

CASE STUDY

Troy King Law Firm





How Troy King Law Firm Leverages Automation in Qualia to Generate Custom Documents in Seconds

HQ | Marietta, Georgia
Founded | 2014
Industry | Title Services
Website | troykinglawfirm.com

About

Troy King started his company, Troy King Law Firm, in 2014 in Marietta, Georgia. Troy made the switch to Qualia this past year because he wanted a closing software that would increase his team's efficiency, giving them more time to focus on their customers.

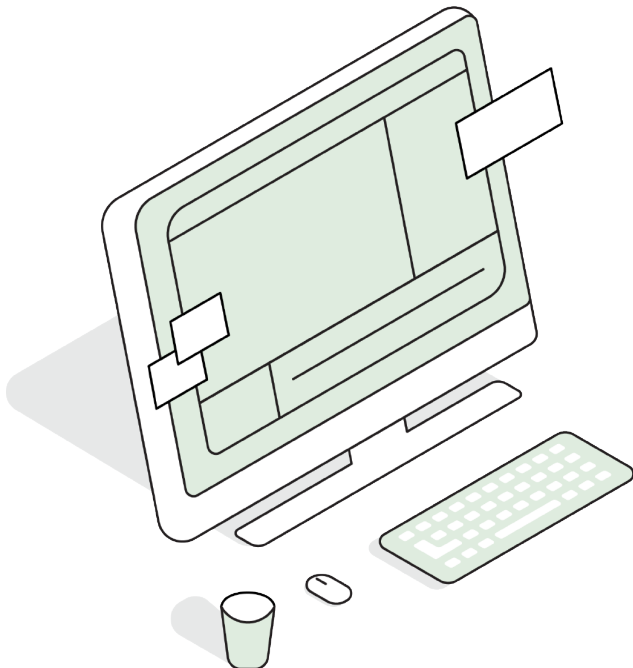
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Qualia has elevated my firm and allows us to give better service to our clients. Everything that we offer is because of the Qualia Platform.

– Troy King, Founder of Troy King Law Firm

Challenge

Before switching to Qualia, document generation was labor-intensive for Troy and his team. Anytime someone needed to generate a document for a closing, they would need to manually enter the file number, the borrower and sellers' names, the legal description, and the signature block. This initial task could consume up to 10 minutes for each file.



“ My previous software had so many limitations that I didn’t realize at the time. I’d have to open the deed template and manually enter the information for the file. With Qualia, everything pulls in automatically and the deed is ready in seconds.”

– Troy King, Founder of Troy King Law Firm



Solution

Custom document creation in Qualia is quick and easy. Documents can be created through the Admin section of Qualia and Smart Tags will pull information directly from the order into the document, minimizing time spent re-keying.

Qualia provides many avenues for users to learn how to create custom documents. Such as:

- Qualia University- Qualia's online, self-paced training program.
- Qualia Knowledge Base- 24/7 access to hundreds of step-by-step guides.
- Qualia Customer Support- Trained industry experts available by phone or email.

Troy learned how to create custom documents by using the Qualia resources mentioned above. Within 30 minutes, Troy had created custom documents and was able to start using them for his files.



“Qualia gives me time back into my day to focus on my customers and their experience.”

Results

Troy is now able to generate customized documents in seconds, rather than the 10 minutes it took in his previous software. With the time saved in document generation, Troy and his team are able to focus on their customers' experience.



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Contact us at qualia.com/demo

