

From a 100-Day Backlog to Under 10 Days.

How Amalga cleared a 100-day legal intake backlog, raised intake completion to 91%+, cut cost per case by 38%, and reduced missed calls to 1% for a U.S. legal services provider.

THE CHALLENGE

100-Day Backlog. Intake Volume Outpacing Capacity. Cases Aging Out.

A U.S. legal services provider was operating with a 100-day intake backlog. New case inquiries were stacking up faster than in-house teams could process them. By the time intake agents reached a claimant, response windows had closed, documentation had gone cold, and potential cases were walking out the door.

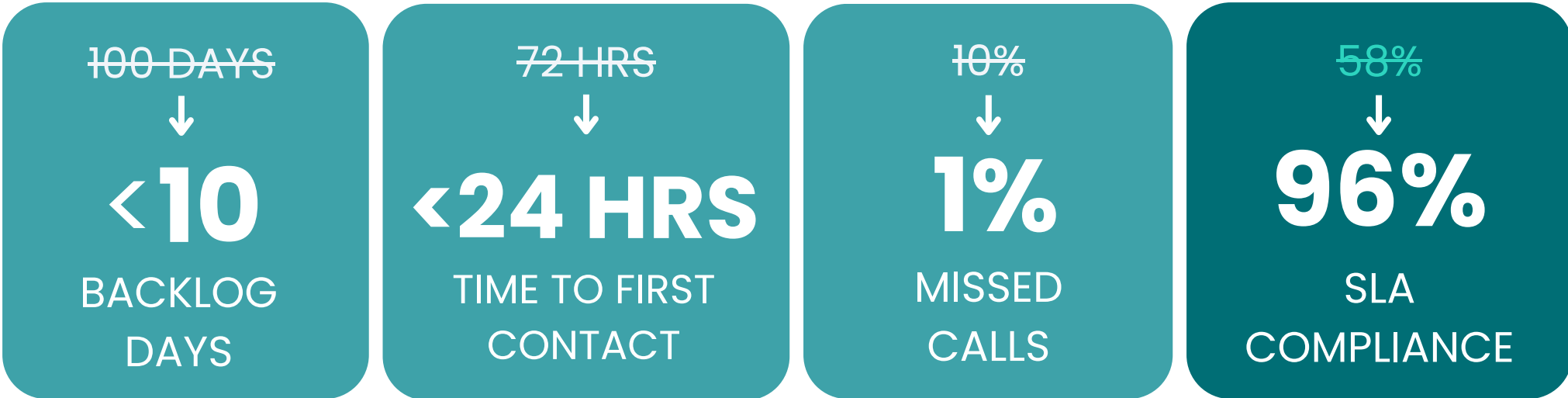
Intake volume had outgrown the team's capacity, and the existing vendor could not scale without introducing agents who lacked the legal domain knowledge and bilingual proficiency the client's caseload required. Quality and throughput were deteriorating at the same time.

THE SOLUTION

A Dedicated Legal Intake Team Built, Trained, And Live In Under Six Weeks

- Deployed a bilingual legal intake team in under six weeks.
- Implemented an AI-assisted routing engine for dynamic case triage.
- Ran a dedicated sprint that cleared a 100-day backlog to under 10 days by Month 3.

THE RESULTS



“These are the strongest results we have ever achieved. Clearing a backlog of this size simply would not have been possible without Amalga's guidance.”
- Operations Lead

“We have seen strong results throughout our partnership. For the first time, we are experiencing consistent performance and a steady reduction in backlog, an improvement that extends beyond the Intake team and is reflected across all departments we outsource.”
- Operations Manager

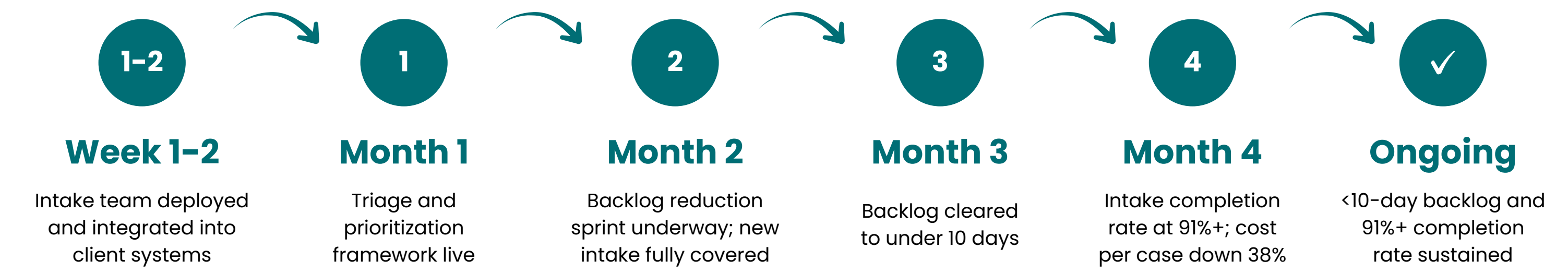
AT A GLANCE

INDUSTRY	Legal Services
PRACTICE AREAS	Personal Injury • Workers' Comp
LOCATION	California, USA
SERVICES	Legal Intake, Case Processing, Bilingual Intake Support
TEAM DEPLOYED	20+ Agents
SERVICE MODEL	Managed Services • BPO
MONITORING	Real-time dashboards • Weekly KPI reviews

KEY TAKEAWAYS

- ✓ 100-day intake backlog cleared to under 10 days in 90 days
- ✓ Intake completion rate raised from ~60% to 91%+
- ✓ Time to first contact SLA cut from 72 to under 24 hrs
- ✓ SLA compliance raised from 58% to 96%
- ✓ Missed call rate reduced from 10% to 1%
- ✓ AI-human routing engine eliminates idle time and mismatched assignments

RESULTS TIMELINE



Ready to See Results Like These?

We'll Audit Your Intake Operation for Free

amalgagroup.com • +1 (214) 233-6438 • info@amalgagroup.com