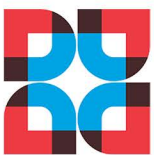


CASE STUDY:

ATTORNEY APPOINTMENT BOOKING AT
MULTIPLE LOCATIONS WITH ADD ON PRODUCTS



KEN BURKE, CPA
CLERK OF THE CIRCUIT COURT
AND COMPTROLLER
PINELLAS COUNTY, FL



SMITH
CONSULTING

949.218.9600
30251 GOLDEN LANTERN STE E187
LAGUNA NIGUEL, CA 92677

ABOUT THE CLIENT: PINELLAS COUNTY CIRCUIT COURT

The Clerk's Self Help Center now offers the public the opportunity to conveniently schedule attorney consultations online. With this new feature, anyone can easily schedule their attorney consultations by visiting the Clerk's website at mypinellasclerk.org. The accomplishments of this program are deeply rooted in the assistance offered to self represented litigants as they face complicated and emotionally taxing legal matters.

"Our Self Help Center has become an invaluable resource for our community and this new online scheduling feature aims to further facilitate the process of helping customers navigating the legal system on their own," stated Ken Burke, Clerk of the Circuit Court and Comptroller. "It is very rewarding to be able to continue enhancing our services offered to the public as they seek help with their legal matters."

Self Help Center

A collaboration designed to offer affordable
legal services to the public

E-COMMERCE OBJECTIVES:



Self-service appointment
booking with multiple
locations



Selling PDF documents as an add-on
product so users can download
necessary items before their appointment



A color-coded calendar
report for admins to
view/change appointments



Customizable availability for
date/times to include lunch
breaks, holidays and more



Allow clerk's to impersonate on-site
customers and schedule appointments
on their behalf from an admin system



On-site payment processing
and cash drawer totalling to
integrate with website




KEN BURKE, CPA
CLERK OF THE CIRCUIT COURT
AND COMPTROLLER
PINELLAS COUNTY, FL

APPOINTMENT BOOKING AT MULTIPLE LOCATIONS, WITH MULTIPLE ATTORNEYS AND SELLING ADD ON PRODUCTS

We were able to take our existing shopping cart and booking functionality, and tailor it specifically to the requirements of the Pinellas County Circuit-Court self-help system for online attorney bookings.

Users are able to log in to the website and book an appointment that suits their needs by date and time, at multiple locations. The client has full control over available date and time blocks, as well as duration of appointments, setting a minimum and maximum value.

Users then select an appointment type, such as eviction, name change, tenant rights, and more. They also have the ability to add on products such as downloadable documents to bring with them to their self-help appointments.



Clearwater Courthouse

Located at:
Clearwater Courthouse
315 Court St., Room 114,
Clearwater, FL 33756

Attorney does not represent litigants in court.
Wednesday, Thursday and Friday appointments.
Open Monday - Friday, 8:30a.m. - 4:30p.m.
Para asistencia en español, llame al Centro de Apoyo Hispánico al (727) 445-9734
Phone: (727) 464-5150
Fax: (727) 453-3423

\$15.00

[Book Now](#)

Booking Calendar

May 2018

Mon	Tue	Wed	Thu	Fri
<p>6:30a St. Petersburg Branch</p>		<p>8:30a St. Petersburg Branch</p> <p>9:30a Clearwater Courthouse</p> <p>10:30a Clearwater Courthouse</p> <p>11a Clearwater Courthouse</p>	<p>8:30a Clearwater Courthouse</p> <p>9a Clearwater Courthouse</p> <p>9:30a Clearwater Courthouse</p> <p>10a Clearwater Courthouse</p>	<p>8:30a St. Petersburg Branch</p> <p>9:30a St. Petersburg Branch</p>
<p>8:45a St. Petersburg Branch</p> <p>10:30a St. Petersburg Branch</p> <p>11a St. Petersburg Branch</p> <p>11:45a St. Petersburg Branch</p> <p>+3 more</p>	<p>8:30a North County Branch</p> <p>9:30a North County Branch</p> <p>10:15a North County Branch</p> <p>10:30a North County Branch</p> <p>11:45a North County Branch</p> <p>+3 more</p>	<p>8:30a Clearwater Courthouse</p> <p>9:30a St. Petersburg Branch</p> <p>9:45a Clearwater Courthouse</p> <p>10:45a Clearwater Courthouse</p> <p>11:45a St. Petersburg Branch</p> <p>+11 more</p>	<p>8:30a Clearwater Courthouse</p> <p>9:30a Clearwater Courthouse</p> <p>10:30a Clearwater Courthouse</p> <p>11a Clearwater Courthouse</p> <p>11:30a Clearwater Courthouse</p> <p>+4 more</p>	<p>8:30a St. Petersburg Branch</p> <p>9:30a St. Petersburg Branch</p> <p>10:15a St. Petersburg Branch</p> <p>11:45a St. Petersburg Branch</p>
	<p>8:45a North County Branch</p> <p>9:45a North County Branch</p> <p>10:30a North County Branch</p> <p>10:45a North County Branch</p> <p>11:45a North County Branch</p>	<p>8:30a Clearwater Courthouse</p> <p>9:30a St. Petersburg Branch</p> <p>11:45a Clearwater Courthouse</p> <p>12:30p Clearwater Courthouse</p>	<p>10a Clearwater Courthouse</p> <p>10:30a Clearwater Courthouse</p>	<p>8:30a Clearwater Courthouse</p> <p>9:30a Clearwater Courthouse</p> <p>10:30a St. Petersburg Branch</p>
<p>5:30a Clearwater Courthouse</p>	<p>8:30a North County Branch</p> <p>9:45a North County Branch</p> <p>10:30a North County Branch</p> <p>10:45a North County Branch</p> <p>+3 more</p>	<p>10:30a Clearwater Courthouse</p> <p>11:45a Clearwater Courthouse</p>	<p>9a Clearwater Courthouse</p>	<p>8:30a Clearwater Courthouse</p> <p>9:45a Clearwater Courthouse</p> <p>10:15a Clearwater Courthouse</p> <p>10:45a Clearwater Courthouse</p> <p>11a Clearwater Courthouse</p>
<p>1:30p North County Branch</p>	<p>8:30a North County Branch</p> <p>9:30a St. Petersburg Branch</p> <p>9a North County Branch</p> <p>10:15a North County Branch</p> <p>11:30a North County Branch</p> <p>11:45a North County Branch</p>	<p>8:30a Clearwater Courthouse</p> <p>9:45a Clearwater Courthouse</p> <p>10:45a Clearwater Courthouse</p> <p>11:45a Clearwater Courthouse</p>		<p>8:30a Clearwater Courthouse</p> <p>9:30a St. Petersburg Branch</p>
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We can customize this solution to fit the needs of any business that needs an appointment booking system.

