

# The state of AI in legal communications



**RingCentral**



**Over the past few years, it's become clear that AI has arrived and, while perhaps more slowly than other industries, is already playing an active role in transforming the legal industry in different ways.**

One key area of impact is in communications—both internal and client-facing. But while staying ahead of these trends is critical, it's not enough to simply keep pace with AI advancements. Leaders must focus on making AI real and meaningful by implementing practical, value-driven solutions that directly address their unique challenges and while improving client experiences and driving practice growth.

Discover how AI is transforming legal communications in this eBook, featuring insights from [The State of AI in Business Communications report](#) by RingCentral, with a focused analysis of responses from the legal sector. Explore key themes, including AI adoption and integration, return on investment (ROI), emerging investment trends, advancements in fraud prevention and security, and forward-looking predictions from industry leaders shaping the future of legal communications.

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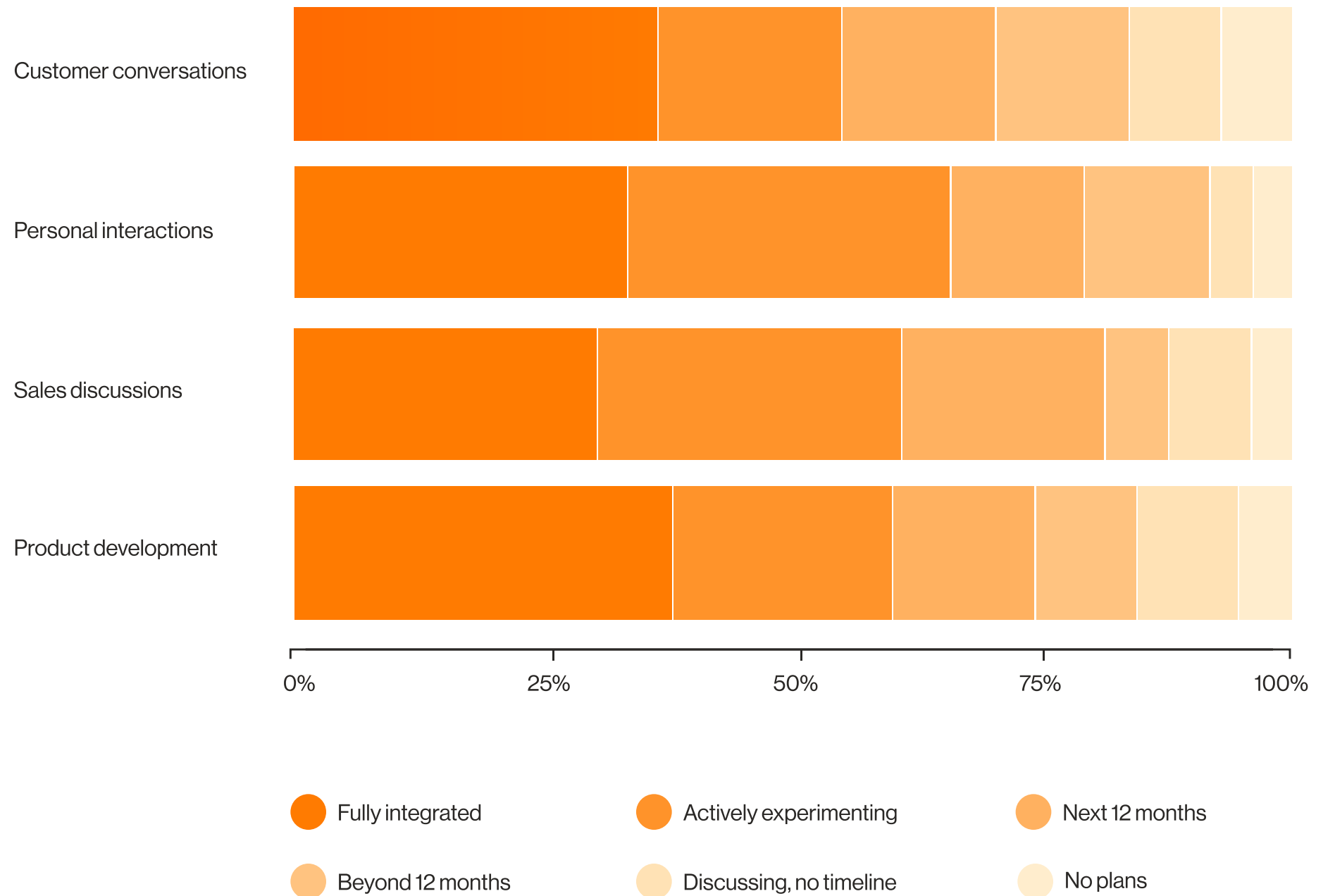
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# Law firms lagging other industries in adopting AI

One of the most striking findings is that, perhaps understandably, law firms are the furthest behind in adopting AI across almost all use cases.<sup>1</sup> This gap is most pronounced in a customer service context, with 16.67% of respondents saying their firms have no timeline or no plan at all to integrate AI into client conversations—compared to 2.55% in financial services, 6.55% in retail, and 8.33% in healthcare.

Though the legal industry is not an AI adoption leader for other use cases such as product development feedback and sales discussions, the disparity is not quite as acute, suggesting that the liability risks that come with servicing clients remain top of mind when integrating AI into daily work.

To what extent, if at all, has AI been integrated in the following contexts at your company?



## Almost two out of five law firms unprepared for AI fraud

The rise of AI brings new security concerns, with the rising potential for AI-generated voice or video fraud. Almost 38% of decision makers report that their law firm has not implemented any measures to detect or prevent AI-generated voice or video fraud.

At the same time, respondents are also least likely to have high confidence in their ability to detect AI fraud. Only 34.85% are “very confident” in their ability to distinguish between real and AI-generated voice or video content compared to other industries surveyed, which range from 45 to 48%.

**Has your company implemented any measures to detect or prevent AI-generated voice or video fraud?**

**62.12%**

Yes

**37.88%**

No

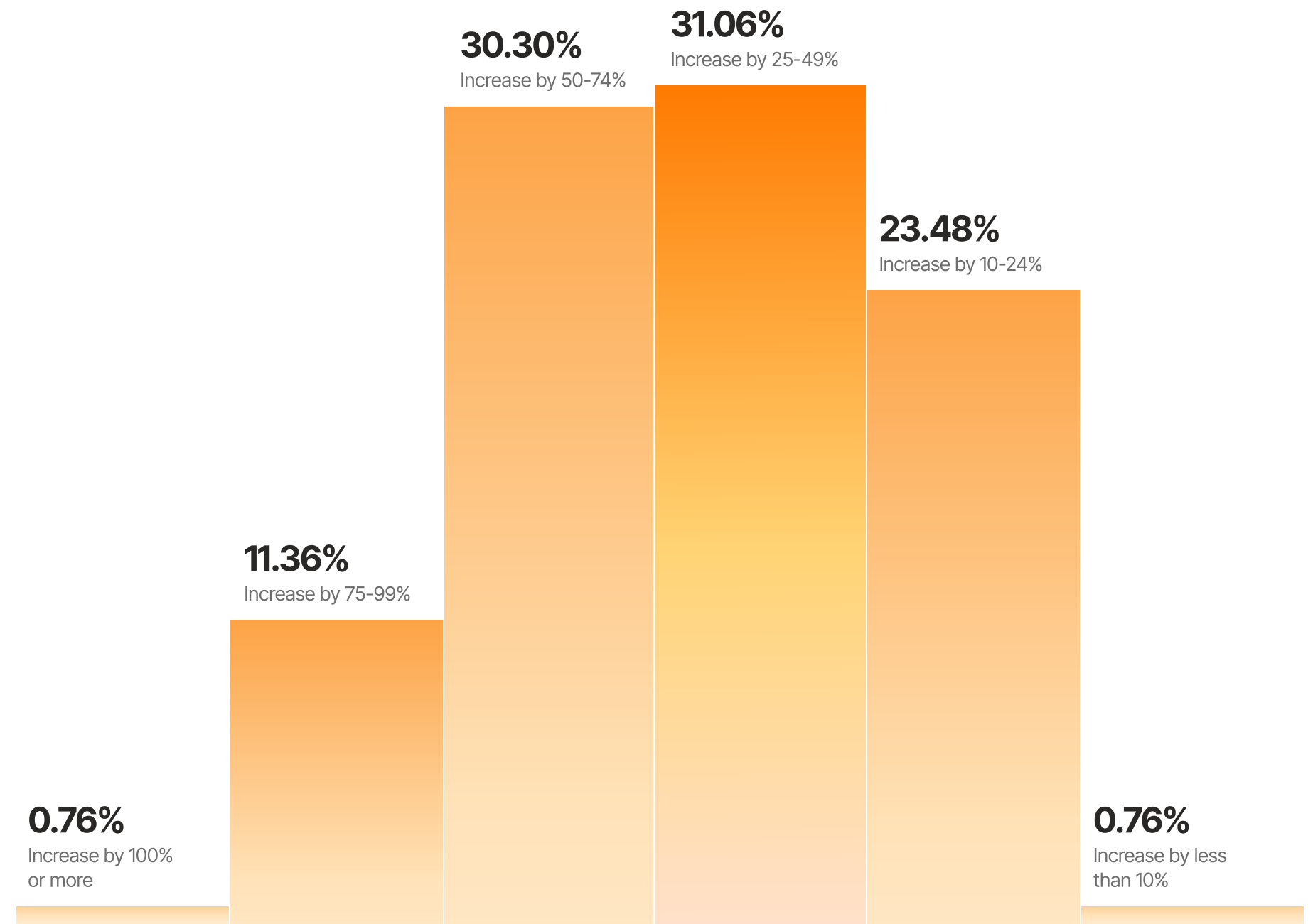


# Skyrocketing AI investment: Almost all leaders expect AI spending to grow

The vast majority (97.73%<sup>2</sup>) of respondents expect their company's investment in AI tools to grow over the next three to five years, signaling a widespread recognition of AI's transformative potential.

The findings indicate a clear trend toward significant growth in AI spend, with only 2.27% of respondents expecting no change at all and none expecting spend to decrease. Even in relatively conservative industries such as law, investing in AI tools is not just an option anymore—it's a strategic necessity for businesses that want to stay ahead.

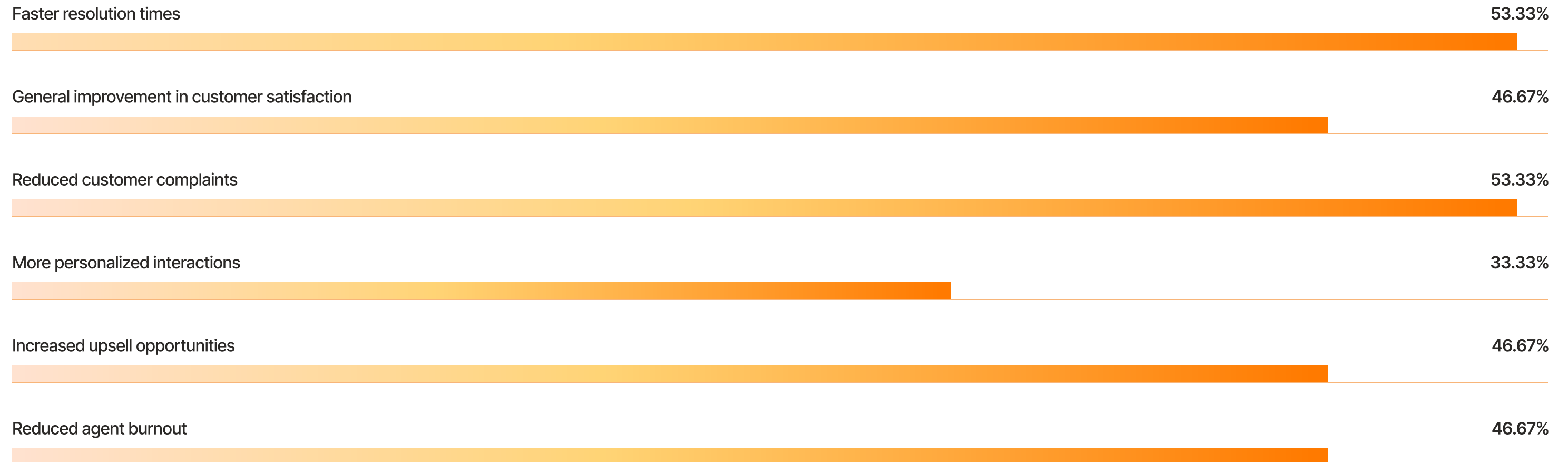
By how much, if at all, do you expect your company's investment in AI tools to grow over the next 3-5 years?



# The unanimous impact of AI voice analysis

AI's impact extends beyond automation—it significantly enhances the quality of interactions with clients and prospects. In fact, despite the legal sector's wariness of AI, every respondent reported that their firm experiences at least one benefit from using AI to analyze conversational data

What benefits, if any, has your company experienced by using AI to analyze phone calls, customer conversations, or voice recordings? (Select all that apply)



## Potential business impact of not using AI

Leaders also identified several significant impacts their firms would face from not using AI technologies, with increased labor costs (40.15%) and reduced competitive advantage (37.12%) emerging as the primary concerns.

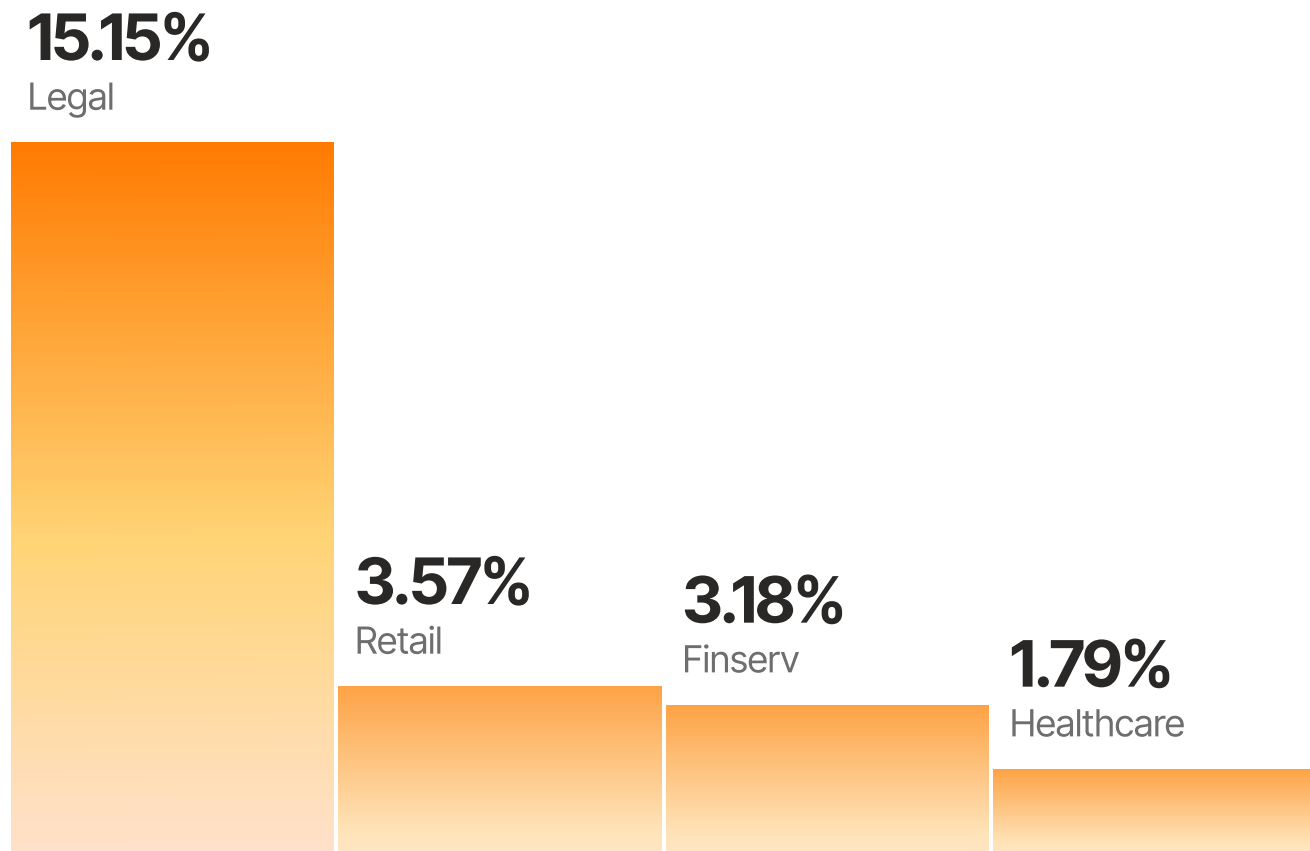




# Where AI pessimism and reality diverge

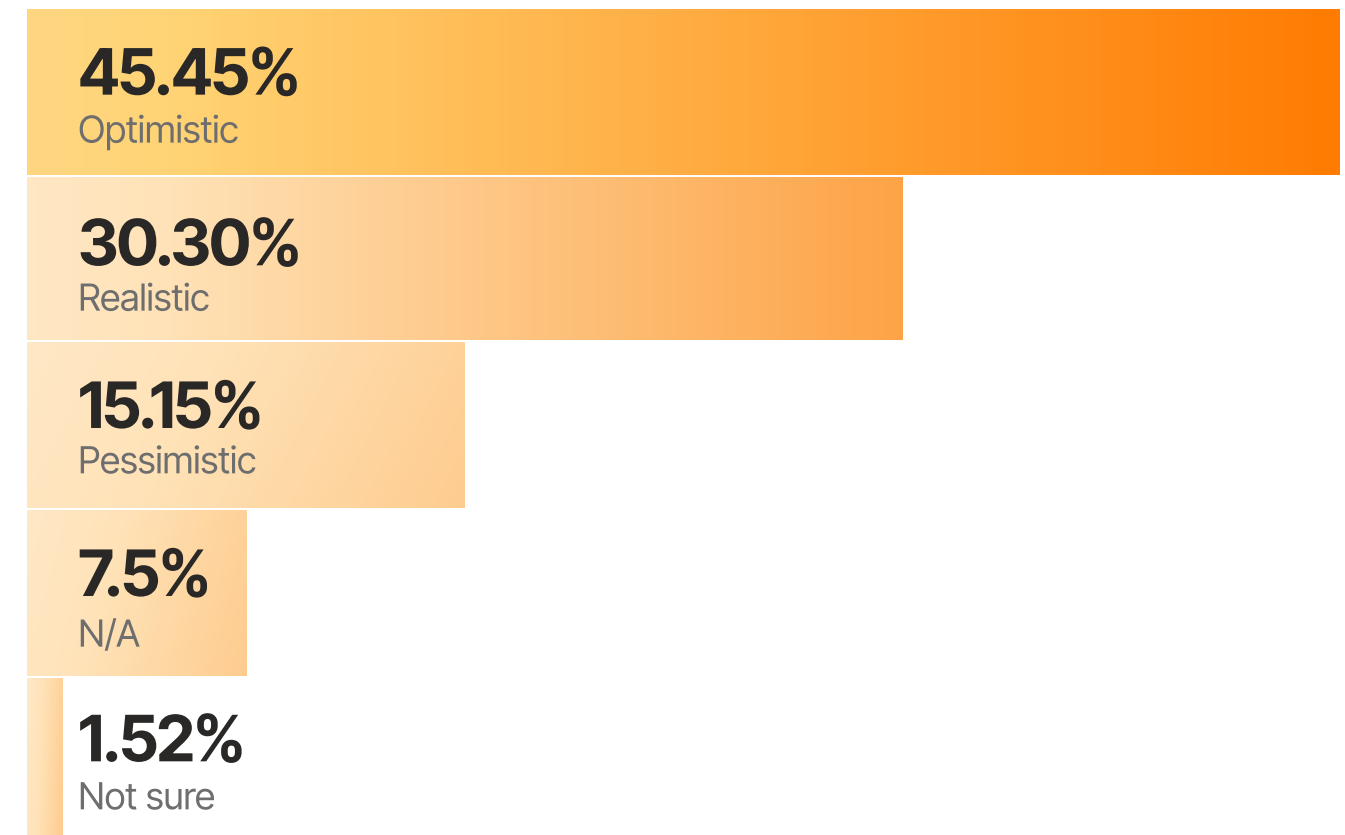
The legal sector is the only one where the majority of respondents are not optimistic about AI's impact on their teams' work, with 15.15% expressing skepticism—almost 12% higher than the next most pessimistic industry, retail.

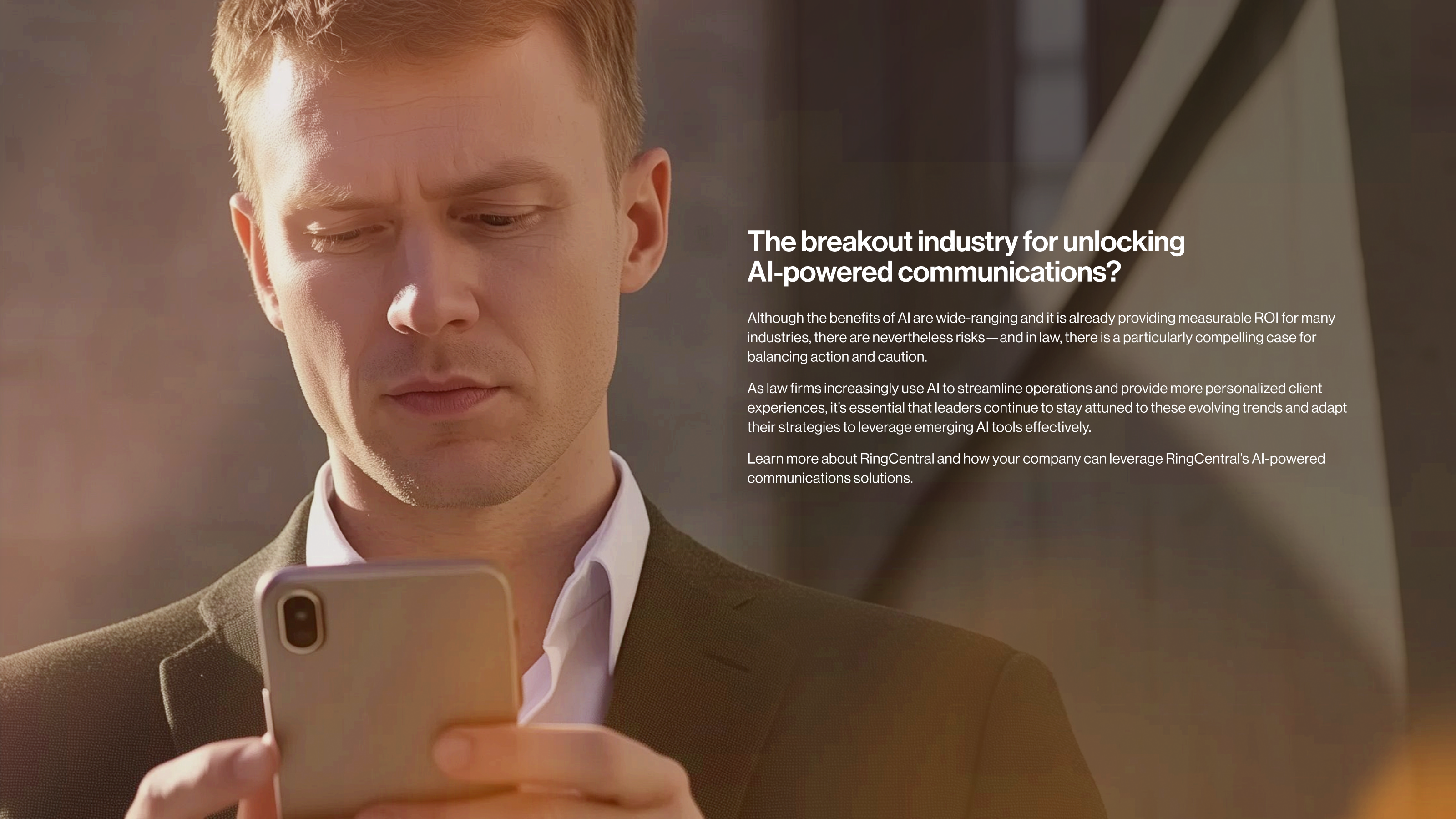
## AI pessimism by industry



In spite of respondents' skepticism about AI's impact, it's worth noting that the broader data reflects a different reality. Anticipated growth in AI investment is largely consistent with other industries, and there is a clear awareness of the risk of not adopting AI tools. Though lagging in current adoption progress, the legal sector may provide important learnings in the future for how to take a pragmatic approach to adopting AI in business communications.

## Are you optimistic, realistic, neutral, or skeptical of AI's impact on your team's work?





## The breakout industry for unlocking AI-powered communications?

Although the benefits of AI are wide-ranging and it is already providing measurable ROI for many industries, there are nevertheless risks—and in law, there is a particularly compelling case for balancing action and caution.

As law firms increasingly use AI to streamline operations and provide more personalized client experiences, it's essential that leaders continue to stay attuned to these evolving trends and adapt their strategies to leverage emerging AI tools effectively.

Learn more about [RingCentral](#) and how your company can leverage RingCentral's AI-powered communications solutions.



# About RingCentral

RingCentral is a leading provider of trusted AI communications, contact center, sales intelligence, video, and hybrid event solutions. RingCentral empowers businesses with conversation intelligence and unlocks rich customer and employee interactions to provide insights and improved business outcomes. With decades of expertise in reliable and secure cloud communications, RingCentral has earned the trust of hundreds of thousands of customers and millions of users worldwide.

For more information, please contact a sales representative.  
Visit [ringcentral.com](https://ringcentral.com) or call **855-774-2510**.

## Methodology

The research is a subset of data that was conducted by Censuswide, among a sample of **125 18+ US DMs at middle management+ level working in the legal industry**. The data was collected between 09/26/2024 - 10/03/2024. Censuswide abides by and employs members of the Market Research Society and follows the MRS code of conduct and ESOMAR principles. Censuswide is also a member of the British Polling Council.

1. “We are discussing AI but have no timeline for implementation” and “We have no plans for AI use in this area” responses combined.
2. “Yes, we have a clear plan” and “Yes, but we don’t have a clear plan yet” responses combined.
3. The inverse of “I don’t think it would be impacted in any way” responses.



# RingCentral Trends 2025

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