

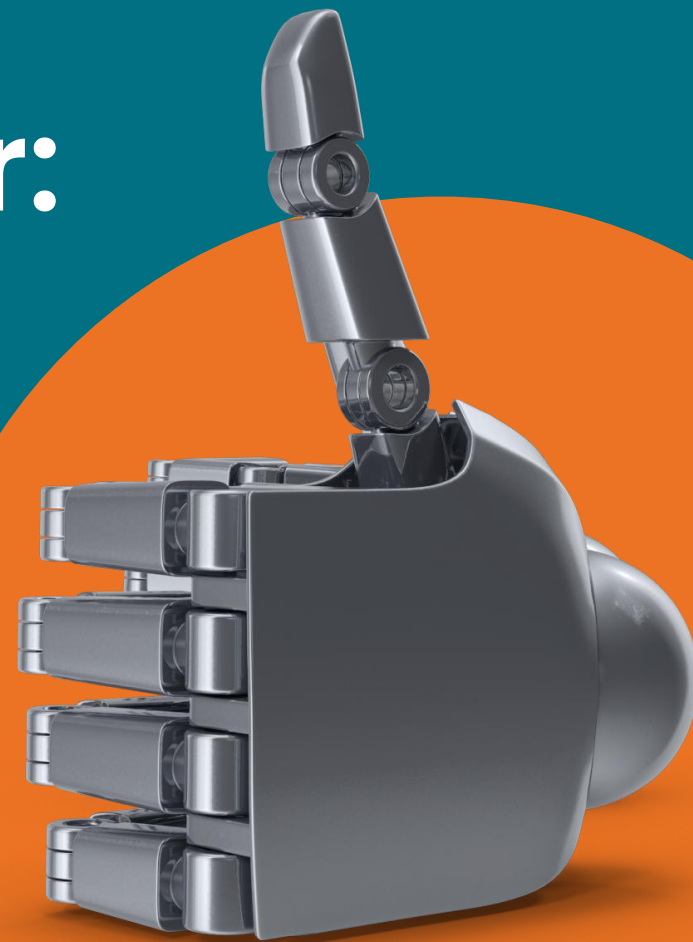
Work Smarter, Not Harder:

Document and Workflow Automations for Lawyers



Jordan Turk

Attorney | Director of Education & Attorney Development, Smokeball



Housekeeping



Ask Questions

Ask us questions using the **Q&A** (1)
Engage with attendees with **Chat** (2)



Post-webinar Survey

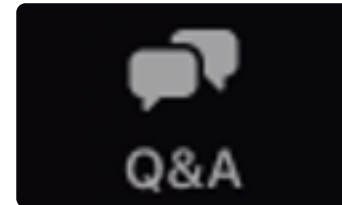
There will be a short post-webinar survey shared at the end of the presentation. We truly appreciate your feedback as it helps us improve our future CLE offerings.



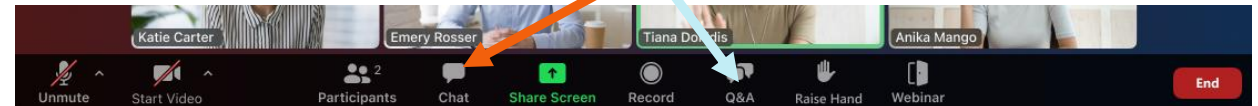
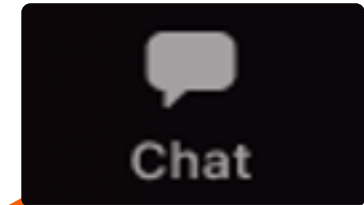
Recording & Slides

Recording and slides will be available after the presentation.

(1)



(2)





Jordan L. Turk

Attorney | Director of Education & Attorney Development,
Smokeball

- JD, University of Arkansas School of Law
- BA, The University of Texas at Austin
- Practicing Family Law Attorney in Texas
- Host of Smokeball's [Hacking Law Firm Success](#)



The **#1** Legal Case Management Software for Law Firms

- Automatic time tracking - bill more accurately with a fraction of the effort
- Prebuilt workflows for specific practice areas
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AGENDA

- **Part 1: Document Automation**
- **Part 2: Intro to Checklists and Workflows**
- **Part 3: Creating Checklists and Workflows**
- **Part 4: Example Templates**
- **Part 5: Live Demonstration**
- **Part 6: Q & A**



Document Automation

What is document automation?

- Document automation allows law firms to create documents without manual drafting
- Document automation software is based on a template
 - Templates = Documents a firm uses consistently throughout its practice
 - Proprietary documents, like retainer agreements and preservation of evidence letters
 - “Court & Authority” documents, like civil cover sheets and subpoenas
 - Routine motions and pleadings, like notices of motions or filings

Your firm's documents **DO NOT** need to be 100% automated

Benefits of document automation software

1. It saves time!

- Allows your firm to concentrate on other revenue-generating tasks
- Increases profitability

2. It's a form of quality assurance

- Guaranteed accuracy helps you serve your clients ethically and competently
- It protects your firm from embarrassment or lawsuits
- It delivers a consistent work product

3. It delivers a better client experience

What can document automation software do?

- Pull client data, court details and other information related to your case/matter
- Prompt questions to the automation that can quickly be added to the document
- Automate logic and scenarios
 - If Condition X present, provide certain automation
 - If Condition X is **not** present, a different automation would occur

Automation Examples

☒ Person ☐ Firm or Organization

Contact Name

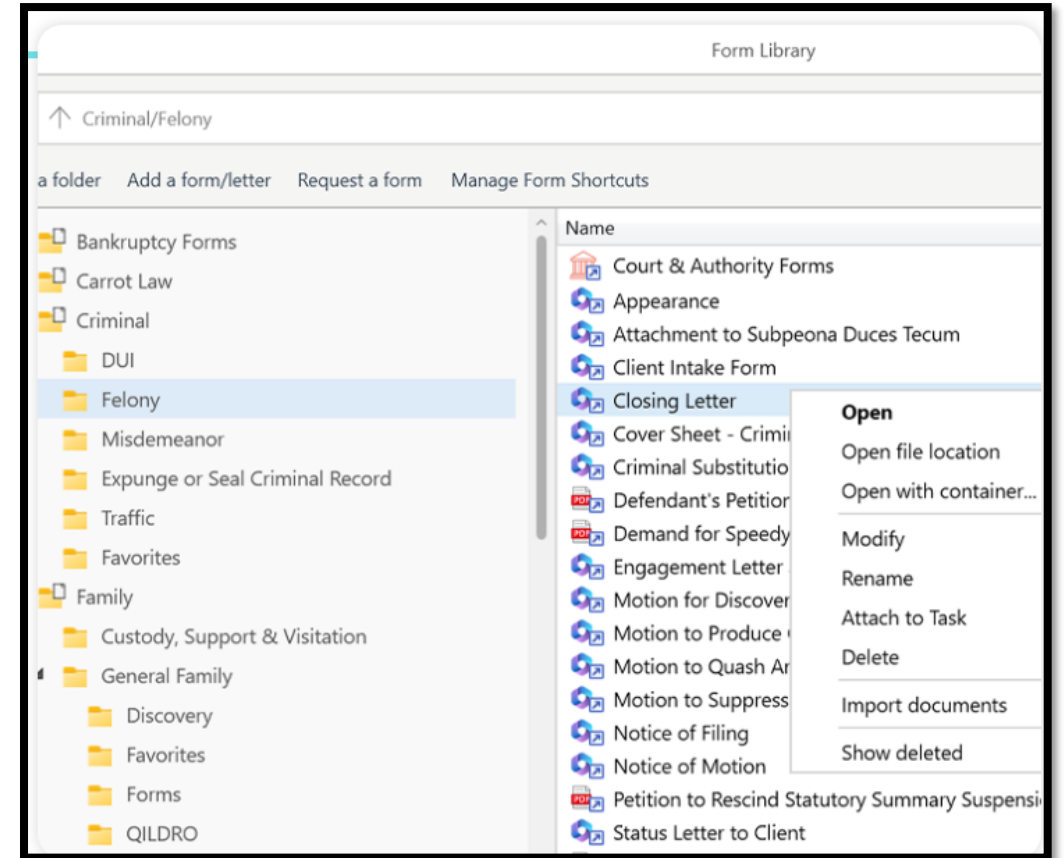
Lead Type

Email

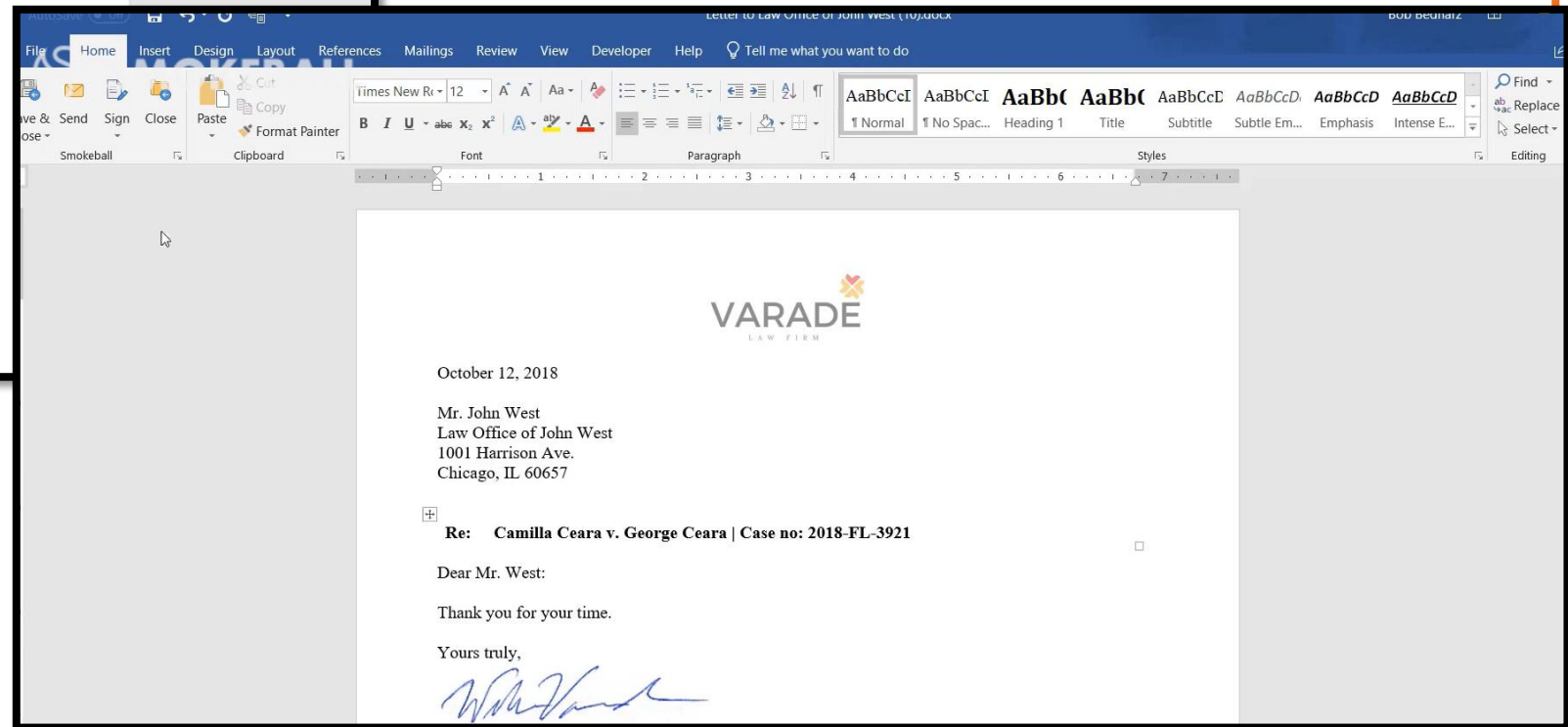
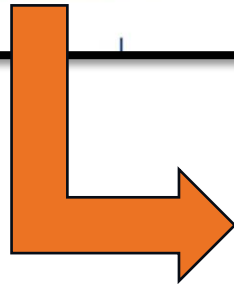
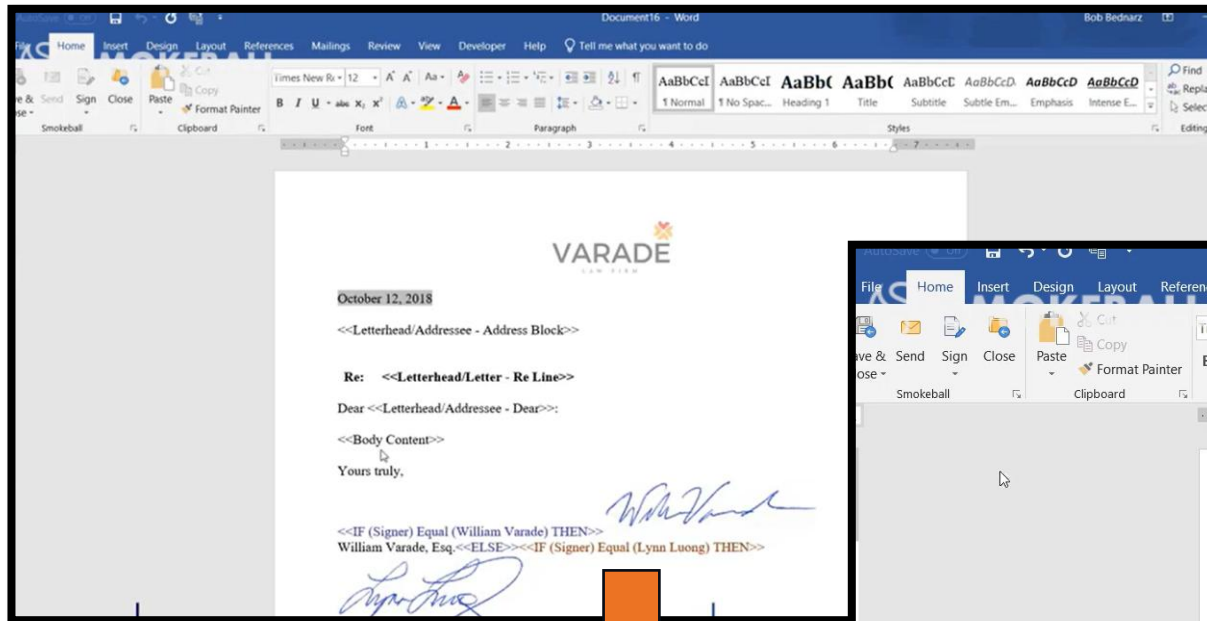
Phone

Address

Referral Type

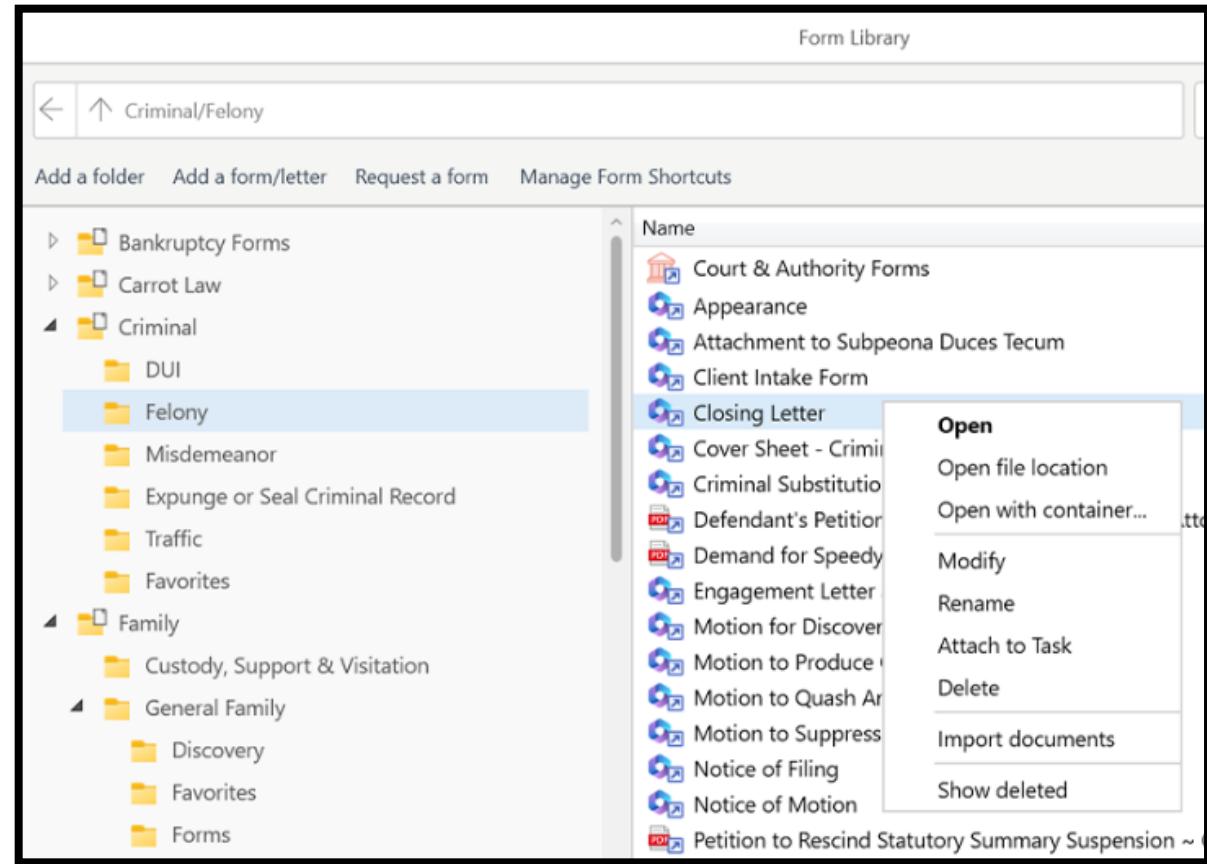


Automation Examples




Automation Examples

To start:
choose
your
document



Automation Examples

**Archie AI Attorneys**
<<Letterhead/Firm Name>>
P: <<Letterhead/Phone Number>>
F: <<Letterhead/Fax Number>>

|

September 9, 2024

<<Letterhead/Addressee - Address>>


Re: <<Letterhead/Letter - Re Line>>

Dear <<Letterhead/Addressee - Dear>>:

Enter a value

Q+A Insert number of years the file will be stored

OK CANCEL CANCEL ALL

**Archie AI Attorneys**
<<Letterhead/Firm Name>>
P: <<Letterhead/Phone Number>>
F: <<Letterhead/Fax Number>>

|

September 9, 2024

<<Letterhead/Addressee - Address>>

Re: <<Letterhead/Letter - Re Line>>

Choose an option

Q+A Are outstanding fees?

Yes

OK CANCEL CANCEL ALL

Automation Examples



Archie AI Attorneys

123 Super Highway
Park Ridge, IL 60068
P: (312) 298-1787
F: (312) 298-1788

September 11, 2024

Rhonda Clark
1252 Wayside Ln
Morris, IL 60450

Re: Boone County Case No. 26358744

Dear Clark:

Thank you for allowing me the opportunity to represent you in the above matter.

I will be closing my file for this matter and I would advise you to keep all information relating to your case. Enclosed please find any original documents I had involving your case. Per the firm's retention policy, I will store my file for 7 of years. Thereafter, these documents will be destroyed.

Per our agreement, it is your responsibility to pay for any cost incurred while representing you in this matter. Enclosed please find a detailed invoice of costs incurred. Please send a check or money order payable to Smokeball AI Firm in the amount of \$500.00.

I hope this matter has been concluded to your satisfaction. Thank you for allowing me to represent you and if I can be of further assistance on this or any matter, please let me know.

Yours truly,

Jordan L. Turk


What Can Document Automation Do?

Thank you for selecting <<Firm details/Alternate wording – my or our>> law firm to represent you in the above matter. <<Firm details/Alternate wording – I or we>> have agreed to represent you and have set out the following fee arrangement.¶

¶<<IF (Matter Details/Billing Type) Equal (Time Based) THEN>><<Firm details/Alternate wording – my or our>> fees for legal services are <<Perhour>> an hour, plus any expenses that may be incurred, such as copying costs, postage, and related expenses. <<Firm details/Alternate wording – my or our>> office will bill you approximately monthly depending upon the amount of work that was done on your file during that period of time. At this point in the case, it is difficult to estimate the amount of time and expense that will be necessary to adequately represent you in this case. However, as we discussed, <<Firm details/Alternate wording – I or we>> estimate the fee will be approximately <<Matter Details/Billing Fee/Estimate>>. <<Firm details/Alternate wording – I or we>> will also advise you before undertaking any procedures that will substantially increase the amount of fees. Please remember this is an estimate and may be subject to change. <<ELSE>> In the event of recovery, the amount of recovery shall be used as a basis for compensation. <<Firm details/Alternate wording – my or our>> firm shall receive an amount equal to <<Matter Details/Billing Contingency Percentage>>% of said cash settlement. Other expenses may be incurred, such as copying costs, postage, and related expenses, which will be deducted after the amount of recovery is awarded. <<Firm details/Alternate wording – I or we>> will also advise you before undertaking any procedures that will substantially increase the amount of fees. <<END IF>>¶

¶Throughout the case, <<Firm details/Alternate wording – I or we>> will send you all documents filed and any relevant correspondences for your personal records. Please retain them. As we discussed previously, <<Firm details/Alternate wording – I or we>> cannot guarantee a specific outcome.¶

¶After <<Firm details/Alternate wording – I or we>> have completed all the legal work necessary for your case, <<Firm details/Alternate wording – I or we>> will close <<Firm details/Alternate

 Select a party ×

Who would you like to address this document to?

PLAINTIFF

☐ Lucy Mertz (Age: 11 years)

☐ Laurel Diggle

[Select All](#) [CREATE DOCUMENT](#) [CANCEL](#)

Subscription Models

\$19.99 or \$99.99 monthly

Individual Counsel

Entry Level: Access to limited scheduled Zoom/calls and limited flat fee services.

Premier Level: Access to unlimited scheduled Zoom/calls and all flat fee services.

Businesses can sign up too.

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Freelancer Counsel

Access to unlimited scheduled Zoom/calls and all flat fee services.

Includes bundled flat fee services based on your level like contract drafting/review, registered agent service, and an annual business audit.

[Learn More](#)

\$2,499.99+ monthly

Business Counsel

Access to unlimited scheduled Zoom/calls and all flat fee services.

Includes bundled flat fee services based on your level like contract drafting/review/negotiations, registered agent service, an annual business audit, sexual harassment prevention training, and management of expert outside counsel.

[Learn More](#)

Subscription Models

Flat Fee Services

All access flat fee services available to Premier Level, Freelancer Counsel, and Business Counsel subscribers:

- Residential Real Estate Closing (\$449.99)
- Contract Draft/Review (\$49.99 per page)
- One Letter Draft/Response/Review (\$249.99; such as Cease & Desist Letters, Demand Letters, and Letters of Intent)
- Will, Advance Medical Directive, Powers of Attorney for Health Care and Property (\$399.99)
- Joint Simple Estate Planning (\$699.99)
- Revocable Trust, Will, Advance Medical Directive, Powers of Attorney for Health Care and Property (\$999.99)
- Joint Marital Trust and Estate Planning (\$1,999.99)
- Prenuptial Agreement (\$649.99)
- Postnuptial Agreement (\$799.99)
- Illinois LLC Formation, EIN, and Operating Agreement (\$849.99)
- One-Day Mediation (\$999.99)
- IL Sexual Harassment Prevention Training (\$19.99 per employee)
- Freelancer Business Audit (\$499.99)

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All access subscription add-ons available to Premier Level, Freelancer Counsel, and Business Counsel subscribers:

- Ongoing Estate Plan Updates (\$49.99/month)
- Ongoing Limited Scope Litigation Consulting (\$49.99/month)
- Illinois Registered Agent (\$19.99/month)
- Negotiations (\$199.99/month)
- Asset Purchase Agreement Draft/Negotiation/Closing (\$799.99/month)
- Manage Expert Outside Counsel (\$999.99/month)

Document automation is not...

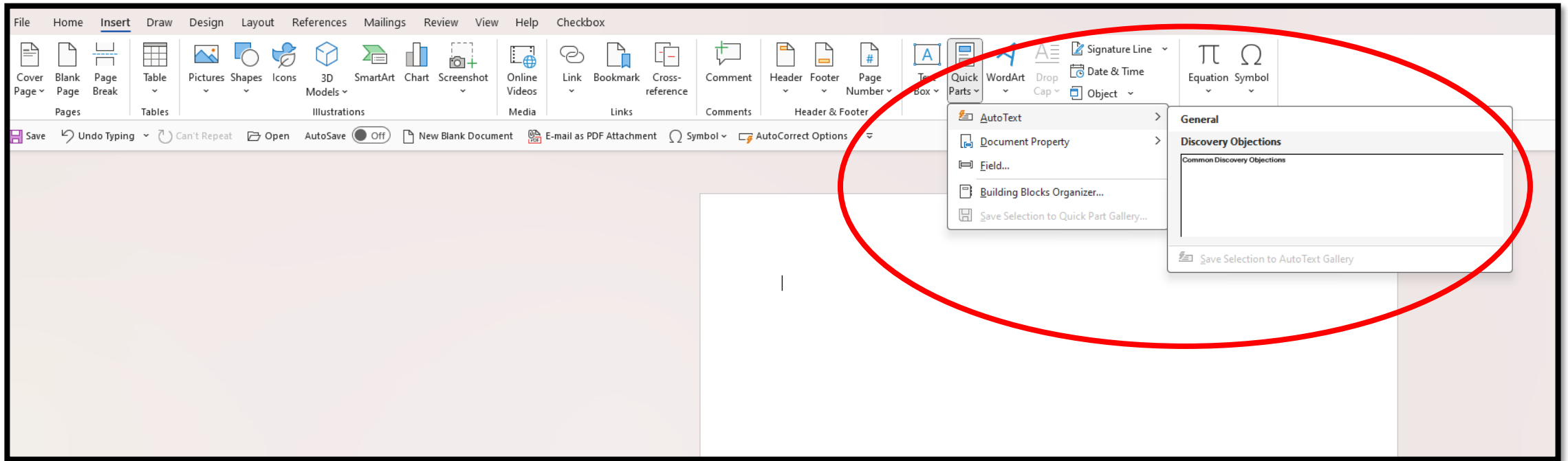
- **Document assembly**
 - This is the creation of a template, not the automation of a document
- **Putting staff out of work**
 - Instead, it increases efficiency
 - It allows staff to complete more stimulating tasks that require human intuition and emotion

The bottom line:

The more **efficient** your practice is, the more work you can bring in!

Document Automation, Jr.

Microsoft Word's Quick Parts!





Intro to Checklists and Workflows

What is a Workflow?

- Series of tasks that explain actions from beginning to end
- Think of it like a checklist system for your firm, where every single case has a uniform structure and flow as to how it's handled

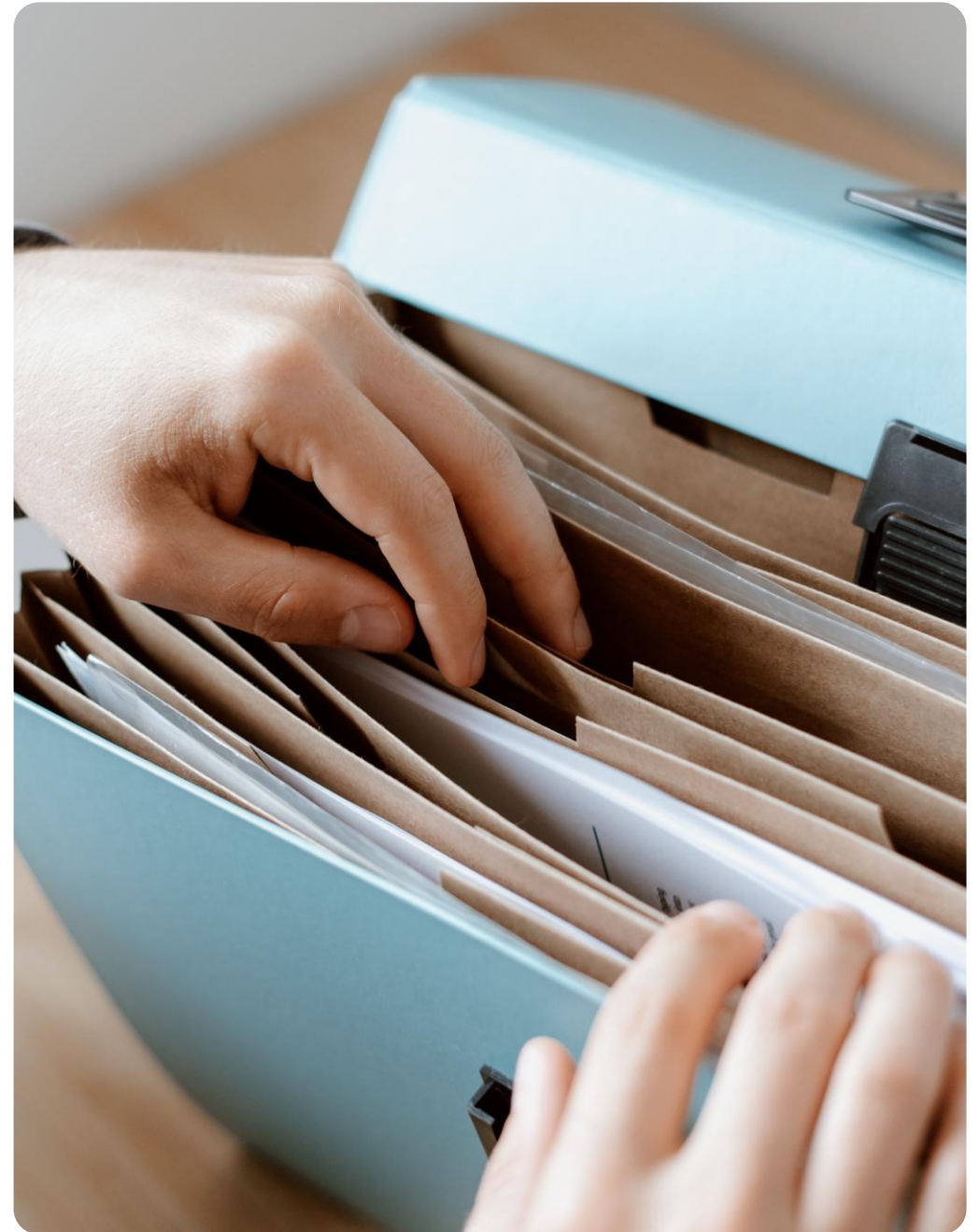


Why should I use workflows?

1. They optimize law firm productivity
2. Everyone knows, at any given time, what has been done in a case, what needs to be done in the future, and to whom a particular task is assigned
3. Gives you control of your cases
4. Allows you to guide staff through a case, even if the staff is new/green; less training time
5. Allows for easy delegation of tasks (i.e., staff out on PTO or sick leave)
6. **Works with your relevant deadlines**
7. Can integrate workflows with your legal software
8. Automation in workflows helps cut down menial/repetitive tasks
9. Expediting tasks frees up your time
10. Being able to track and measure steps it takes to work a case can help determine profitability

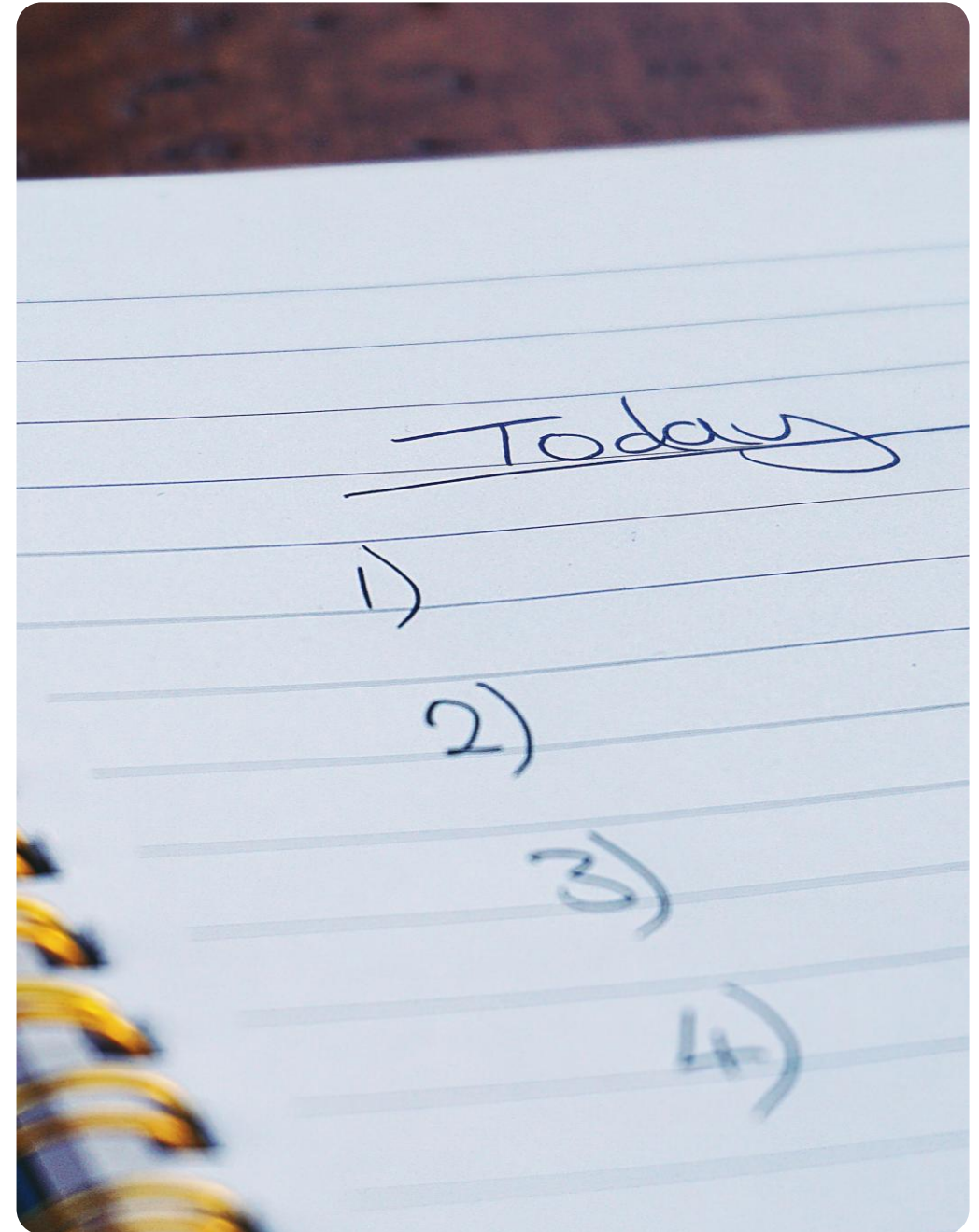
Ask: Has Anything Ever Slipped Through the Cracks?

- Staff blame game
- Malpractice risk for blowing deadlines
- Misplaced client files (one client's physical file is put into another client's file, never to be seen again)



Checklists vs. Workflows

- **Checklists – low legal tech**
 - At a minimum, create a checklist through Microsoft Excel or Word to use in your matters, and check it off, either by hand, or document yourself
- **Workflows – more legal tech**
 - Can integrate reminders
 - Encompass staff communications
 - Integrate document automation
 - Integrate with billing





Creating Checklists and Workflows

EXAMPLE

Creating Checklists/Workflows

Edit Workflow

Client Intake

Client Intake

Matter Types: Domestic Violence [change...](#) ☐ always apply this Workflow to new Matters

TASKS FOR THIS WORKFLOW

Enter details into Smokeball

Draft engagement letter

Review, sign, and send engagement...

Test new task

Enter client into billing system

New Task

DETAILS

CHECKLIST

DOCUMENTS

Name

Enter details into Smokeball

Due

☐ No due date

☒ Due when

0

Working Day(s)

☒ after ☐ on ☐ before

Matter Opening

[add a reminder](#)

Assign to

☒ Attorney responsible

☐ Person assisting

☐ Staff

Categories

Details

Duration

0.00

Hrs

 Units

SAVE & CLOSE

Step 1 Pick the “Heavy
Hitter” Workflows
for Your Firm

Heavy Hitter Examples

Think: what tasks do you and your staff do on a routine basis that are key to your practice? That are repetitive? Examples:

- Intake
- Initial Pleadings/Service
- Statute of Limitations
- Discovery
- Mediation Preparation
- Settlement
- Trial
- Closing Out the File

Step 2 Document the Steps Involved in a Particular Workflow

Documenting the Process

Write down each step as you go through a particular task set (i.e., discovery):

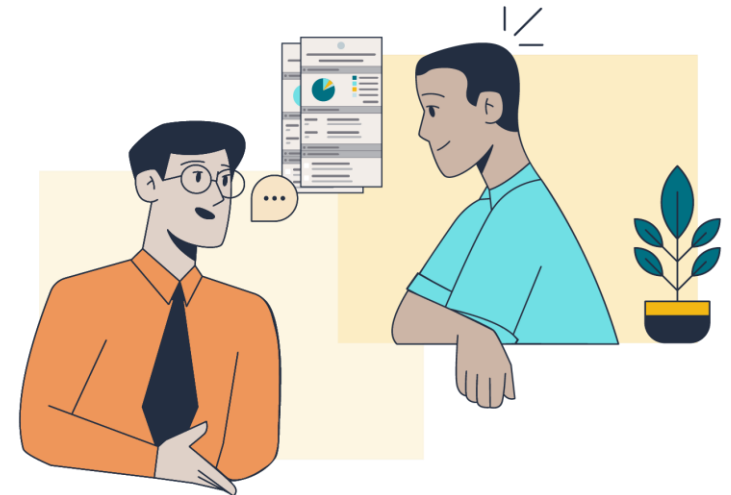
- [Attorney/Paralegal] Receive discovery requests from OC
- [Paralegal] Save requests into the software
- [Paralegal] Calendar response deadlines into the software
- [Paralegal] Create discovery file for client in the software
- [Attorney/Paralegal] Draft discovery letter to client with instructions
- [Attorney/Paralegal] Send discovery letter and requests to client, **ask to confirm receipt**
- [Attorney/Paralegal] Save down email to client into the system
- *And, because I've been burned before:* [Attorney/Paralegal] Confirm receipt from client by saving down client's responsive email
- [Attorney/Paralegal] Check in with client a couple weeks later
- [Attorney/Paralegal] Receive client's responses
- [Attorney/Paralegal] Finalize responses and get client signature no later than three days before due date
- [Paralegal] Send responses to OC prior to midnight of due date



Step 3 **Consult Your Staff**

Staff Consultation

- Chances are, your associate attorneys, paralegals, and staff will all have input for your pertaining to this
- Dealing with three types of staff: Resistant-to-Change, Soldiers, and Enthusiasts
- Encourage sharing of ideas
- Report on status of implementing the workflows
- Invite feedback at every step (schedule weekly meetings and reduce the frequency as everyone gets used to things – **insist on full attendance**)



Step 4 **Test Your Draft Workflow**

Testing

- Once you've put together your workflow and consulted with your staff on it, it's time to test it!
- Based upon the written workflow, everyone should be able to accomplish each task by referencing the workflow
 - Have staff initial by each task as they finish it if you are doing a more manual process
- Evaluate what worked/didn't work



Step 5 **Finalize Your Workflow**

Finalizing

- Make a firm-wide mandate that you will be utilizing this workflow going forward for these particular areas. **NO EXCEPTIONS.**
- Encourage staff to provide feedback – you should always be willing to improve your processes
- Have staff take ownership of their specific tasks. It is no longer acceptable to say, “I did not know I was supposed to do X in this case.”
- Establish expectations





Example Templates

FAMILY LAW

Scheduling Order Based on Trial Date

Task Name	Due When	Comments
Trial Date	No due date	Due date to be assigned upon applying the workflow
Deadline for Written Discovery	120 Days before Trial Date	
Deadline for Witness List	180 Days before Trial Date	
Deadline for Expert List	150 Days before Trial Date	
Deadline for Deposition of Witnesses	90 Days before Trial Date	
Deadline for Deposition of Experts	60 Days before Trial Date	
Deadline for Motions to be filed	45 Days before Trial Date	
Deadline for Pretrial Conference	30 Days before Trial Date	

Edit Workflow

Scheduling Order based off Trial Date

Matter Types: all areas of law change... ☐ always apply this Workflow to new Matters

TASKS FOR THIS WORKFLOW

Trial Date

Deadline for Written Discovery

Deadline for Witness List

Deadline for Expert List

Deadline for Deposition of Witnesses

Deadline for Deposition of Experts

Deadline for Motions to be filed

Deadline for Pretrial Conference

New Task

DETAILS

CHECKLIST

DOCUMENTS

Name

Deadline for Written Discovery

Due

☐ No due date

☒ Due when

120

Day(s)

☐ after ☐ on ☒ before

Trial Date

☐ is completed ☒ is due

[add a reminder](#)

Assign to

☒ Attorney responsible

☐ Person assisting

☐ Staff

Categories

Details

SAVE & CLOSE

EXAMPLE

Discovery Responses

Task Name	Due Date	Comments
Our response to discovery due	No Due Date	Assign the date upon ap the workflow
Send discovery to client	On the date this workflow is applied to a matter	Can attach a template f letter explaining Discove process to client
Check in with client re discovery	2 weeks before Our response to discovery due	
Get all discovery and draft responses	1 week before Our response to discovery due	
Finalize responses and get client signatures	3 working days before Our response to discovery due	
Send Discovery to Opposing Counsel	On Finalize responses and get client signatures is Completed	

Edit Workflow

Our response to discovery due

Matter Types: all areas of law change... ☐ always apply this Workflow to new Matters

TASKS FOR THIS WORKFLOW

Our response to discovery due

Send discovery to client

Check in with client re discovery

Get all discovery and draft responses

Finalize responses and get client sig...

Send Discovery to Opposing Counsel

New Task

DETAILS

CHECKLIST

DOCUMENTS

Name

Send Discovery to Opposing Counsel

Due

☐ No due date

☒ Due when

☐ after

☒ on

☐ before

Finalize responses and get client signatures

☒ is completed

☐ is due

add a reminder

Assign to

☐ Attorney responsible

☒ Person assisting

☐ Staff

Categories

Discovery X

Details

SAVE & CLOSE

EXAMPLE

Estate Planning

Create workflow

✓✓

New Workflow

Estate Planning Workflow

Matter types: Estate Planning [change...](#) ☒ always apply this Workflow to new matters

TASKS FOR THIS WORKFLOW

Initial client meeting

Asset inventory

Draft documents

Review drafts with client

Signing of the will

Send client reminder to update thei...

New Task

DETAILS

CHECKLIST

DOCUMENTS

Name

Initial client meeting

Due

☐ No due date

☒ Due when

☐ after

☒ on

☐ before

Matter Opening

[add a reminder](#)

Assign to

☒ Attorney responsible

☐ Person assisting

☐ Staff

Categories

Details

Duration

estimate

SAVE & CLOSE

EXAMPLE

Criminal – DUI

Create workflow

New Workflow

IL DUI Workflow

Matter types:

DUI

change...

☒ always apply this Workflow to new matters

TASKS FOR THIS WORKFLOW

Obtain certified copy of driving rec... ▶

Obtain copies of Warning to Motori... ▶

Review driving record ▶

Draft Petition to Rescind Summary S... ▶

30 day reminder to file petition ▶

File Petition to Rescind Summary Su... ▶

Set hearing on Petition to Rescind S... ▶

New Task

DETAILS

CHECKLIST

DOCUMENTS

Name

Obtain certified copy of driving record from the secretary of state

Due

☐ No due date

☒ Due when

☐ after

☒ on

☐ before

Matter Opening

add a reminder

Assign to

☒ Attorney responsible

☐ Person assisting

☐ Staff

Categories

Details

Duration

estimate

SAVE & CLOSE

EXAMPLE – MANUAL PROCESS

Close Out – Nonsuit/ Withdrawal/ Substitution

CLIENT:		CAUSE #:	
A.	<u>LEGAL ASSISTANT</u>	DATE COMPLETED	INITIALS
1.	Order for Nonsuit/Withdrawal/Substitution filed	_____	_____
2.	Order for Nonsuit/Withdrawal/Substitution signed by Judge	_____	_____
3.	Save copy of Order to NetDocs	_____	_____
4.	Send copy of Order to client with closing letter	_____	_____
5.	Calendar 30 days for off-site storage (After 30 days notify Litigation Assistant)	_____	_____
B.	<u>PARALEGAL</u>	DATE COMPLETED	INITIALS
1.	Break down all files, folders, red ropes, notebooks	_____	_____
2.	Give unnecessary duplicates to File Room to shred	_____	_____
3.	Gives CLIENT ORIGINALS and anything else that should be saved to File Room for off-site storage	_____	_____
C.	<u>FILE ROOM</u>	DATE COMPLETED	INITIALS
1.	Pull Attorney Notes, Correspondence, and Client Notes From Client Binders	_____	_____
2.	Put CLIENT ORIGINALS and anything else that should be saved with Attorney Notes, Correspondence and Client Notes	_____	_____
3.	Store file in transitional storage area	_____	_____
D.	<u>BILLING</u>	DATE COMPLETED	INITIALS
1.	Send email that billing is being closed for client	_____	_____
2.	Confirm with paralegals that there are no outstanding expert, court reporter or other third party invoices	_____	_____
3.	After final billing, request refund, if applicable	_____	_____
4.	Change Matter to Inactive/Closed on RK	_____	_____
5.	Move client file to "Archived" on server	_____	_____

EXAMPLE – MANUAL PROCESS

Close Out – Divorce

CLIENT:		CAUSE #:	
		DATE	
A.	<u>LEGAL ASSISTANT</u>	COMPLETED	INITIALS
1.	Order certified copy of decree	_____	_____
2.	Certified copy letter to client	_____	_____
3.	Save copy of certified decree to NetDocs	_____	_____
4.	Calendar 30 days for off-site storage (After 30 days notify Litigation Assistant)	_____	_____
B.	<u>PARALEGAL</u>		
<u>CHILD SUPPORT/HEALTH INSURANCE</u>		DATE COMPLETED	INITIALS
1.	Income Withholding Order filed w/Court	_____	_____
2.	Qualified Medical Support Order filed w/Court	_____	_____
3.	Child Support Information Sheet filed with County	_____	_____
4.	Request for service of IWO/QMSO on employer	_____	_____
5.	If TSDU account not set up yet, Affidavit of Direct Payment	_____	_____
6.	Verify TSDU account set up and payments being made	_____	_____
7.	Draft letter to health insurance company regarding 1204.251	_____	_____
8.	Instruction letter to client regarding 1204.251	_____	_____
9.	BVS Form	_____	_____
<u>PERMANENT INJUNCTIONS</u>		DATE COMPLETED	INITIALS
1.	Notify any necessary person of permanent injunctions	_____	_____
<u>REAL ESTATE</u>		DATE COMPLETED	INITIALS
1.	<u>Special Warranty Deed</u>		
a.	Original executed and notarized by proper party	_____	_____
b.	Exchanged	_____	_____
c.	Original filed with County Clerk's Office	_____	_____



Live Demonstration



The **#1** Legal Case Management Software for Law Firms

- Automatic time tracking - bill more accurately with a fraction of the effort
- Prebuilt workflows for specific practice areas
- Seamless integrations with Microsoft Word and Outlook
- Comes prebuilt with a library of 20k+ legal forms
- Identify business opportunities through powerful insights and reporting



Would you like to learn more about how Smokeball can work for your firm?

If **yes**, one of our law firm specialists will follow up.



Yes



**Not at this
time**



**I'm already a
Smokeball
user**

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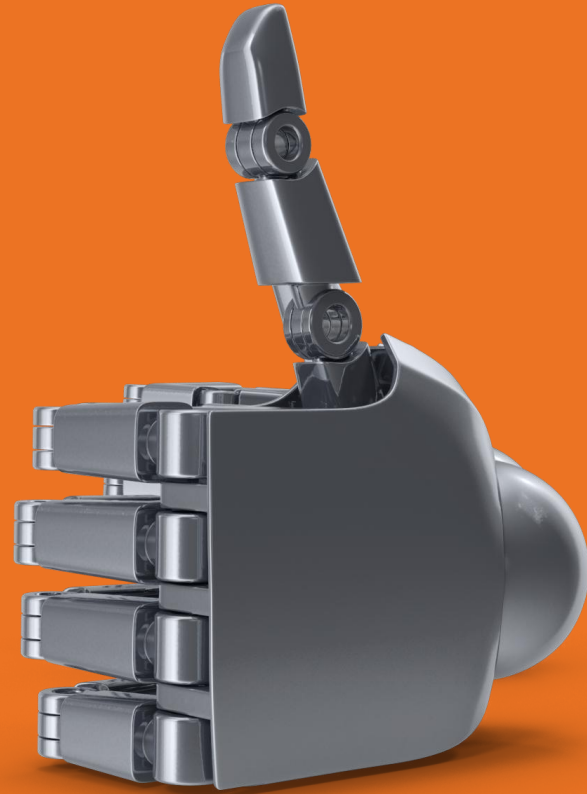
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Questions?



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Thanks for joining!



Jordan Turk

Attorney & Director of Education &
Attorney Development at Smokeball

jordan.turk@smokeball.com

