

Speech & Conversation Analytics for Law Firms by ChorusCX

From the first intake call to the final case status update, know exactly what was said, promised, missed, and mishandled, across every office, practice group, and intake specialist.

What Is Conversational Analytics for Law Firms?

Every call your firm takes, intake, client check-ins, collections, referral coordination, is a source of risk and revenue that most firms never fully review. Speech & Conversation Analytics by ChorusCX uses AI and speech recognition to transcribe and analyze 100% of those calls, not the 2 to 5% a manual sampling process can realistically cover.

Instead of finding out weeks later that an intake specialist missed a statute of limitations question, gave advice they weren't authorized to give, or lost a signable case to a competitor, ChorusCX surfaces it the same day, with the transcript and the moment flagged for review.

Key Features

- ▶ **Intake Conversion Tracking:** Automatically flags missed case sign-up signals, weak close attempts, and prospects who go cold mid-call, so your intake team stops leaving cases on the table.
- ▶ **Compliance & Ethics Monitoring:** Scans every call for language that could signal unauthorized practice of law, guaranteed-outcome statements, or missed required disclosures, before they become a bar complaint.
- ▶ **Consent & Disclosure Verification:** Confirms call recording disclosures, retainer terms, and fee discussions were actually communicated, and documents it.
- ▶ **Client Sentiment Analysis:** Flags frustrated, confused, or distressed callers in real time so escalations reach a supervisor before a client fires the firm or leaves a bad review.
- ▶ **Competitor & Referral Mentions:** Tracks when prospects mention shopping around or came from a specific referral source, so marketing spend and intake follow-up both get sharper.
- ▶ **Coaching Insights:** Benchmarks intake specialists against your top performers and surfaces specific moments worth coaching to, not just a score.
- ▶ **Keyword & Risk-Term Search:** Custom search criteria to pull every call mentioning a specific case type, deadline, or risk phrase across the whole firm in seconds.
- ▶ **Talk/Listen Ratio & Call Benchmarking:** Flags intake staff who talk over callers instead of gathering the facts a case actually needs.
- ▶ **Vendor-Agnostic:** Works with the phone system you already have. No rip-and-replace, just export call recordings from your existing platform (Avaya, Mitel, Cisco, NEC, Encore) and ChorusCX handles the rest.

Get Started with Speech & Conversation Analytics

Whether you're running intake for a high-volume personal injury practice, managing client communication across a multi-office firm, or trying to prove compliance to a malpractice carrier, ChorusCX turns every recorded call into a searchable, actionable record.

Book a meeting with our team to see how Speech & Conversation Analytics by ChorusCX can protect your firm and grow your caseload at the same time: sales@choruscx.com.

Benefits



For Intake & Business Development

- ▶ Higher Case Sign-Up Rates: By identifying exactly where prospects disengage and coaching to it.
- ▶ Faster Ramp-Up for New Intake Staff: Data-driven coaching instead of shadowing calls for weeks.
- ▶ Consistent Performance Across Offices: Every location and every specialist measured against the same standard.



For Compliance & Risk Management

- ▶ 100% Call Coverage: Every call analyzed, not a small sample, for full visibility into risk exposure.
- ▶ Reduced Ethics & Bar Complaint Risk: Automatic flags for unauthorized advice, missed disclosures, or guaranteed-outcome language.
- ▶ Audit-Ready Documentation: Quantifiable evidence of compliance when a carrier, regulator, or bar association asks for it.



For Client Experience

- ▶ Early Escalation Detection: Distressed or dissatisfied clients get flagged for a callback before they become a churn risk or a review.
- ▶ Stronger Client Trust: Consistent, documented follow-through on what staff promise clients over the phone.



For Managing Partners & Firm Leadership

- ▶ Visibility Without Micromanaging: See what's actually happening on calls across every practice group without sitting in on them.
- ▶ QA Time Reinvested Where It Counts: Automation clears the routine checks so your team focuses on the judgment calls only a person can make.
- ▶ Protects Firm Reputation: Catches the calls that create liability before they turn into a lawsuit, a bar complaint, or a lost client.