

Law firms leveraging chatbots to keep remote workers safe and informed about the latest firm updates



COVID-19 impacts on the work environment

COVID-19 outbreak has shifted the working patterns, leading to a significant increase in remote working. Work from home has rapidly become a chosen way of doing business across industries, including the legal industry. A virtual law firm is the next big thing to accomplish law firm administration functions from billing, collections to client assistance.

During times like these where the world is facing lockdown, remote assistance and monitoring services have seen a significant increase in demand. These systems play an important role in ensuring uninterrupted legal services and making informed business decisions.

Pain points of law firms during COVID-19

- Attorneys deal with hundreds of documents that make their task more time-consuming.
- Lack of internal efficiency (around 60% of the law firms are struggling with a lack of internal efficiency¹).
- A lot of time spent on tedious administrative tasks.
- A new subset of client expectations.
- Lack of digital collaboration tools.
- Compliance remains one of the top challenges for legal firms.
- Ineffective employee communication

Law firms increasingly turning to automation



Like several other industries, the pandemic's effect has forced the legal industry to speed up the automation of processes. Most law firms have started investing heavily in automation and cloud technologies to reduce expenses and increase productivity in the workplace.

With the shift towards remote working, law firms are concentrating on infrastructure, including IT hardware, software, and cybersecurity measures to aid collaboration and measure staff performance.

On an immediate basis, several law firms are migrating to simpler solutions, including chatbots, DMS, and other back-end processing automation solutions.

Legal Chatbots – the way to support remote employees

The Coronavirus pandemic has accelerated the value of chatbots for law firms, enabling them to streamline internal processes. Many legal organizations are leading the charge in deploying chatbots for providing the latest firm updates to their employees from a range of devices.

“An internal chatbot can help law firms to keep their employees informed and ensures standard and simple communications reach all employees.”

Chatbots act as a single source of truth for all the news and notifications being sent to employees. Legal chatbots during the Coronavirus crisis empower law firms to instantly respond to employees' questions related to office visits, software purchases, and other HR-related queries.

Law firms are leveraging chatbots as the corporate source of knowledge for their employees, enabling lawyers and attorneys to effectively audit and obtain relevant documents. AI-enabled chatbots make legal firms better equipped to harness the opportunities and gain a competitive edge. These chatbots are the simple and easy way to answer all the questions; the lawyers might have, related to meetings, projects, travel, work from home (WFH), etc.



For instance, a lawyer can ask about an event status or in-person meetings, making it easier for law firms to provide updated and revised information. Legal chatbots, offering up-to-date information and proactive delivery updates and alerts to employees, ensure optimal work productivity as well as customer service.

KLoBot: A no-code chatbot builder platform

KLoBot is an enterprise chatbot builder platform that facilitates easy integration with NetDocuments, iManage, and many other legal software and services. Chatbot adoption across law firms has been the highest over the past few years, both for internal efficiency and customer initiatives.

KLoBot enables law firms to build domain-specific chatbots within minutes using drag and drop interface. Chatbots built on the KLoBot platform can be used by attorneys for any queries, setting up reminders, scheduling meetings, and much more. These chatbots can be configured across different channels to provide law firms with virtual connectivity and ensure the productivity of remote workers.

With KLoBot, chatbot builder platform, anyone can create chatbots with minimal programming expertise. During this pandemic, law firms are looking for advanced automation technologies to minimize the time spent on tedious activities and enhance attorneys' communications.

"KLoBot, with its conversational user interfaces, simplifies internal as well as external enterprise communications automates routine tasks, and streamlines business processes."

KLoBot-enabled chatbots empower law firms to keep their day-to-day operations on track, resulting in efficient remote working. KLoBot, leveraging the power of voice and text, offers organizational intelligence to its users, and assists law firms in delivering economically valuable work output. For deploying chatbots within minutes and effectively serving remote workers [check out this customizable platform](#).