

COMPOSITE TELEPHONE INTAKE CLIENT JOURNEY ROADMAP

A FEW PROCESS QUESTIONS TO CONSIDER: As the process actually works (not how you think it does or it is supposed to, but how it actually is):

- Process Time from Caller Entry to Attorney Contact: How long might it take a caller to get through each segment below take (hours, days, weeks)?
- Caller Time Spent: How much time does a caller spend from beginning to end of each phone call (with and without wait time)?
- Caller Bounce: How many staff or volunteers might a caller have to talk to? How many times might they have to tell their story?
- Lost Caller: How many times along the way might the caller give up, have to leave a message or need a callback?
- Attorney Time: How many times might an attorney do *anything* in this process other than provide legal information, advice or assistance to a program client?

