

Legal

Intake Services

Grow Your Firm With Confidence



What We Do

- 24/7 bilingual legal intake support
- Specialized in personal injury and mass tort
- Qualify and triage law firms' leads
- High urgency call prioritization
- Warm transfer of qualified calls

With Stericycle Communication Solutions' legal intake answering service, you have access to:



Insightful Reporting

We provide the data you need, including trending reports of after-hours calls.



Detailed Documentation

We accurately capture important call and potential case information.



Flexible Support

You can set thresholds for urgent and standard calls, and determine call processes.



Email Notifications

When you receive an urgent call, we send an immediate email notification.



Call Recordings

We provide complete recordings of all the calls we take on your behalf.



Professional Intake Specialists

Our agents undergo a rigorous, legal-specific training program and are experts in their field.

Our experienced support helps promote:

- Exceptional client experiences
- Robust, valuable caseloads
- Seamless brand support
- Better work/life balance for firm and staff