

DIMENSIONS

# Feature Focus

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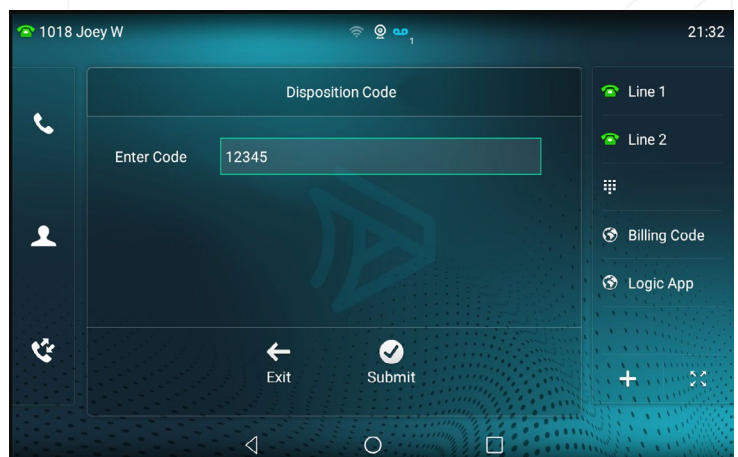
## Unlocking the Power of Dimensions Disposition Codes for the Legal Sector

A Game-Changer for Efficiency  
and Client Service

In today's fast-paced legal environment, legal professionals manage client relationships, case management, and compliance while striving for top-tier service. Even small communication inefficiencies can lead to lost time and missed opportunities. A simple yet powerful solution is the use of disposition and billing codes, helping streamline operations, capture all billable activities, and improve overall efficiency.

Failure to track billing codes for client calls leads to missed revenue opportunities. Without accurate documentation and proper billing code assignment, lawyers risk losing billable hours, which can result in significant financial losses over time. Implementing an efficient tracking system using disposition codes ensures that every client interaction is properly categorized and billed, maximizing revenue.

This approach not only frees up lawyers to focus on delivering exceptional client service but also allows the accounting team to manage billing with precision, ensuring no opportunities are missed. Over time, this process optimizes both legal performance and financial outcomes, improving revenue capture and reducing administrative burdens.





## Disposition Codes: Transforming the Legal Sector



Disposition codes categorize call outcomes, providing a standardized way to summarize conversations. In systems like Dimensions, they streamline workflows, improve tracking, and offer insights into client interactions.

For example, when a lawyer makes an administrative call to the courthouse, the interaction can be accurately assigned to the relevant client account using a disposition code. This ensures all billable activities are captured, enhancing financial management, operational transparency, and revenue accuracy by linking call outcomes to billing codes.

### “So In Closing”

Disposition codes are a game-changer for law firms, helping streamline case management, improve client service, and simplify billing. By using them to track calls and ensure nothing slips through the cracks, firms can capture missed billing opportunities and boost revenue, all while keeping clients happy. It's a smart way to stay efficient and focus on delivering top-notch legal services.



#### Prioritizing Urgent Calls & Enhancing Communication

Disposition codes prioritize urgent calls with tags like “Urgent—Action Required” and trigger follow-ups, while codes like “Left Voicemail” ensure timely communication, reduce miscommunication, and improve client satisfaction.



#### Improved Case Management & Tracking

Using disposition codes to track case-related calls ensures all billable interactions are recorded, capturing missed revenue and maximizing profitability.



#### Compliance & Audit Readiness

Disposition codes help law firms categorize call records, ensuring regulatory compliance and audit readiness by tagging calls like “Confidential Information Shared” or “Discovery Discussion” for easy reference.

