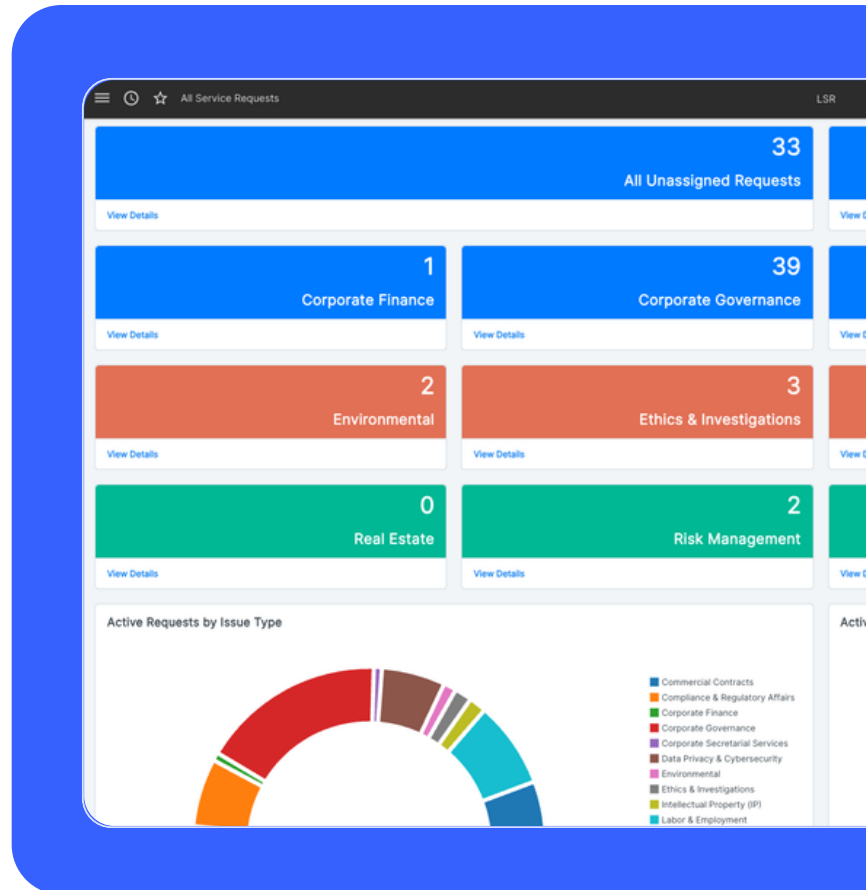


OnitX LSR

A smarter legal front door for faster intake, answers, and triage

Legal teams are under pressure to respond faster, reduce administrative burden, and give the business a clearer path to legal support. But requests often arrive through scattered emails, chat messages, incomplete forms, and informal side channels. The result is delayed work, repeated follow-up, limited visibility, and too much time spent sorting out what the business actually needs.

OnitX Legal Service Requests (LSR) brings structure, intelligence, and control to legal intake. With an AI-guided experience, business users can describe what they need in plain language, get help with common policy and process questions using approved company knowledge, or be guided into a structured request when Legal needs to take action. The result is a better experience for the business and a more efficient intake process for Legal. Business users get clearer next steps. Legal receives better information from the start. Legal Ops gains visibility into submitted requests, AI-completed interactions, ownership, status, and outcomes across the intake lifecycle.



Core Capabilities

Standardized Intake Forms: Ensure every request starts with the right information.

- General Advice
- Employment Issue
- General Contracts/Agreements NDA Request
- IP Request
- Litigation Request Visa/Immigration Request

Dashboards by Role: Give admins, legal, and business users visibility into what matters most.

Request Record: Centralized workspace for tasks, files, comments, and history.

Built-In Collaboration: Tag teammates, upload files, and keep communication in context.

Self-Service Visibility: Business users can track their request status without follow-up emails.

Flexible Form Configuration: Create required and optional questions to collect the right details, use dropdowns for consistency, and include a datepicker to help legal prioritize work.



Why OnitX LSR?

Improve request quality from the start: Capture clearer, more complete information before work reaches Legal, reducing manual follow-up and accelerating triage.

Give the business a better legal experience:

Provide one place to ask questions, submit requests, and track status, so business users know where to go and what happens next.

Help Legal focus on higher-value work: Reduce time spent on repetitive questions, intake cleanup, and status updates so Legal can focus on work that requires judgment and expertise.

Increase visibility into legal demand:

Give Legal a centralized view of submitted requests, AI-completed interactions, transcripts, status, and ownership so teams can better manage intake and follow-up.

Preserve control while improving speed:

Support faster intake and self-service guidance while moving unresolved or higher-risk issues into Legal review.



How OnitX LSR Works

- **Streamline Legal Intake:** Business users submit requests through a simple, standardized portal
- **Triage Requests Quickly:** Auto-routing ensures legal sees the right work at the right time
- **Collaborate in One Workspace:** Share files, comments, and updates without switching tools
- **Track Progress Easily:** Dashboards show what's pending, what's assigned, and what's resolved
- **Reduce Back-and-Forth:** Built-in visibility means fewer emails and faster responses
- **Connect Intake to Spend or Contract Workflows:** For teams using SimpleLegal or ContractWorks, LSR can pass approved requests into those systems to help legal teams manage related invoices or documents in one place

How Legal Teams Use OnitX LSR

Reduce intake cleanup: Guide users through the right questions so Legal receives more complete requests with less manual follow-up.

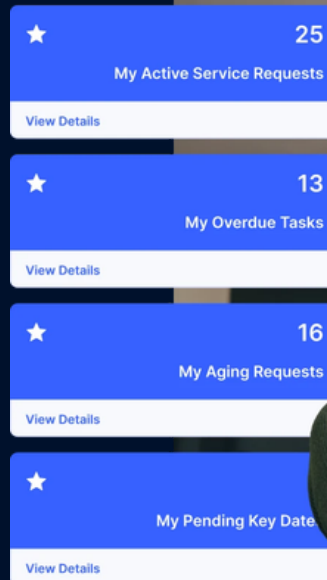
Move the right work into legal triage: When a question cannot be answered from approved knowledge or needs Legal involvement, Unity LSR guides the user into a structured request for the triage team.

Create matters from requests when needed:

Convert an LSR into a matter when the work requires more formal matter management, while preserving the connection between intake and ongoing legal work.

Centralize context and collaboration: Keep comments, status updates, chat history, and request details connected to the request record.

Improve operational visibility: Review submitted requests, AI-completed interactions, transcripts, status, ownership, and supporting context in one centralized system.



Ready to modernize legal intake with Unity LSR?

See Unity LSR in action

