LAW FIRM

Communication Library

A supplemental resource to the
Law Firm Communication Playbook

smith

The Smith.ai Law Firm Communication Library

The Communication Library is a supplemental resource to our Law Firm Communication Playbook. It includes templates and guidance built on our experience handling over one million calls, chats, and other communications.

This library is tailored to law firms employing the following communication methods:

- Phone
- Email
- Website chat
- Text messages

As a law firm owner or operator, you, your staff, and your outsourced teams (like receptionists and paralegals) will face a multitude of inbound and outbound communication scenarios.

Within this library, we have compiled the most common situations presented during phone, email, website chat, and text message conversations. Scenarios include, but are not limited to:

- Caller information collection
- Potential new client (PNC) qualification
- Appointment scheduling
- Intake form completion
- Website form follow-up
- Post-consultation follow-up
- New client welcome email
- Unqualified PNC referral email
- Legal disclaimer for chats and texts
- Common FAQ for chats and texts

Review these best practices, and then adapt them to suit the specific needs of your law practice.

HOW TO USE THIS COMMUNICATION LIBRARY

A note on "scripts"

"Scripts" are often used by in-house and outsourced receptionists as a means of ensuring precise adherence to a law firm's directions. At Smith.ai, we try our best not to use them — because conversations rarely follow a set path to which a script can adhere.

However, scripts are provided here to serve as a "stake in the ground." They are meant to guide your hand-off of common conversations for those individuals communicating on behalf of your firm. They include the core components of these common conversations, and highlight the natural sequence of the information-exchange process that happens during each scenario.

Use scripts to get a feel for the elements, duration, and objectives of each conversation, and then make them your own, based on your firm's specific needs.

A note on "placeholders"

Within this library, you will find placeholders for business names, attorney names, client names, phone numbers, URLs, forms, and other information to be replaced with your own law practice's information.

For example, "law firm name" should be replaced with your own firm's business name, and "main phone number" should be replaced with your firm's full 10-digit phone number, including area code.

Placeholders to be replaced with "real" copy — as well as any notes, steps, and guidelines to consider at that point in the conversation — are clearly marked for easy identification.

Definitions

Call Type:

- **Inbound calls** are calls that come in to your firm.
- **Outbound calls** are calls that are made from your firm, either by you, in-house staff, or outsourced staff calling on your behalf.

PNC: A potential new client. Also known as a "lead."

Qualified lead: A PNC or lead who is a good fit for a law firm, as determined by their answers to new-client screening (or "intake") questions. Typically, leads can be assessed as "qualified" or "not qualified" with 5 to 10 questions. Also known as a "prospect."

Referral: A lead determined not to be a good fit for a law firm who can be passed to another law firm that may be better suited to address the lead's needs for legal services. A referral can be the lead (the person), or the act of making the recommendation to the other firm.

Warm transfer: A call transfer that occurs after a receptionist has received verbal approval from the call recipient to transfer a caller to the recipient's direct line. After approval is granted, the receptionist verbally introduces the caller to the recipient, and then the receptionist leaves the call so that the two parties may speak.

Contents

PHONE CALLS

GOAL

To provide a script that will offload business calls from your business cell phone, direct office number, or main office number, to the in-house or outsourced receptionist.

BEST PRACTICE

Do not provide your personal cell phone number to leads and clients. Once someone has access to your personal cell phone, it is very difficult to retrain them to contact your business number, and they will likely never fully remove your personal number from their phone.

General Call Handling Script

Receptionist: Good morning / Good afternoon, attorney name's office, how may I help you?

Caller: Is attorney name available?

Receptionist: No, I'm sorry, attorney name is currently out of the office / in a meeting / unavailable, but I would be happy to get a message to him/her or schedule a call-back.

If message, takes message and sends to attorney

Collect information:

- Name
- Phone number
- Reason for calling
- Best times to call back

Email, text, and/or send message to attorney via chat app

Log contact and conversation in case/practice management software

If call-back appointment, books on attorney's calendar

Collect information:

- Name
- Phone number
- Reason for calling

Book call-back appointment using online calendaring tool for attorney. Or, use a round-robin calendar with access to multiple attorneys' calendars.

RECEPTIONIST TIP

New-lead calls last on average 3 to 5 minutes. If these calls are approaching 5 minutes, regain control of the conversation and wrap it up.

For urgent calls requiring an immediate transfer attempt (from judges, VIP clients, and others whom your law firm has indicated can or should be transferred immediately, if possible):

- "I understand this is urgent. Please allow me a few moments to see if I can reach him/her."

  Place caller on hold. Attempt to reach attorney, or a back-up attorney, paralegal, or other staff member, by phone for immediate warm transfer.

  Receptionist initiates warm transfer.

  If a transfer is not possible or staff is unreachable, email, text, and/or send message to attorney via chat app with "**Urgent**" as the first word in the message.

  Receptionist follows call-back booking procedure, above.

Receptionist: Thank you, I will relay your message / your appointment is scheduled / I am transferring you now.

Caller: Thank you.

Receptionist: Have a wonderful rest of your day!

RECEPTIONIST TIP

When using outsourced teams like virtual receptionists or chat agents, allow them reasonable discretion. Even if they're not right 100% of the time, the productivity gained when they can have a more complete conversation outweighs their lack of "perfection." Use any "misses" as opportunities for retraining. People who sense you're investing in *their* success will reciprocate by working harder for *your* success.

New PNC Call (Inbound) Script

GOAL
To standardize the way that all PNC calls are handled.

Receptionist: Thank you for calling law firm name, this is receptionist name, how may I help you?

Caller: [Reason for the call.]

Receptionist: Ok, I'm glad you reached out to us. I have a few questions to ask, and then we can proceed. [Proceeds with intake form questions.]

Caller: [Answers questions.]

Receptionist: Thank you for sharing those details with me.

If qualified:

- When would you be available to speak to one of our staff?
- What is the best phone number to reach you directly?
- Is there an email address that we can use to contact you?

If unqualified:

- Based on your needs, law firm name is not best positioned to serve you as we work on other practice area(s).
- We recommend recommended law firm name and/or lawyer referral service.

***Qualified* Caller:** [Answers questions.]

Receptionist: Great, thank you. While I document this, could you please tell me how you heard about our firm?

***Qualified* Caller:** [Provides source.]

Receptionist: Thank you. [Proceeds with possible actions:]

Possible actions

1. **Schedules caller for appointment.** If so, provides confirmation of date, time, and location (physical, phone, or virtual) to client. Ideally, also emails appointment invitation, increasing the likelihood that appointment is logged on caller's calendar and will not result in a no-show.
2. **Sends summary to team for review and to determine next steps.** If so, replies: I am sending a summary of our conversation over to our staff, and you will hear from us within X business days. If you have any questions in the meantime, you can call or text us at main phone number.

Expedited PNC Script with Optional Consultation Payment

GOAL

To provide a script for the scheduling of initial consults that may or may not require payment.

PARAMETERS

This is an “expedited” script for solo and small law firms working in general practice, and taking a wide range of cases. It is ideal for new firms looking to accept as many cases as possible. To that end, the requirements of the receptionist are lessened. For example, a name, phone number, and brief description of the matter are requested of the PNC, and nice-to-have information like an email address is excluded, to be captured during or after the initial call with the attorney.

NOTE

Warm transfers essentially act as “free consultations.” If you allow PNCs access to you in this way, make sure you maintain control of the conversation. Keep it brief (under 15 minutes), and focus on determining if they are a good potential client. If so, schedule dedicated time for full intake, send the retainer, or take whatever next step is most appropriate for your practice. Do not let the call become a 30-minute interruption.

Receptionist: Good morning / Good afternoon, thank you for calling law firm name. How may I help you?

Caller: I would like to speak to one of the attorneys / attorney name about legal matter description from caller.

Receptionist: Ok, I would be happy to help you with that.

If attorney has approved warm transfers of new leads:

Receptionist: Please allow me one moment to see if attorney name is available.

- Receptionist checks with attorney. If he/she is available, receptionist returns to caller and initiates warm transfer. If attorney is not available, receptionist returns to caller and proceeds with scheduling an appointment:

If warm transfers are not approved or attorney is not available:

Receptionist: An attorney / attorney name is not available at the moment. What is the next day and time you are available for a meeting? We offer phone / video / in-person consultations, and they are free / at a cost of $X for X minutes.

Caller: [Provides availability for consultation].

Receptionist: Excellent, thank you. Please give me a moment to see if that time is available.

- Receptionist opens calendar booking page and confirms that time is available or suggests another time in close proximity.

Receptionist books appointment without payment:

- An appointment on day and time is available with attorney name.
- May I confirm the spelling of your full name, as well as the best direct number to reach you?
- Finally, can you please briefly describe what you would like to speak to the attorney about?

  [Books appointment.]

Receptionist books appointment with payment:

- An appointment on day and time is available with attorney name. The appointment will consist of description of consultation and will last up to duration. All we will need is a credit or debit card payment of cost to secure it. What card would you like to use?

  [Books appointment after card is processed/pre-authorized.]

Receptionist: Thank you, your appointment has been scheduled for day and time (at our office located at office address / by phone, and attorney name will call you at caller's direct phone number). If you must reschedule or cancel, please contact us as soon as possible. Now, may I assist you with anything else?

Caller: No, thank you.

Receptionist: Okay, have a wonderful day!

RECEPTIONIST TIP
Smile! The caller can hear it.

RECEPTIONIST TIP
Set client expectations early on: Be upfront about your working hours, set after-hours voicemail messages and automated responses, and explain how to reach your firm in an emergency, if you're willing to offer access to your firm outside normal business hours.

PNC Intake Script (Case Information Collection)

GOAL

To provide a standard call script that can be used to collect a PNC's information and details about their situation.

BEST PRACTICE

This script may be used not only for inbound calls, but also for outbound calls to PNCs who email, text, or complete a new-client contact form on your website or another online listing site where your law firm maintains a profile.

Receptionist: Thank you for calling law firm name, this is receptionist name, how may I help you?

Caller: [Explains the reason for the call.]

Receptionist: Ok, I understand. Let's go through a few questions, and I'll get your information over to attorney name/one of our attorneys.

Please tell me:

- [Collects contact information: Name, email, direct phone number, and address.]
- [[Collects basic details:] What has happened, and when, how, and where did the situation/accident/new development happen?

Optional: [Collects time-sensitive details], such as:

- Is there a court date scheduled? (If so, when?)
- Has an eviction notice been delivered?

Optional: Have you worked with other attorneys on this matter?

Caller: [Provides information to receptionist.]

Receptionist: Ok, thank you for sharing those details with me. I have a few more questions, and then I'll explain what happens next in our process..

- When would you be available to speak to one of our staff?
- Do we have your permission to contact you using the phone number and email address you provided to me?
- Also, how did you hear about law firm name?

Caller: [Provides answers to questions.]

Receptionist: Wonderful, thank you. I am sending a summary of our conversation over to our team, and you will hear from us within X business days. If you have any questions in the meantime, you can reach us at main phone number. Thank you and have a great day!

EMAILS

Auto-Responder Email Template from Website Form

Subject: Next steps with law firm name

Hi first name,

Thank you for contacting law firm name. For over X years, my/our firm has focused on serving target audience who need help with general examples of common matter types.

Here are a few of the most common situations that we help clients with:

- Case type 1
- Case type 2
- Case type 3

In my experience, the best way to determine if we are best suited to help you is to evaluate your answers to a few questions.

Please fill out as much as you can about your current situation in this short, confidential online form:
Link to the intake form

Once you submit the form, I/we will review your response and I/a member of our firm will contact you with next steps, typically within X business days.

Best regards,

Signature

RECEPTIONIST TIP
Are you writing the same email more than once a week, like a referral rejection letter? Use email templates and automated reminders to reduce tasks from minutes to seconds.

Auto-Responder Email from a Website Form with Appointment Booking Option

Subject: Next steps with law firm name

Hi first name,

Thank you for contacting law firm name. For over X years, my/our firm has focused on serving target audience who need help with general examples of common matter types.

Here are a few of the most common situations that we help clients with:

- Case type 1
- Case type 2
- Case type 3

To determine if we are the law firm best suited to help with your current situation, please follow our two-step process:

1. **Fill out this short, confidential online form:** link to the intake form
2. **Schedule a consultation with me/a member of our team online:** link.
   We offer phone / video / in-person consultations, and they are free / at a cost of $X for X minutes.

If you have any questions about our firm or initial consultation process, please reply to this email or call main phone number and I/a member of our team will get back to you within X business days.

Best regards,

Signature

RECEPTIONIST TIP

If you asked an intake question, but the lead declined to answer, don't just leave it blank. Document that you couldn't obtain an answer, and why. Over time, this may help you detect trends in the questions leads are least willing to answer. You can then either eliminate these questions, or rephrase them in a way that puts leads at ease and gets you the necessary answers.

PNC Appointment No-Show Email with Reschedule Option

Subject: We missed you today. Please reschedule our appointment.

Hi first name,

Life gets busy — I totally get it. It's normal to miss an appointment from time to time. But, practice area / case type / (default: legal) issues aren't often something that can wait. The sooner we can meet, the quicker we can determine how to get your problem solved.

Please take a moment to reschedule our meeting: link

If you have any questions, please reply to this email or call main phone number. If I am/we are not immediately available, I/a member of our team will respond within X business days.

Best regards,

Signature

RECEPTIONIST TIP

Don't just wait for new leads to ask questions about what your law practice can do for them. Most people have never worked with a lawyer, so proactively inform leads about what they need to know, to help them self-qualify whether they are a good potential client. They may have questions that they don't know how to ask, or aren't comfortable asking. Anticipate these common questions and give them answers to the questions that they should be asking.

New Consultation / Client Welcome Email

Subject: Information needed prior to your meeting with law firm name

Hi first name,

Thank you for scheduling your first appointment with law firm name, and congratulations on taking this important first step — it's often the hardest.

Before we meet, please complete this new-client questionnaire.

Be as honest and accurate as you can. The more information you can share, the more thoroughly I/we can prepare before our meeting, and it will help us make the most effective use of our time in assessing your case/situation.

Everything you share, or that we discuss together, is completely confidential.

If you have any questions, please reply to this email or call main phone number. If I am/we are not immediately available, I/a member of our team will respond within X business days.

Best regards,

Signature

RECEPTIONIST TIP

Always verify critical contact information of new callers, especially their full name, direct phone number, and email. An assumption or typo resulting in an error can lead to a lost client due to undelivered communications.

Post-Consultation – “Good” PNC Not-Yet-Retained – Testimonials Email

Subject: Our happy clients can’t be wrong!

Hi first name,

I appreciate you taking the time today to share details of your situation / matter with me.

It would be my pleasure to work as your attorney on this matter. When you’re ready, you may sign the engagement letter I’ve prepared for you here: link to personalized engagement letter with e-signature.

However, I know from X years of experience that it can take time for individuals in situations similar to yours to determine the best next step. So, while you consider your options, I encourage you to read a few of my/our recent client reviews: link.

I assure you, if you decide to hire law firm name, your case will be handled with the utmost care and attention.

Please email me back, or call me at main phone number, anytime. If I am not immediately available, I/a member of our team will respond to you at the earliest possible opportunity.

Talk to you soon,

Signature

Post-Consultation – "Good" PNC Not-Yet-Retained – Don't Miss Your Chance Email

Subject: The calendar is filling up. Book a consult now.

Hi first name,

I'm reaching out to you today because I noticed you haven't yet signed the engagement letter I sent over, and we have limited availability to accept new clients. I care a great deal about your case, and don't want you to miss an opportunity to resolve it for you in the best way possible.

Please take me up on my offer and sign the engagement letter I've prepared for you here: link to personalized engagement letter with e-signature.

Then, I can get to work on your case.

If you'd like to schedule a time to speak with me before signing, please feel free to book a call with me: link. Or, simply reply to this email with the best time and direct number to reach you.

Best regards,

Signature

RECEPTIONIST TIP
Time tracking doesn't just apply to meetings, calls, and emails. Use time-tracking apps when texting with clients, too, to be fully compensated for your time.

RECEPTIONIST TIP
Don't rely on Caller ID. Always ask the best call-back number to reach new leads and clients in case you get disconnected, or when setting an appointment.

The Ultimate Post-Appointment 9-Word Email

PARAMETERS

The best days to send this email are Monday morning through Thursday morning, so "today or tomorrow" falls on a weekday.

Subject: Can I call you?

Hi first name,

Can we talk about your situation today or tomorrow?

Please reply with the best time to reach you, or instantly book time with me: link.

Best,

Signature

PNC Not-a-Fit Email

BEST PRACTICE
Ethical recommendation: Include a standard letter of withdrawal to record delivery and notice.

Subject: Non-engagement letter from law firm name

Hi first name,

Thank you for bringing your case to our attention. We regret to inform you that while we would sincerely like to take on your case, it is not possible for us to do so at this time. However, we hope you will keep us in mind should your needs align with our firm's services in the future.

As a reminder for your future needs and those of your friends and family, law firm name primarily focuses on practice area(s), which means we typically work on the following types of cases:

- Case type 1
- Case type 2
- Case type 3

Most of our cases come to us through referrals, and we would be honored to work with people you may know. If you encounter someone in need of legal help that matches our expertise, please share our contact information: email address and main phone number.

Best regards,

Signature

WEBSITE CHATS AND TEXT MESSAGES

PARAMETERS
Display a disclaimer so it is clearly visible before a conversation begins.

NOTE
These disclaimers are written for website chats, by default. You may also use these disclaimers before starting private (often called "direct message") conversations on other text-based platforms, like SMS/MMS, Facebook Messenger, LinkedIn, Twitter, and WhatsApp. In those cases, replace "chat" with the most appropriate term to describe the channel you are using to communicate.

Legal Disclaimers

Example 1: For general use
Any information disclosed during this conversation does not constitute legal advice. This conversation does not establish an attorney-client relationship.

Example 2: For chat staffed by a combination of real people and AI
This chat is staffed by real people during business hours. Automated AI responses are provided after business hours. Chat staff are not lawyers and cannot give legal advice. This conversation does not establish an attorney-client relationship.

Example 3: For chat providing AI (automated) responses only
This chat service provides automated responses. However, it is monitored by real people. Legal advice is not provided by the chat service nor by the people monitoring it. This conversation does not establish an attorney-client relationship.

Example 4: For a law firm that takes payment upfront to begin legal services
This conversation does not establish an attorney-client relationship. You will not receive legal advice during this chat. Both payment and a signed engagement letter are required before law firm name represents you. We make every reasonable effort to maintain confidentiality.

RECEPTIONIST TIP
When you hire great people, let them be great at their jobs and make good decisions on your behalf. Anticipate common questions and provide them with a set of answers in a standardized FAQ document. If mistakes are made or incorrect information is provided, use those instances as opportunities to expand the FAQ with new questions and answers. Creating this "feedback loop" strengthens your business by further empowering your in-house and remote team members. The more information at their fingertips, the less they'll need to interrupt you for answers, or make potential clients wait for the right answers.

Frequently Asked Questions (FAQ) Messages

PARAMETERS
Use this set of 10 common question-and-answer pairings to build the initial foundation of your chat or text message FAQ. This set of FAQ will facilitate consistent, automatic answers to common questions, 24/7.

BEST PRACTICE
Create multiple versions of each question using common alternative phrases used by PNCs to match answers with questions that share intent but differ in word choice. For example, someone may ask, "Do you handle child custody matters?" instead of the phrasing provided in the first question below.

1. **What types of practice area issues do you handle?**

A. We handle case types, most commonly examples.

2. **Are you taking new clients?**

A. Yes, law firm name is accepting new clients. Only a few appointments are still available this week for a free/cost X-minute consult. Learn more and book now: link

3. **Where are you located?**

A. We are located at law firm address. Do you currently have an appointment scheduled? If not, you may book online: link

4. **What are your hours?**

A. We operate business days & hours. Do you have a matter that's concerning you that may require legal help? We offer a free/cost X-minute consult. Learn more and book online: link

5. **How much do your services cost?**

A. Thank you for contacting us. The cost of services depends on many factors. Do you have a matter that's concerning you that may require legal help? We offer a free/cost X-minute consult. Learn more and book online: link

6. **Do you charge for consultations?**

A. Yes/no. To learn more about our free/cost X-minute consult, visit: link. What would you be seeking a consult about?

7. **Do you have any testimonials or reviews?**

A. Yes, we do! Law firm name is 5-star rated on review site: link Do you have a matter that's concerning you that may require legal help? We offer a free/cost X-minute consult. Learn more and book online: link

8. How do I know if you can help me?

A. There are different ways to approach legal issues. We evaluate every potential client's situation, considering time, deadlines, and the details of the legal issue, and then if there is mutual compatibility between your legal needs and our law practice, we will put together a plan to achieve the best possible results. And then, we will get to work if you agree to the plan. The best way to begin is with a free/cost X-minute consult, which you may book online: link

Optional: If the conversation is happening via live chat, you can ask the PNC for their availability for a consult and handle the appointment-scheduling task directly in the chat, rather than directing them to a separate online booking page.

9. I have legal issue — how do I know my information will be kept private?

A. When you work with law firm name, every document, phone call, and conversation is confidential. We will never share or disclose your information, and will have your best interests in mind.

10. Conversion-focused message for complex and/or unclear questions:

A. Hi, thank you for your message. That's hard for us to answer without speaking one-on-one. Let's schedule a time to talk. We offer a free/cost X-minute consult. When are you available this week?

RECEPTIONIST TIP

If you've never hired a receptionist or outsourced "front desk" duties to a receptionist service, don't worry about having every process in place before hiring someone. Stalling to get started because you want things "just right" is almost certainly hurting your business more than an imperfect script ever will. Get started ASAP, and then schedule regular check-ins to review and refine.

OUTBOUND TEXT MESSAGES

PARAMETERS

Some text-based communication channels rely on the lead or client to be actively present for communication to occur. For example, your law firm cannot have a real-time conversation on your website without contact first from the website visitor. Further, if the PNC leaves your website, you may be left with no way to continue the conversation with them, unless they reach out and re-engage. Text messages, Facebook messages, and chat apps, however, allow for contacts to be stored, and used for outbound communications without a prompt from the lead or client to initiate a conversation. This is particularly helpful for follow-ups, reminders, and status updates.

BEST PRACTICE

Use these outbound messages to automate replies within common scenarios. Timing for certain messages will be “instant” in the case of confirmation messages, but the timing of other messages, like PNC consult reminders, will require your expertise, as an attorney’s practice area often informs the “decision-making time” of its PNCs.

For example, follow-ups for a PNC looking to start a business may be best set at 1-2 week intervals, whereas follow-ups for a personal injury or urgent immigration matter, may be best set at 1-2 day intervals. Consider also that , some PNCs may not be reachable via text message, in certain criminal defense cases, for example.

Message-Received Confirmation — General

Thank you for contacting law firm name. We’ve received your message. If you are a new client or interested to learn about our firm, reply “1,” existing client, reply “2,” neither, reply “3.”

If “1” for new client:

Thank you! Law firm name is accepting new clients in location/for case type(s). Schedule a consult: link.

Optional: If this is an emergency, please call our emergency line at phone number.

If “2” for existing client:

Thank you! Please provide the best 10-digit phone number to reach you. Our office will call you within 1 business day. Please save this number as “law firm name” in your phone so you can identify our call.

Optional: If this is an emergency, please call our emergency line at phone number.

If “3” for neither:

Thank you! Please briefly describe your reason for contacting law firm name. Our office will call you within 1 business day.

Message-Received Confirmation — After Hours

Thank you for contacting law firm name. We have received your message, however you have reached us outside of normal business hours, which are business days & hours. We will respond as soon as possible within 1 business day.

Message-Received Confirmation & Appointment Booking — PNC Request

To be used when the inbound text message contains such keywords as "new client(s)," "consultation," "consult," and other keywords indicating intent from a PNC.

Thank you for contacting law firm name. We handle practice area(s) matters in location or metro area. We are accepting new clients. Schedule your free/cost X-minute consult: link. Reply with questions.

PNC Follow-Up

PNC name, are you still in need of an attorney? Law firm name has helped law firm location or metro area clients with practice area matters for over X years. We are accepting new clients, and offer a free/cost X-minute consult. Book online: link. Reply with questions.

PNC Follow-Up — Second Reminder

PNC name, do you still need an attorney? Law firm name has star rating/# 5-star reviews on review site. We offer a free/cost X-minute consult, so we can understand your needs. To schedule, call main phone number or access our online calendar: link. Reply with questions.

PNC Follow-Up — Third Reminder

PNC name, we're reaching out one last time in case you still need an attorney. We offer a free/cost X-minute consult, so we can understand your needs. To schedule, call main phone number or access our online calendar: link. Reply with questions.

Appointment Confirmation — Phone Call

PNC name, your New Client Consultation with law firm name is scheduled for date & time. Attorney name will call you at PNC number. If you must reschedule or cancel, please call main phone number no less than 24 hours prior.

Appointment Confirmation — Video Call

PNC name, your New Client Consultation with law firm name is scheduled for date & time. To join the video call from your phone, tablet, or computer, click here: link. If you must reschedule or cancel, please call main phone number no less than 24 hours prior.

Appointment Confirmation — In-Person Meeting

PNC name, your New Client Consultation with law firm name is scheduled for date & time at law firm address. If you must reschedule or cancel, please call main phone number no less than 24 hours prior.

Appointment Reminder — 1 Week Prior

PNC name, your New Client Consultation with law firm name is scheduled for date & time. If you must reschedule or cancel, please call main phone number no less than 24 hours prior.

Appointment Reminder — 1 Day Prior

PNC name, your New Client Consultation with law firm name is scheduled for date & time. If you must reschedule or cancel, please call us immediately at main phone number.

Appointment No-Show

PNC name, you missed your New Client Consultation with law firm name today at time. To reschedule, please call us at main phone number or use our online calendar: link.

Appointment No-Show — Reminder

PNC name, you missed your New Client Consultation with law firm name on day & time. Please reschedule by calling our main phone number or accessing our online calendar: link.

Notes

REAL RECEPTIONISTS +
MACHINE INTELLIGENCE

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