a user can indicate whether the date is repeating. The screen 640 further includes a pull down menu 660 using which a mail merge template can be selected by a user. A letter, email, or text is automatically generated, in some embodiments, using the mail merge template, when the task of the checklist item is completed. The screen 640 further includes an element 662 for saving or updating the checklist item, and an element 664 for deleting the checklist item.

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

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

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

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

In addition to use of the logic tool for checklists, the case management system provides use of the logic tool to create dashboards for users, in some embodiments. See, for example, the screen 700 shown in FIGS. 27A, 27B, 27C and 27D. A dashboard includes a set of panels 702-705, in the illustrated embodiments. Each panel comprises a list of items (e.g., cases or entities) that all have the same characteristics, in the illustrated embodiments. For example, a

panel **702-705** may contain all new legal cases obtained by a law firm within the last 7 days. The dashboard creates for a user a broad view of the user's workload in a manner that highlights the most pertinent matters, for example, stages of the workload. In the context of a dashboard, logic statements drive the list in each panel, in which all items within the list comport to the conditions within the logic statement. The logic tool enables the user or administrator to create the logic behind the dashboard panels without programming knowledge and without the need for hard coding. Dashboards can be associated with an individual user, an individual's role, a workgroup (collection of users), a practice area, or firm wide. Dashboards comprise an unlimited number of lists, but, in some embodiments, contain the lists most pertinent to the user based on the user's role (e.g., defines the users workload, presents the user with the entire case load, etc.) Within a dashboard, lists can be configured with multiple levels of logic such that only cases meeting all of the logic arguments appears to the user on the dashboard panel. If a case no longer meets the logic requirement, the list is updated and the updated panel is shown to the user in the dashboard.

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

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

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

aggregated. For example, a supervisor can view tasks that he or she needs to complete as well as tasks that the supervisor has assigned to subordinates.

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

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

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

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

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

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

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

FIGS. **37A** and **37B** show a graphical user interface screen or screen portion **1800** showing an individual screening rule being created for use in generating an automated electronic notification in response to a score reaching or exceeding a predetermined limit, as described above. The screen **1800** includes an element or field **1802** in which a rule name can

be typed, an element or field **1804** in which a coefficient or difference quotient can be entered that will be used, alone or with other coefficients, to calculate a score. The screen **1800** also includes an element **1806** for selecting a question for a condition **1810**. In some embodiments, the element **1806** is a pull-down menu. The screen **1800** also includes an element or field **1808** into which an expected answer can be typed. If an input clerk, during an intake session or interview, types the expected answer of **1808** when presented with the question of **1806**, the condition **1810** is met. In other embodiments, a score or coefficient can be generated if there is a response to an intake question during an intake interview.

The screen **1800** also shows a condition **1812**. If the conditions **1810** and **1812** are both met, during an intake session, then the coefficient of **1804** is added to (or otherwise combined with) coefficients of other rules to generate a score. The screen **1800** also includes an element **1814**, a hyperlink in the illustrated embodiments, for adding a new condition to the rule, and elements **1816** and **1818** for deleting a condition. FIGS. **38A** and **38B** show a graphical user interface screen **1820** or screen portion showing a collection of rules **1821-1831** that were created using the screen of FIGS. **37A** and **37B** to calculate a screening score. Rule names **1846** are shown adjacent coefficients **1848** corresponding to the respective rules. The screen **1820** includes an element or field **1850** into which a name can be entered for the collection of coefficients (rules), an element or field **1852** into which a specialty (e.g., a legal specialty) can be entered, and an element or field **1854** into which a baseline factor can be entered.

The screen **1820** further includes an element **1856**, a pull-down menu in the illustrated embodiments, which can be used to select a coefficient combining function (e.g., additive, multiplicative, or some other combination). The scoring function that is selected applies predetermined additive and multiplicative base line factors to coefficients to derive the scores. If an additive combining function is selected, a value (positive or negative) is ascribed for each entry by the system. The values for each response are then added together for an aggregate score, and action is based on the total. If a multiplicative combining function is selected, a base line value is set (e.g. \$410), and certain responses, based on their statistical significance are assigned a multiplicative value. For example, "insurance type='none'" may be viewed as positive and have a multiplier of .135 assigned, whereas "insurance type='Medicaid'" may be viewed as negative and have a multiplier of -0.09 assigned. The multiplier is applied against the baseline value.

FIGS. **39A** and **39B** show a graphical user interface screen or screen portion **1806** showing illustrating a plurality of rows of thresholds **1862** and **1864** which are set for generation for respective automated electronic notifications, in

accordance with some embodiments. In the illustrated embodiments, each row has columns for score threshold **1866**, an intake scoring model name **1868**, summaries **1870** of intake filter conditions (rules), and email recipients **1872**.

FIG. **40** is a screen shot illustrating a graphical user interface screen or screen portion **1874** having settings for automated electronic notifications if one of the thresholds of FIG. **39** (e.g., the threshold **1864**) is reached, in accordance with some embodiments. In some embodiments, the screen **1874** results if a user selects (e.g., clicks on) one of the rows of FIG. **39** or a portion thereof. In some embodiments, the screen **1874** includes an element or field **1876** in which a score can be edited or typed, an element or field **1878** in which an email address or email addresses of a notification recipient or recipients can be edited or added. The screen **1874** further includes an element **1880**, a pull-down menu in the illustrated embodiments, for changing or selecting an intake scoring model, summaries **1882** of intake filter conditions corresponding to the model of **1880**, an element **1884** for adding a filter condition, and elements **1886** and **1888** for deleting conditions for the purpose of sending automated notifications (without necessarily editing the scoring model).

In the illustrated embodiments, electronic notifications are sent out to the recipients indicated in **1878** if the conditions of **1882** are met during an intake interview. In some embodiments, the electronic notifications are emails. Alternatively, the electronic notifications could be one or more of an email, text message, instant message, facsimile, automated phone call, or phone app notification to a supervisor or administrator or any desired recipient. For example, supervisors of an organization may wish to make an extra effort to sign a potential high value client. If the electronic notification is received during an intake conversation between an intake clerk and the potential client, a supervisor may wish to take over the intake call or online chat session. Alternatively, the supervisor may wish to follow up with the potential client soon after the intake has been completed or put extra effort into signing the potential client into becoming an actual client.

An example of an email that might be automatically send out is shown in FIG. **41**. The layout and information included in the automated email can be varied.

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

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

Intake Question Scoring Rules and Conditions Administration

Background

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

Scoring Rule Administration

- Select a Specialty
- 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

-continued

-
- Depending on the type of question, present match options:
 - In or Not in
 - If question type is text, get a text answer
 - If question type is a select, with options, show the options that can be selected
 - Is or Is not
 - Within or Not Within days (date range)
 - before (select list of other Date questions for the specialty)
 - (use < 0 for "days after"; e.g. "-10 . . . -Infinity" is valid)
 - <other question types>
 - <details>
-

Intake Answer Automatic Scoring Process

```

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

```

```

    }
    def match?(intake)
      # for each scoring_rule_condition there is a matching answer
      scoring_rule_conditions.all? { |c|
        intake.answers.detect { |a| c.match?(a) }
      }
    end
    def self.applicable_to(intake)
      candidates_for_intake(intake).includes(:scoring_rule_conditions => :question).select{
|rule|
        rule.match?(intake)
      }
    end
    def self.score_for(intake)
      self.applicable_to(intake).map(&:score).inject(&:+)
    end
  end
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.

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

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

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

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

We claim:

1. A system comprising:

an OAI gateway configured to provide an interface to a network;

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

an OAI listener coupled to the OAI gateway;

a notification server coupled to the OAI listener; and

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

the first server being configured to present to a workstation a user-fillable intake form having a plurality of questions, and the first server configured to receive answers to the questions from the workstation, to store the answers in the database, and to present a score total to the workstation useful in determining whether to accept a potential customer, the score total varying depending on the received answers; the first server being configured to provide, to the workstation, an interface which an administrator can use to create a screening rule by defining a question for the intake form, and by providing different scores for the different potential answers; and

the system being configured to perform an automated action in response to the score total being above or below a predetermined threshold value.

2. A system in accordance with claim 1 wherein the automated action comprises sending an email.

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

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

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

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

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

7. A method comprising:

- providing an OAI gateway configured to provide an interface to a network;
- providing a first server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the first server including an OAI listener coupled to the OAI gateway, a notification server coupled to the OAI listener, and a memory defining a database and coupled to the OAI listener;
- presenting to a workstation, from the first server, a user-fillable intake form having a plurality of questions;
- receiving, at the first server, answers to the questions from the workstation;
- storing the answers in the database; and
- presenting a score total at the workstation useful in determining whether to accept a potential customer, the score total varying depending on the received answers;
- providing, to the workstation, from the first server, an interface which an administrator can use to create a screening rule by defining a question for the intake form, and by providing different scores for the different potential answers; and
- performing an automated action in response to the score total being above or below a predetermined threshold value.

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8. A method in accordance with claim 7 wherein performing the automated action comprises sending an email.

9. A method in accordance with claim 7 wherein an administrator can use the interface to define the question by specifying a question name and by choosing a question type from a plurality of predetermined possible types, the question appearing on the intake form.

10. A method in accordance with claim 9 wherein the question types comprise at least three of the following: yes-no, text, number, date, and select one.

11. A method in accordance with claim 7 wherein an administrator can use the interface to create the screening rule by adding at least one condition and entering a rule score to be applied if all conditions of the screening rule are met, the rule score being used as a component to calculate the total score, wherein adding a condition comprises:

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

12. A method in accordance with claim 11 wherein the interface further includes an element which, when actuated, causes fields to be presented on the interface for creating an additional condition.

13. A system comprising:

- an OAI gateway configured to provide an interface to a network;
- a first server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the first server including:
 - an OAI listener coupled to the OAI gateway;
 - a notification server coupled to the OAI listener; and
 - a memory defining a database and coupled to the OAI listener;
- the first server being configured to present to a workstation a user-fillable intake form having a plurality of questions, and the first server configured to receive answers to the questions from the workstation, to store the answers in the database, and to present a score total to the workstation useful in determining whether to accept a potential customer, the score total varying depending on the received answers; the first server being configured to provide, to the workstation, an interface which an administrator can use to create a screening rule by defining a question for the intake form, and by providing different scores for the different potential answers; and
- the system being configured to send an email in response to the score total being above or below a predetermined threshold value, the email having a subject line indicating that the potential customer has a high value.

14. A system in accordance with claim 13 and configured to send the email to multiple recipients.

15. A system in accordance with claim 13 wherein the email states the score total.

16. A system in accordance with claim 13 wherein the email states the predetermined threshold value.

17. A system in accordance with claim 13 wherein the email states a name of an intake clerk who used the workstation to input the answers to the questions.

18. A system in accordance with claim 13 wherein the email states a service that should be offered to the potential customer.

19. A system in accordance with claim 13 wherein the email states an intake number.

20. A system in accordance with claim 13 wherein the email states a name of the potential customer.

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21. A method comprising:
 providing an OAI gateway configured to provide an interface to a network;
 providing a first server coupled to the OAI gateway via the network, and configured to be accessed by client workstations, the first server including an OAI listener coupled to the OAI gateway, and a memory defining a database and coupled to the OAI listener;
 presenting to a workstation, from the first server, a user-fillable intake form having a plurality of questions;
 receiving, at the first server, answers to the questions from the workstation;
 storing the answers in the database; and
 presenting a score total to the workstation useful in determining whether to accept a potential customer, the score total varying depending on the received answers;
 providing, to the workstation, from the first server, an interface which an administrator can use to create a screening rule by defining a question for the intake form, and by providing different scores for the different potential answers; and

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sending an electronic message in response to the score total being above or below a predetermined threshold value, the electronic message including the score total.

22. A method in accordance with claim 21 wherein the electronic message is sent to multiple recipients.

23. A method in accordance with claim 21 wherein the electronic message states that the potential customer is a high value potential customer.

24. A method in accordance with claim 21 wherein the electronic message is an email.

25. A method in accordance with claim 21 wherein the electronic message states a name of an intake clerk who used the workstation to input the answers to the questions.

26. A method in accordance with claim 21 wherein the electronic message states a service that should be offered to the potential customer.

27. A method in accordance with claim 21 wherein the electronic message states an intake number.

28. A method in accordance with claim 21 wherein the electronic message states a name of the potential customer.

* * * * *