

CourtAlert and the San Francisco Chapter of the NDA present

Branding Your Docketing Team

Tuesday, December 7th, 2021 Noon to 1:00 PM (PT)

Agenda Items to be Discussed and Presented:

1. Branding Your Docketing Team - Why
 - a. Risk Management,
 - b. Increase communication
 - c. Learn Feature requests
 - d. Learn what questions are important to the attorney,
 - i. Stats and Features they may wish you had
 - e. Help them become self service
2. How – Show your Department on your answer to question
 - a. Email Footers
 - b. Inquiry Module – Cheat Sheets
 - c. Introduce Department on every major communication about system and process changes
 - d. Forwarding information from outside vendors.
 - e. Notifications
 - i. Save and Notify
 - ii. Tickler / Attorney Reports
 - iii. Attorney Case Listings
 - iv. Inquiry
 - f. Litigation Group Meetings

Questions for Discussion

- How does branding promote attorney engagement/internal clients?
- Communicating what your team does and what you deliver?
- How do you share your team's achievements?