

AI PHONE RECEPTIONIST · LAW FIRMS

Your phone line no longer rings into the void.

It answers day and night, books the appointment, collects the consultation fee, and emails you the message.

A two-partner firm, over one month

Scenario: 35 calls per working day

700 calls received



What becomes of them



Of those 175 calls



An unanswered call is not postponed: it walks into the next firm.

25 %

of the calls to a law firm are never handled

Source ①

80 %

of callers leave no voicemail message

Source ②

62 %

never call back and go to a competitor

Source ③

One call, explained.

The script is yours: you decide the greeting, the menu and the questions.



Optional: a keypad menu

OPTIONAL

"Press 1 for English, 2 for French" — or "1 for Ms Durand, 2 for Mr Levy".



It answers and introduces itself

"Durand & Partners, good evening. **I am the firm's virtual assistant.** Which lawyer would you like to reach?"



"I'll leave a message"



It takes their name, number and request



It reads the number back to be sure



Instant email to the lawyer asked for



"I'd like an appointment"



It takes their name and preferred date



It reads the live calendar, or offers the nearest free slot



Booking link sent by text, during the call



Either way, you get an email

Message or appointment, the lawyer asked for is notified at once, with the name, the number and the request. Nothing stays inside the robot.



You decide everything. The greeting, the menu, the order of the questions, the languages, who receives what: the script is written with you, then tested before going live.

A real call, from start to finish.

A CLIENT CALLS ON A TUESDAY, 9.46 PM

EXAMPLE

THE ROBOT

Durand & Partners, good evening. I am the firm's virtual assistant.
Which lawyer would you like to reach?

Ms Durand, please.

Would you like an appointment, or shall I take a message?

An appointment. Thursday, if possible.

Thursday is fully booked. The nearest slot is Tuesday at 2.30 pm. Does that suit you?

Yes, that's fine.

Noted. I'm texting you the link now: you can pay for the consultation and attach your documents there.

CALL LENGTH: 1 MIN 40 S

Thirty seconds later, each side has what it needs

ON THE CLIENT'S PHONE

Your appointment
dylaw.ai/book

☐ Tuesday 2.30 pm

Consultation 150 €

Pay and confirm

+ Attach my documents

My situation in a few lines...



She pays for the consultation



She attaches her documents



She explains her situation

IN MS DURAND'S INBOX



Appointment request

Received at 9.48 pm

Client	Ms Martin
Phone	06
Lawyer asked for	Ms Durand
Slot	Tuesday 2.30 pm
Consultation	€150 — paid
Attachments	2 documents

Six traps. Six safeguards.

What separates a robot from a demo.



It invents a free slot

It can only quote a time read word for word from your calendar.



It writes down the wrong number

The AI never formats a phone number: our servers do it.



The summary dramatises the call

A filter deletes sentences. No AI ever rewrites one.



The call drops before anything is sent

An "interrupted call" email is sent anyway, time-stamped.



The "delivered" text never arrives

Our routes are proven on a real handset, not on a delivery status.



"Putting you through", then nothing

The transfer is interruption-proof and the destination is verified.

"An API status is not proof."

Every critical path is proven by a real call.

It can also answer on your behalf.



The knowledge base

The questions you get ten times a week, handled without you.

MOST REQUESTED OPTION

When are you open?

Where is the office?

How much is a consultation?

What documents should I bring?

Do you take legal aid?

How do I apply for it?

What is the employment tribunal deadline?

Where is my residence permit up to?

How do I challenge a fine?

Which court handles my case?



The limit is built into the robot. Practical and public-procedure questions, yes. Legal advice, never: those questions become an appointment.

And everything else you can switch on



Multilingual

It switches language for the caller



Keypad menu

"Press 1 for Ms Durand"



Emergency transfer

To an on-call mobile



Fellow-lawyer line

The bar does not wait



Routing by name

Everyone gets their own calls



Appointment reminder

By text, the day before



Calendar sync

Your existing calendar



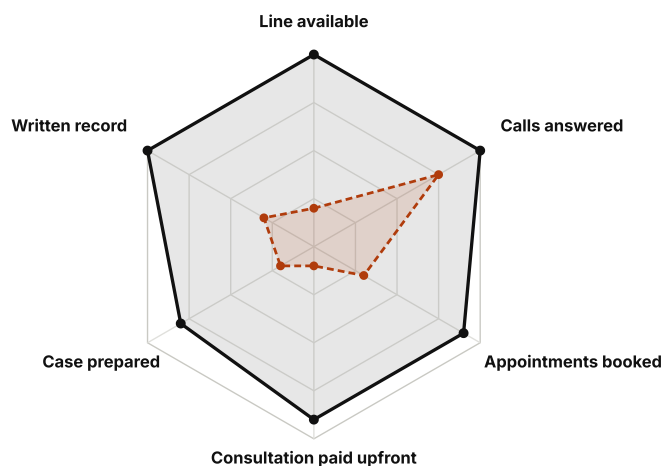
Cold-call filtering

Sales calls stop here



Nothing to build: these options already exist. We switch them on when you decide.

The same firm, before and after.



--- **Before** — reception during office hours

— **After** — the robot on the front line

👁 The two bottom axes are not improvements: they did not exist. Nobody takes payment over the phone.

35 hours a week → 24/7, all year round

Three calls out of four → Every call, on the first ring

A call to return → The appointment is already booked

Fees to chase → Consultation paid in advance

You discover the case on the spot → Documents and notes received first

A sticky note, then nothing → A time-stamped email per call

The real price of a ringing phone.

Who answers, and at what monthly cost

In-house secretary

3 100 – 3 400 €

35 hours a week · gone evenings, weekends and holidays

Outsourced call answering

420 – 550 €

no access to your calendar, takes no payment, collects no documents

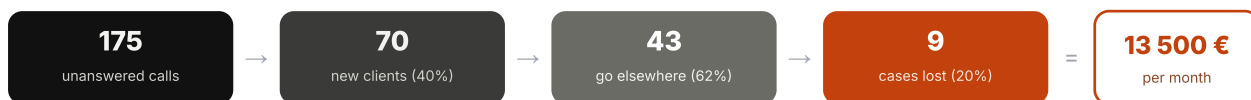
Voicemail

€0 — and 175 calls lost



Dylaw — priced on request. 24 hours a day, 7 days a week. Answers, routes, books, collects payment, passes it on.

And what walks over to the competition



Average fee assumed: €1,500 (Source ⑥)

*Divide it by three if you find that optimistic.
That still leaves €4,500 a month.*

Built for a law firm, not for a call centre.



It never turns a client away

No refusal on grounds of practice area. It accepts, then routes to the right partner.



It respects the specialist title

A title regulated by the Bar: it speaks of *practice areas*, never of specialisation.

Personal data and professional privilege

GDPR



Callers are told in the opening line that they are speaking to a virtual assistant.



Data hosted in the European Union, encrypted.



No call data is used to train any AI model.



The firm remains the data controller, Dylaw the processor (art. 28).



Configurable retention period, deletion on request.



Complete separation between client firms.

SETUP, IN A MATTER OF DAYS



01 — Interview

Your calls, your practice areas, your set-up.



02 — Configuration

Voice, calendar, fees, knowledge base.



03 — Dry run

You call your own robot, we fine-tune it.



04 — Go live

The line switches over. Everything arrives by email.

You keep your number and your calendar. Nothing to install, nothing to learn.

Dylaw does not stop at the phone.



ON THE PHONE

dylaw robot

It answers, routes, books the appointment and takes payment.



DURING THE MEETING

dylaw note

The meeting becomes a written summary, ready to file.



IN THE ROOM

dylaw conference

Every speaker translated and displayed, in your own terminology.

Call it yourself, and judge for yourself.

We set up a robot in your firm's name and you call it. Priced on request.

dylaw

dylaw.ai
contact@dylaw.ai

Sources. ① Appel Entrant, *Missed inbound calls: the real cost*, 2026 — law firm receiving 35 calls a day, 25% never handled. ② Forbes / RingCentral, 2024 — 80% of callers leave no voicemail. ③ BVA Group for Mitel, 2024 — 62% of callers do not call back and turn to a competitor. ④ Median legal secretary salary €2,400 gross (AJFR / Glassdoor, 2026), employer contributions of 30 to 42%, 13th month mandatory (French law-firm collective agreement, IDCC 1000). ⑤ Published 2026 legal call-answering rates: €0.60 to €0.78 per call. ⑥ An uncontested divorce is billed at €1,000 to €2,000 according to published 2025-2026 fee scales. The 40% and 20% rates are scenario assumptions, not figures measured at a client firm.

Legal notice. Marketing document, not contractual; the features described may change. The example firm is a calculation scenario, not a measurement taken at an identified client. Amounts exclude VAT. Dylaw — [legal name, company form, share capital, registration number, registered office, VAT number] · Publication director: [name] · Contact: contact@dylaw.ai · Data protection officer: [DPO contact].