

THE CLIENT

The Law Offices of Stephanie Lake

Stephanie Lake is a Board Certified Specialist in Social Security Disability Law. She leads one of the most successful Social Security law firms in Arizona. Her office handles a high volume of calls from current and prospective clients, but her small in-house team couldn't answer multiple calls at the same time, and many callers were sent to voicemail or hung up.

THE CHALLENGE

An Influx of Information

“Our goal is to win more cases and get more clients,” said Joseph J. Duerst, an attorney on the team.

“However, we were all having a hard time handling the influx of calls. We were missing new clients.”

The Law Office of Stephanie Lake started using an answering service that could answer and transfer calls, but they could not handle scheduling for her team. That service had a limit on the amount of calls they would handle, which was not enough for Stephanie's firm, and they weren't receiving the level of support they really needed.

Lake and her team needed to focus on clients, not on solving problems for her own answering service.

Need for a New Level of Support



Goal: win more cases and get more clients



Unmanageable influx of calls and **missing new clients**



Need answering service that **does more than just answer**



Team needs to **focus on clients not on answering calls**



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- Joseph J. Duerst, Attorney

THE NEXA SOLUTION

No More Lost Leads



With Nexa, Lake found the scheduling, intake, and follow-up her business needed. In addition to 24/7 answering and call routing, the NexaPlus team schedules appointments directly for Lake's legal assistants. After the lead qualification process, 44% of prospective client calls are booked through Nexa.



Now we no longer lose leads that would hang up if we didn't answer the phone right away. Nexa also helped with a false bar complaint from a client who claimed we never called her back. Nexa was able to show that she never called.

- Joseph J. Duerst, Attorney at The Law Offices of Stephanie Lake

THE RESULT

High Volume & New Clients

In addition to other functions, Nexa's virtual receptionists also remind clients of appointments, follow-up paperwork, and cost letters.

"Now, we no longer lose leads that would hang up if we didn't answer the phone right away," said Duerst. "The service also helped with a false bar complaint from a mentally ill client who claimed we never called her back. She claimed to have called repeatedly over several days and weeks and that we ignored her calls, a serious problem if it were true, but Nexa was able to show that she had never called. The bar immediately dismissed the complaint when we offered this proof that she was not telling the truth."

Enhanced Support In Action



Reminders for clients about appointments, paperwork, invoices



Accurate call reporting and records to **help firm with bar complaints**



Reduced time-to-answer calls



NO MORE LOST LEADS

CONTACT US TODAY

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