

Client Conflict Search

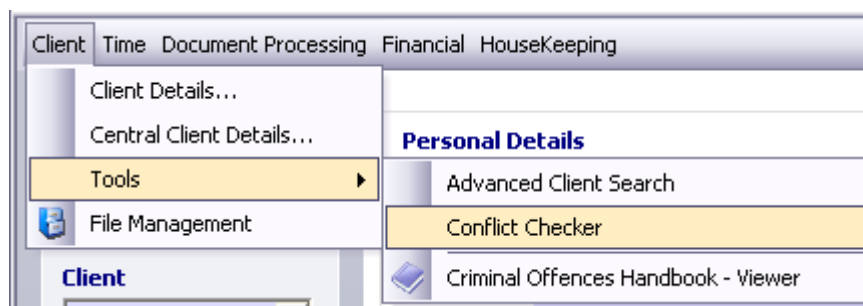
iLaw Case Management

The Client Conflict Checker lets you raise flags against clients, witnesses and anyone else connected to a file past or present. A recorded conflict, together with a reason and current status can be marked on all of the files potentially affected. The warning appears on the Main view of Client Details so that no-one can miss it.

In order to record conflicts against witnesses or other non clients you will also need to have the Case Personnel additional pack activated in iLaw CK. The Case Personnel screen allows you to enter the address details of personnel such as Courts, Experts or witnesses attached to the case for use in letters in the document processing screen. The Case Personnel pack is further assisted by the Non Client Address Book pack which is a screen for all non –clients to be entered and stored globally for being assigned to client files and also for use in letters and documents in the document processing screen.

Recording Conflicts against other clients.

1. Click on Client-Tools-Conflict Checker.




When the screen opens you will see there are three separate parts to the screen.

- Forename and Surname Search Tool
- Possible Conflicts Found
- Record Conflict

2. You will need to determine the client you will record conflicts against. The client will be selected at the bottom of the screen in the **Record Conflict** section. Before selecting the client you need to find personnel entered in iLaw that you intend to record a conflict flag with. Enter a forename, surname or both as the basis for your search then click on the **Search** button.

Surname

Begins with
 Contains
 Exact match

 Search

3. The results of the search will show in the **Possible Conflicts Found** section. The **Role** column shows whether the possible conflict is with another client or with a non-client entered in Case Personnel. The file status column shows whether the case is *Live* or *Closed*.

Click on the **Flag** column for the Personnel who will have a conflict recorded. As you do this you will see the file name, client and role show in the **Record Conflict** section.

Possible Conflicts Found

File Reference	File Type	Matter	Role	Forename	Surname	File Status	Flag
SMI001	Crime	Assault	Client	Bobby	Smith	Live	<input type="checkbox"/>
SMI001	Crime	Assault	Witness - Prose	Betty	Smith	Live	<input checked="" type="checkbox"/>
SMI002	Crime	Assault	Client	Dave	Smith - Davey	Live	<input checked="" type="checkbox"/>

4. Select the client file and client in which conflicts are to be recorded against in the **Record Conflict** section. You can add your own text here if you want to.

Record Conflict

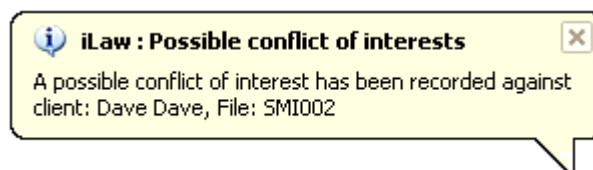
Please choose the client file this conflict relates to.

File Reference:
File: SMI002, Name: Dave Smith - Davey, Role: Client
File: SMI001, Name: Betty Smith, Role: Witness - Prosecution


Client Name:

Viewing Conflicts of Interest

When you click on **Record Conflict** the conflict of interest will be noted on each file involved. A notification will show for each iLaw user when they next log in.



Warning text shows on each client file included in the conflict.

 **WARNING:** A possible conflict of interest has been recorded for this file -- click here for more details

Any extra details you have typed will be displayed in the Viewing Conflict Details window when you click on the text.

