

Flank*

Live webinar

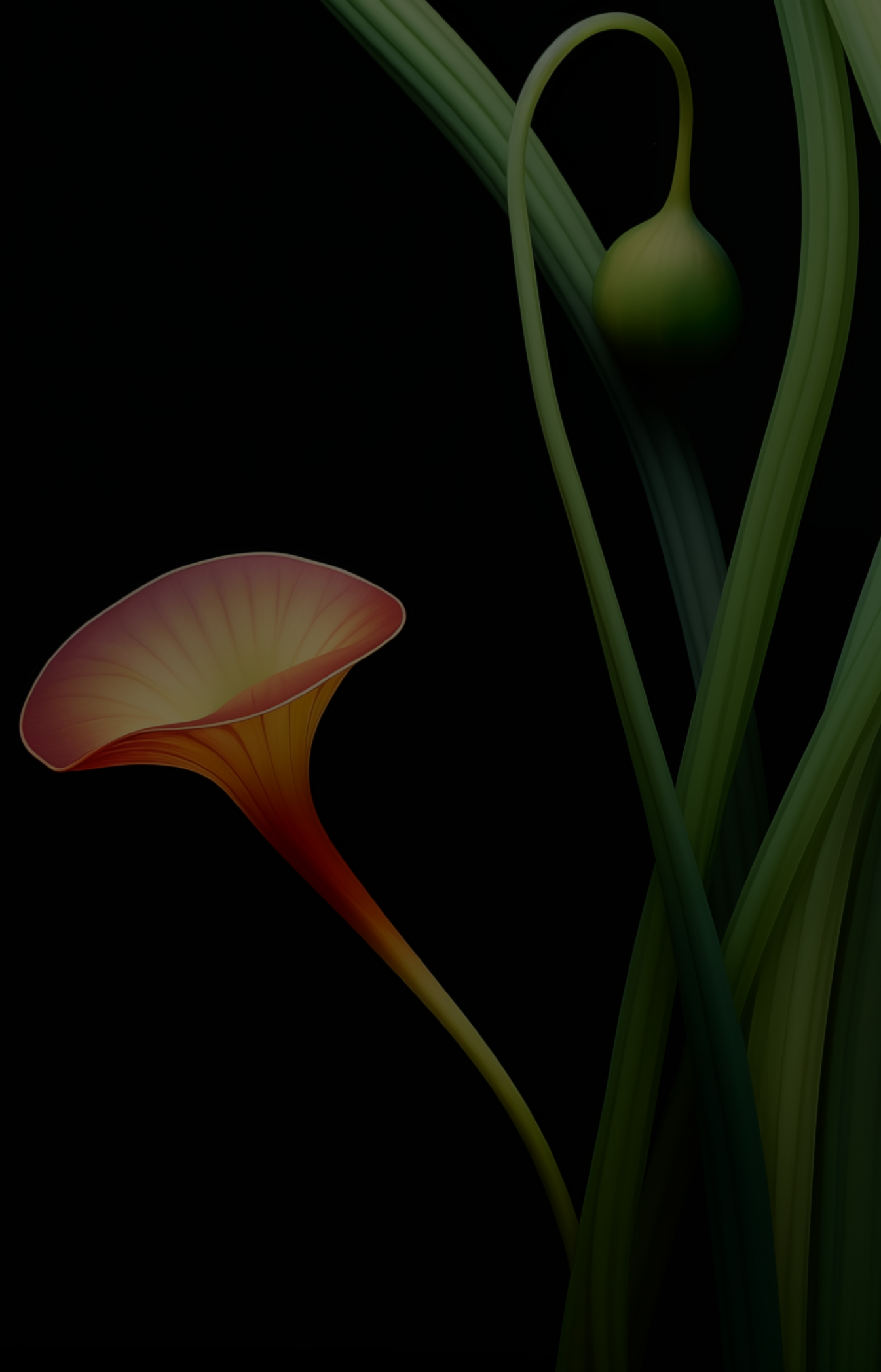
How to build a legal agent

ft. Claude Cowork

Wed 8 July 2026



Paul Lacey · VP Product · paul@flank.ai



Today's speakers

Speakers.



Jake Jones

COO & Co-founder



Paul Lacey

VP Product



Lorna Khemraz

Lead Counsel & Legal AI Alignment



Today

What we'll cover.

Part 1

Agentic systems.

The reality of adoption, showing an agent in production

The four moving parts of Claude Cowork

How Flank build a shared brain for its team

Where Cowork's limit sits, and why

Part 2

The Flank method.

Fixing the system, not the individual

Domain agents that own whole workflows

Why supervision, not accuracy, is the product

Then

Panel & your questions.

How do teams get comfortable with handing work to an agent?

Where does the review burden actually fall first?

When one person's agent becomes the team's system?



Fix the system, not the individual.

AI adoption has gone individual, heads-down and burning tokens. The gains that actually matter are systemic. So the question is not which lawyer adopts a tool. It is how the system changes.

Systemic gains barely show, except at the smallest companies.



An agentic system, a shared brain.

A tour of Claude Cowork, then a scalable agentic system on screen: instructions, skill, schedule. It runs on its own, and everything it learns feeds one shared intelligence.

What you want is an agentic service, not a tool.



Cowork is four things.

01

Connectors

What you plug it into. That's where the context comes from.

02

Skills

Single prompts describing how you want a thing done.

03

Tasks

A request that runs one or more skills. Can run on a schedule, unattended.

04

Projects

An umbrella where tasks share context and memory.

That's it. Everything you'll see live is these four things, [composed](#).



A task is one piece of work.

Task

shown live in Cowork

Instructions

Working material

template.docxplaybook.md/inbound

Skills it draws on

review-ndaextract-terms

It's the actual run.

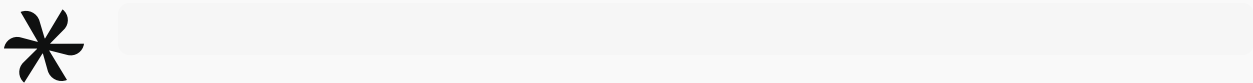
One task, one set of finished work.

Your instructions, plus skills.

You say what you want; skills carry the detailed how-to.

Output where you already look.

You review the work, not the process.



The skill is the method. The task is scheduled.

The skill [the method a task runs](#)

`skill.md` written once, improved every run

[# What this skill does](#)

One job, stated narrowly.

[# How to do it](#)

The steps, in order. House positions.

[# When to stop and escalate](#)

The exceptions that go to a human.

The task [runs skills, on a schedule](#)

Contains

One or more skills, run in order.

Scheduled

Runs each morning, unattended.

[Your part](#)

Finished work, waiting for review.



Some work outgrows the tool.

Where it earns its keep

Real tasks, end to end. Not toy demos.

Set up in an afternoon, by the person who owns the work.

Where the line sits

Work that is materially complex: many hands, long chains, real stakes.

Work you don't want the team touching directly.

A different class of work.

This isn't a limit of the tool. It's a [different class of work](#) that needs a service behind it, not just software you open.



The Flank method.

The same idea at system level, across a whole legal team. Shared intelligence, agents that maintain it, and workflows they own end to end.

Trust is about supervision, not an accuracy percentage.

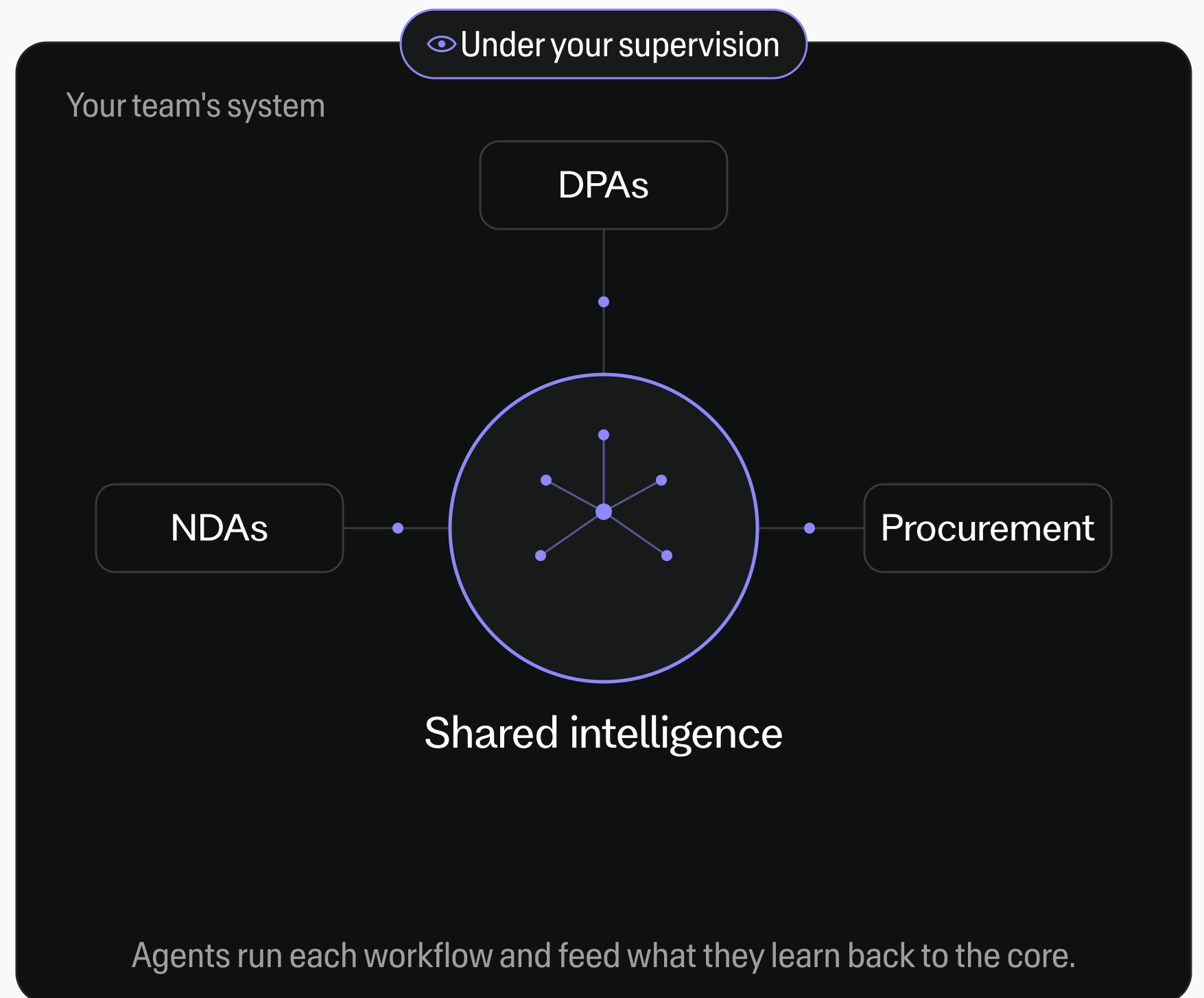


Domain agents own whole workflows.

One shared intelligence. The team's knowledge in one place, not in heads.

Agents maintain it. Every run keeps it current.

Whole workflows, owned. NDAs, DPAs, procurement, end to end, under your supervision.



This is what it looks like.

Flank*

+ New session

Search

Inbox

Intelligence

Repository

Customize

Intelligence

DashboardPlaybookOperationsOpportunities

30 days90 daysYTDExportAsk Flank

Preview as

With agentsFront door only

Of 118 inbound, 16 filtered as noise. 49 (49%) handled end-to-end by agents — median resolution 6m, p90 1.6h. 52 routed to humans where closed-loop visibility ends at first response. £26.8k of internal-lawyer time displaced this window (≈ 107h at the blended rate).

REQUEST FLOW · 90 DAYS

118 inbound

Filtered1614%noise, newsletters

Agent4942%46 auto3 supervised6m median · p90 1.6h

Human5244%35 internal12 external5 DC20h median TTFR · resolution invisible

Unrouted11%no rule matched

Demand by use case

Click a row to see who handles it, where the bottlenecks are, and which clauses are driving cycle time.

USE CASE	HANDLER MIX	MEDIAN RES.	P90	STATUS
Policy 26 matters	auto 16internal 10	5m	6m	Bottleneck
Franchise agreement 21 matters	auto 20supervised 1	29m	1.6h	

Lumen Logistics — Mutual NDA.docx · Westhaven Enterprise NDA Playbook

Comments3Saved

100%Heading 1BILU

ReviewingDownload

Playbook checks 10Flank flags 3

Mutual Non-Disclosure Agreement

This Mutual Non-Disclosure Agreement (this “Agreement”) is made and entered into on the Effective Date by and between:

Berlin Enterprise GmbH, a company incorporated under the laws of Germany with registered office at 123 Main Street, 12345 Anytown, Germany (“Berlin Enterprise”); and

Lumen Logistics SE, a European company with registered office at 88 Quayside Strasse, 20457 Hamburg, Germany (“Lumen”).

Each a “Party” and together the “Parties”. Each Party may act as the Disclosing Party or the Receiving Party under this Agreement.

Recitals

(A) The Parties wish to explore a potential commercial relationship and, in connection with that exploration, each Party may disclose to the other certain confidential and proprietary information.

(B) The Parties wish to record the terms on which such information is disclosed and the obligations of confidentiality that apply to it.

NOW THEREFORE, the Parties agree as follows:

1. Definitions

1.1 “Disclosing Party” means the Party disclosing Confidential Information, and “Receiving Party” means the Party receiving it.

1.2 “Confidential Information” means any information disclosed by one party to the other that is

Confidential Information — Marking

Marking-independent definitionNon-compliant

Return or Deletion of Information> 1 auto-confirmed

Return/deletion timing windowCompliant w/ fallback

Professional adviser retention carve-outNon-compliant

Confidentiality Term

Duration of confidentiality obligationsNon-compliant

Trade secret perpetual protectionCompliant

Purpose and Use of Information

Purpose tied to a defined opportunityNon-compliant

Governing Law

Governing law and jurisdictionNon-compliant

Counterparty Policies

No counterparty policy incorporationCompliant

Indemnities

No indemnities at the NDA stageCompliant

Apply all (10)

Inbox

Search...Ask Flank

TypeChannelStatus

TODAY

Ironclad

10m ago

Review

Catherine

Salesforce

10m ago

Review

Charlotte

MS Teams

25m ago

Review

Daniel Par

EMAIL MAILBOXES

30m ago

Review

Devin Bro

legal@northwind.com

35m ago

Route

Marcus R

policy@northwind.com

40m ago

Review

Daniel Par

franchise-legal@northwind.com

50m ago

Reply

Maria Sokolova

procurement@northwind.com

1h ago

Route

Hannah Gold

commercial-legal@northwind...

2h ago

Unusual es

hr-legal@northwind.com

50m ago

Reply

Talent part

contracts@globalhospitality.com

1h ago

Route

New franc

2h ago

Quick che

Select a request



Supervision is the product.

Trust is about supervision, not an accuracy percentage. Lawyers check the finished work. Everything else runs without them.

01

You review outcomes

Finished work lands in your queue. You check the output, not the process.

02

Exceptions escalate

The agent stops exactly where you told it to stop, and hands back to a person.

03

The burden falls

Review drops along the curve from earlier.

The review surface is what lets the lawyer take responsibility: own the output without redoing the work.

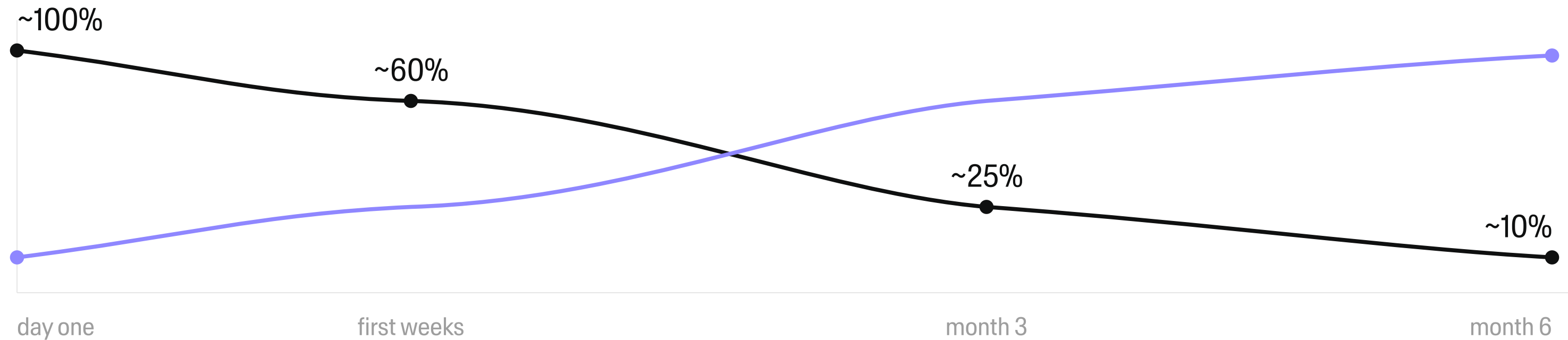


Review burden falls as the agent learns.

On day one you review everything. The agent is new, like a junior. Then the burden falls.

— Work you still review — Agent autonomy

Illustrative pattern



PART 2 · TAKE IT WITH YOU

The Flank method, as a white paper.

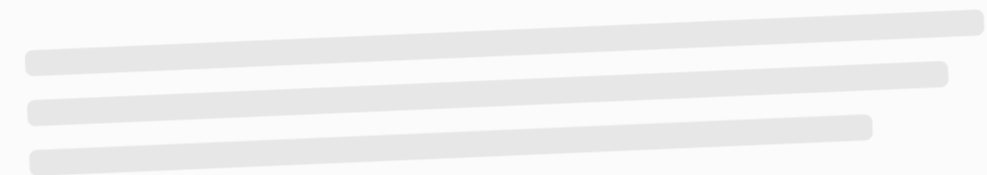
The full argument, with practical examples and further product insights. Released soon.

Watch insights.flank.ai >>

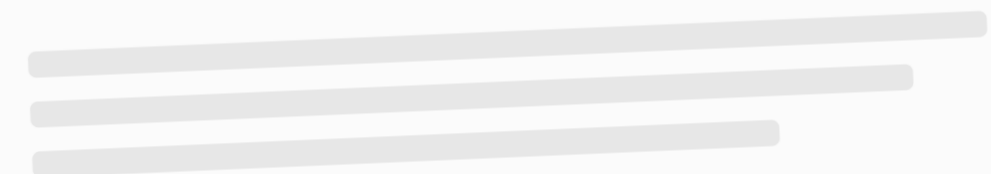
WHITE PAPER · 2026

The Flank method

One shared intelligence



Supervision as the product



flank.ai · 2026



01

How do teams get comfortable with handing work to an agent?

02

Where does the review burden actually fall first?

03

When does one person's agent become the team's system?



Q&A

Thank you. Questions?

Want to see a working legal agent on your own workflows? Take the next step with us.

Book a demo

See a working agent on your own workflows.

Flank workshops

Different angles depending on what your team needs.

