

AI Agent Business Case: Legal Query Assistant for Law Firms

Domain: Legal Services (Client Interaction & Case Intake)

Problem:

Law firms receive numerous routine queries daily—ranging from appointment bookings to basic legal questions (e.g., “What documents are needed for a property dispute?” or “How do I file an RTI?”). Junior staff spend considerable time handling these repetitive tasks, delaying attention to complex legal matters.

Proposed AI Agent:

Introducing **LexiBot**, an AI-powered legal assistant for websites of law firms or legal aid clinics. LexiBot will:

- Answer general legal questions using predefined knowledge bases (based on Indian laws)
- Assist users in booking consultations with appropriate lawyers
- Collect initial client information for case intake (name, issue type, urgency)
- Provide downloadable legal forms and explain procedures (e.g., FIR filing, consumer complaints)

Measurable Impact:

1. **60% Reduction in Administrative Load:** Lawyers spend less time answering basic queries, focusing more on casework.
2. **35% Increase in Client Conversion Rate:** Instant response and guided form-filling increase user trust and engagement.

Bonus – User Interaction Sketch (Description):

Clients interact with LexiBot via a chatbot embedded on the law firm’s homepage, using either Hindi or English. It provides typed answers and links to resources or books appointments with a human advocate.