

## With Smokeball, a family law firm **grows 200% without sacrificing client care.**

**Diana Cupps Law** is dedicated to supporting clients through life's most difficult moments. When Office Manager Troy Cupps discovered **Smokeball**, he instantly recognized its value. The firm gained full transparency into every case—allowing staff to reinvest time and energy into delivering exceptional client service.

### **A Night-and-Day Difference in Legal Software**

Before Smokeball, the firm was stuck in a year-long contract with a clunky, underwhelming platform. At a legal conference, Troy saw Smokeball for the first time. "I fell in love. We're not impulse buyers—but I immediately saw Smokeball's value. It was night and day from the software we were using," he says.

Even while still paying for their old system, Diana and Troy made the switch. "We couldn't wait. It was the best thing we ever did," Troy adds.

### **Smokeball Promised—and Delivered**

"Salespeople promise the world. But everything Smokeball promised was true," remembers Troy. He was thrilled that Smokeball delivered exactly what was promised:

- Easy set-up and data conversion
- Personalized onboarding and expert training
- Seamless integrations with Microsoft Office and RingCentral
- Smart document automation
- Automatic time tracking for every matter



**"Signing up for Smokeball is the best thing we ever did."**

Troy Cupps, Office Manager, Diana Cupps Law

## Priceless Functionality

Smokeball's tight integration with [RingCentral](#) and Microsoft Office transformed daily operations. "In Smokeball, every call is captured accurately with no duplicates," says Troy. "And with the Office integration, staff have a full view of every case. I can go into a matter, click on an email or document, and—even if I didn't write it—see what was said. This is invaluable for a family law firm like us," he says. This visibility enables any staff member to pick up a client call and respond with confidence.

Smokeball's [automatic time tracking](#) accurately captures billable time that used to fall through the cracks. This allows previously forgotten 10- and 15-minute chunks to be recorded, adding up to significant billable hours.

## 200% Growth Without Extra Hires

Since adopting Smokeball, Diana Cupps Law has grown more than 200%, moved to a larger space, and hired several additional staff. "That growth wouldn't have been possible without Smokeball," Troy says.

Most importantly, growth hasn't come at the expense of client care. "We love Smokeball. We use it every day. The features are a joy, and we want to be users for life," says Troy.

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Smokeball.

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