

Client Intake and CRM

Purpose

This guide explains how to manage prospective client intake records, convert qualified prospects into clients, maintain client status and KYC verification, and schedule and manage consultations.

Access to pages and actions depends on the user's client permissions. A page, button, or action may not appear when the account does not have the required permission.

Permissions

Activity	Required permission
View clients, intake records, consultations, and KYC information	View Clients (clients_read)
Create intake records and convert an intake into a client	Create Clients (clients_create)
Edit unlinked intake records, update clients and KYC, and manage consultations	Update Clients (clients_update)
Delete unlinked intake records	Delete Clients (clients_delete)

The server enforces the same permissions as the interface. Direct API requests cannot bypass these checks.

Client Intake Register

Open:

Practice > Matters > Client Intake

The intake register is a paginated list of prospective clients. Each row shows:

- the prospect's name, email address, and phone number;
- the requested legal service;
- intake notes;
- the current intake status; and
- the actions available for that intake.

Long notes display the first 100 characters. Select **Read more** to open the complete notes in a modal.

Creating an Intake

1. Open the Client Intake page.
2. Select **New intake**.
3. Enter the prospect's name or organisation name.
4. Enter available email and phone details.
5. Select the client type.
6. Select the intake status.
7. Enter the initial legal service requirement and intake notes.
8. Select **Save intake**.

Creating an intake does not create a matter or register an active client.

Intake Statuses

Status	Typical use
New	The enquiry has been received but has not yet been reviewed.
Contacted	The firm has contacted the prospect.
Consultation scheduled	A consultation has been arranged.
Qualified	The prospect is suitable for conversion into a client.
Declined	The firm will not proceed with the intake.
Converted	The intake has been linked to a registered client.

Editing or Deleting an Intake

For an unlinked intake, use the action buttons at the right of its row:

- **Edit:** Opens the intake modal with the existing details.
- **Delete:** Permanently removes the intake after confirmation.
- **Convert to client:** Registers or links the client while preserving the intake history.

Once an intake is linked to a client, the intake displays **Client linked** and its edit, delete, and conversion actions are removed. The backend also rejects attempts to edit or delete a linked or converted intake.

Converting an Intake

1. Review the prospect's details and confirm that the intake is ready.
2. Select the **Convert to client** action.
3. Wait for the confirmation message.

During conversion, the system:

- reuses the client already linked to the intake, when present;
- reuses an existing client with the same email address instead of creating a duplicate;
- otherwise creates a new active client;
- changes an existing prospective client to **Active**; and
- marks the intake as **Converted** while retaining its history.

Conversion does not automatically create a matter.

Client Profiles and Status

Open **Practice > Matters > Clients**, then select a client.

The client profile consolidates identity and contact details, status, matters, activity, communications, and KYC information.

To change client details or status:

1. Select **Edit** on the client profile.
2. Update the required fields.
3. Select the appropriate status: **Prospective**, **Active**, **Inactive**, or **Former**.
4. Select **Save**.

Use **Prospective** before formal engagement, **Active** for current clients, **Inactive** when temporarily not active, and **Former** when the relationship has ended.

KYC Verification

KYC information is displayed directly on the client profile. The summary shows:

- verification status;
- identification type and number;
- the user who performed the verification;
- the verification date; and
- verification remarks.

Updating KYC

1. Open the client profile.
2. In **KYC Verification**, select **Update**.
3. Select a status: **Pending**, **Verified**, or **Rejected**.
4. Select the identification type.
5. Enter the identification number and remarks.
6. Select **Save verification**.

Available identification types include National ID, Passport, Driving Permit, Voter ID, Refugee ID, Company Registration Number, and Tax Identification Number.

The system records the user and date whenever KYC verification is updated. Use the existing Documents module for supporting identification documents where required by firm procedure.

Consultations

Open:

Practice > Matters > Consultations

Consultations have a dedicated paginated register. The table shows the client or intake, consultation title, notes, scheduled date and time, responsible lawyer, status, and available actions. Notes display up to 100 characters; select **Read more** for the complete text. When an outcome has been recorded, select **Outcome** in the Actions column to view it in a modal.

Scheduling a Consultation

1. Open the Consultations page.
2. Select **Schedule**.
3. Select the client.
4. Enter a title.
5. Set **Starts at** and, when known, **Ends at**.
6. Assign a responsible lawyer or leave the consultation unassigned.
7. Select the initial status.
8. Enter notes or an outcome where applicable.
9. Select **Save**.

Scheduling a consultation also creates the related calendar event.

Consultation Statuses

Status	Meaning
Scheduled	The consultation is planned and has not yet concluded.
Completed	The consultation took place.
Cancelled	The consultation was cancelled.
No show	The attendee did not attend.

Editing or Deleting a Consultation

Use the action buttons at the right of a consultation row:

- **Edit:** Change the client, lawyer, schedule, status, notes, or outcome.
- **Delete:** Remove the consultation after confirmation.

Users without Update Clients permission can view the register but cannot schedule, edit, or delete consultations.

Audit History

Client intake, client profile, KYC, and consultation changes are recorded through the system's audit logging mechanism. Depending on the operation, the audit history includes the responsible user, affected record, changed values, time, and available request information.

Converted intake records are preserved and remain linked to the resulting client. Normal application users cannot modify or delete audit records.

Common Scenarios

A New Enquiry Arrives

Create an intake with status **New**. Add contact information, the requested service, and notes. Update the status as the firm contacts and qualifies the prospect.

A Prospect Is Ready to Become a Client

Set the intake to **Qualified**, review its details, and use **Convert to client**. The resulting client becomes Active and the original intake remains available as historical context.

A Consultation Is Completed

Open Consultations, edit the consultation, change its status to **Completed**, and record the outcome. The updated information remains visible in the consultation register.

KYC Is Still Awaiting Documents

Set KYC to **Pending**, record the identification information already supplied, and use remarks to note what remains outstanding. Change the status to **Verified** only after completing the firm's verification procedure.

Troubleshooting

Situation	What to do
Client Intake or Consultations is not visible	Ask an administrator to confirm that your role has View Clients permission.
New intake button is missing	Create Clients permission is required.
Edit action is missing for an intake	The intake may already be linked, or your account may lack Update Clients permission.
Delete action is missing for an intake	The intake may already be linked, or your account may lack Delete Clients permission.

Situation	What to do
Conversion creates no duplicate client	This is expected when an existing client has the same email address; the intake is linked to that client.
Consultation actions are missing	Update Clients permission is required.
KYC Update button is missing	Update Clients permission is required.
A linked intake cannot be changed	Linked and converted intakes are intentionally protected to preserve intake history.