



# CXEX for Law Firms / Legal Practices

## Introduction

### Overview

For legal practices, CXEX provides conversation analytics tailored to the needs of law firms and in-house legal teams — helping them protect privilege, improve time capture, and surface matter-level risks from client communications. CXEX links recorded interactions to matters, billing codes and case management systems to create searchable, auditable evidence and intelligence that supports faster disclosure, better client service and more accurate billing.

### Why this matters in financial services

Law firms must protect client confidentiality, accurately capture billable time, and be able to rapidly assemble disclosure bundles for litigation. Missed billable opportunities, accidental waiver of privilege, or slow disclosure assembly can cost firms financially and reputationally. CXEX helps move practices from manual, error-prone processes to automated, defensible workflows.

### Disclosure / docket assembly (fast-track):

- Automatically surface every call, voicemail and meeting recording tied to a matter, event or date range.

### Quality assurance & partner coaching:

- Aggregate topic and sentiment trends to identify coaching opportunities (e.g., poor contingency fee explanations, sloppy conflict checks) and generate micro-learning packs.

### Risk & client satisfaction monitoring:

- Monitor sentiment, repeated complaint topics or expressions of termination intent to proactively engage high-risk clients and prevent attrition or adverse outcomes.

### Client dispute & complaint handling:

- Rapidly find all communications mentioning disputed facts, promises or representations, create an evidence timeline and route to a disputes team with suggested clips for client response or settlement negotiation.

## Practical Use Cases