

Chatbots

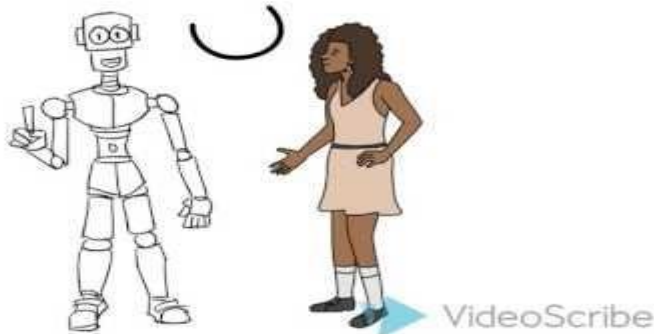


Chatbot - definition

- A **chatbot** is a computer program which conducts a conversation via auditory or textual methods.
- Such programs are often designed to convincingly simulate how a human would behave as a conversational partner, thereby passing the Turing test.
- There are two main types of chatbots, one functions based on a set of rules, and the other more advanced version uses artificial intelligence (AI)
- A chatbot that uses artificial intelligence, understands language, not just commands, and continuously gets smarter as it learns from conversations it has with people
- Examples of consumer oriented chatbots:
 - Siri, Cortana, Google Assistant, Facebook Messenger, Slack, SMS / Text Messages

What is a Chatbot

What is a Chatbot



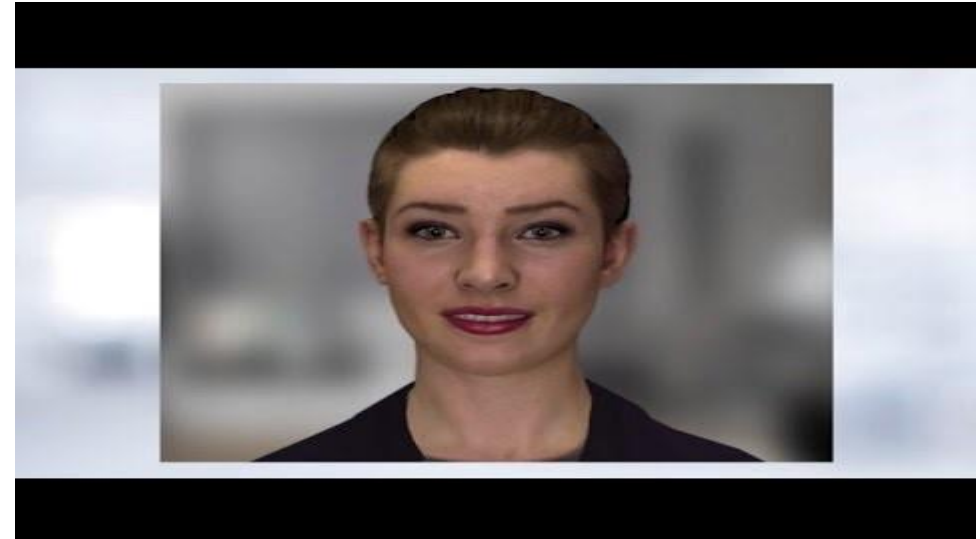
Intro Video:

<https://youtu.be/iUK17vtQuuE>

Example of usage areas in Legal:

- Answer legal questions, read and comment on agreements, help fill in documents,....
- Contact relevant authorities, provide input on "who to talk to",....
- Help to homeless people, immigrants, refugees, tenants - get landlords to do required maintenance,....
- Help with divorces, criminal offenses, NDAs, will's, parking tickets, flight delays,.....

Nadia from NDIS in Australia
National Disability Insurance Scheme



Intro video to Nadia – Uses Cate Blanchett (Australian actor) to replicate speak and appearance

<https://youtu.be/0tUSsqOLZC8>

Demo Video:

<https://www.facebook.com/futurism/videos/738400809672454/>

Why use Chatbots

- **Improve service and Increase margin** - improve client relationships and increase profitability. Chatbots are patient, treat everyone equally, never get tired, are objective
- **Convenience and Independence** – Spend your precious time in areas that add most value to your company / customers
- **Time intensive** – For the client there's too much time involved in liaising with a human lawyer
- **Availability** - Human lawyers aren't available 24/7/365
- **Legalese** - Talking to human lawyers can involve a great deal of jargon, which may mean that the client doesn't understand or make the uninitiated feel intimidated. A chatbot talks to the client in a “normal”, easy to understand way without any legal jargon
- **Embarrassment** - It may be uncomfortable talking with a human lawyer due to the subject or for fear of feeling intellectually inferior

General Observations

- Advanced chatbots using AI are experiencing tremendous uptake across all industries - **by 2020 more than 85% of customer interactions will not include a human being**
- In the future chatbots will be incorporated in most "devices" (from the fridge to the car) that require human interaction
- Chatbots will interact with other systems and devices and provide proactive information (your milk is near expiration – let me order a carton for you)
- What does a Chatbot do:
 - It provides better customer service 24/7 - unmanned
 - It provides "convenience" by providing insightful information when you need it
 - It offers services (for free) that were previously not available to the client
 - It provides intelligent, easy to understand answers to complex questions
 - It takes action – writes letters, contacts persons/organizations/authorities/other systems/.....
- Development tools are becoming more "user-friendly" – i.e. not requiring developers to develop the chatbot
- In the future we will likely see new chatbots being built by non-technical people simply by them communicating with the development tools – telling them what they want

Examples of Legal Chatbots

DoNotPay

LOCATION: UK

INFO:

- Access to Justice
- Free
- Created by Joshua Browder – 19 years old
- Available in the US, UK, CAN

TECHNOLOGY:

- Chatbot
- Machine Learning
- Facebook Messenger (refugee chatbot)

URL: www.DoNotPay.co.uk

SOLUTION(S):

- Parking tickets – overturned 160.000 parking tickets
- Flight delays
- Help for homeless people
- Help for renters – get landlords to do necessary maintenance
- Immigration applications, asylum and legal support for refugees

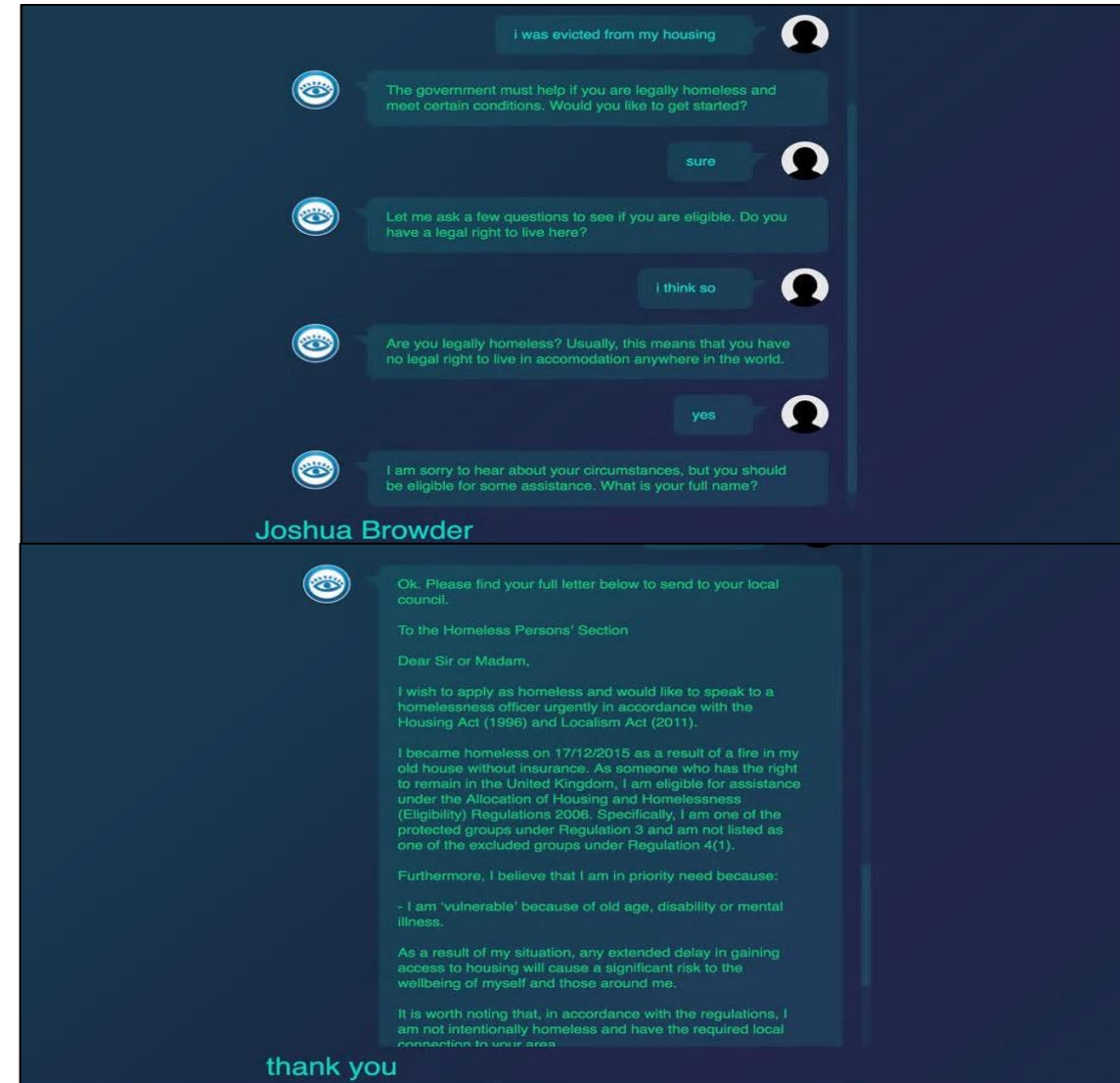
How it works (refugee chatbot):

- The chatbot asks a series of questions and uses the responses to determine the right application form and whether the refugee is eligible for asylum protection
- It then requests the necessary info. from the user and auto-fills the appropriate application form
- The chatbot automatically deletes user details when the form is submitted



Demo Video:

<https://www.youtube.com/watch?v=0yx6UIO6Xg0>



Article:

<https://www.theguardian.com/technology/2016/aug/11/chatbot-lawyer-beat-parking-fines-helping-homeless-do-not-pay>

RentersUnion

LOCATION: UK

INFO:

- Access to Justice
- Free
- Created by Faisal Khalid w. 2 lawyers in just ~4 months
- Handles ~100 queries per day
- Currently only focus on London – goal to cover all larger cities in Europe

TECHNOLOGY:

- Chatbot
- Machine Learning

- URL: www.rentersunionlondon.com/

SOLUTION(S):

- Reads, analyses and comments on individual tenant agreements and summarizes relevant clauses /legal provisions
- Handles issues w. energy bills, deposits, fees, repairs,...
- Write letters to authorities and landlords to get issues fixed – option of "normal" or "strong/forceful" wording
- If a real lawyer is required, the solution recommends the user to visit Shelter (www.shelter.org.uk) for free legal advice


RentersUnion
Beta

An AI chatbot that provides housing advice

RentersUnion is a chatbot that provides housing advice for Londoners


Receive updates


Press





Bot
Hello!
What can I help you with?


You


Energy bill issue


Repairs


Deposit/ fee deduction


Offer on a new flat


Something else

1. We'll undertake an analysis of your tenancy agreement and the law, as it pertains to your particular situation



Bot
Hang on while we read your agreement..

Done

In the agreement:

Potential hidden fee: (iv) To pay for the repair of batteries, appliances, light bulbs or equipment contents which have been damaged in any way due to misuse or neglect by the Tenant

Potential hidden fee: 2.30. If any key or keys (Inventory) have become lost during the Tenancy at the Tenant's own cost or alternatively to pay for keys incurred by them for each set of keys which is an administrative charge of £24. Where keys are stolen from the Tenant and it is deemed necessary, the Landlord's Agent to replace the locks to the building the

Potential hidden fee: 2.42. If the Tenant is unable to pay for a second appointment for the

2. We'll write letters/ take action and solve problems when you get stuck

To: landlord@gmail.com

Subject: Repairs at 1 Delaware Mansions

From: john.doe@gmail.com

Hi Clark,

There's an urgent issue that needs fixing please: there's no hot water in the shower.

I've already checked and the boiler is on and working as it should. And there is hot water in all the other taps. So it looks like the problem is isolated to the shower.

This isn't something I can fix on my own - you'll need to get a plumber in here to take a look.

Please send someone by day end tomorrow at the latest - as you can imagine, no hot water in the shower is a major disruption for me!

Thanks,

Faisal

—
This message is powered by RentersUnion.London

Rechtwijzer

LOCATION: NL

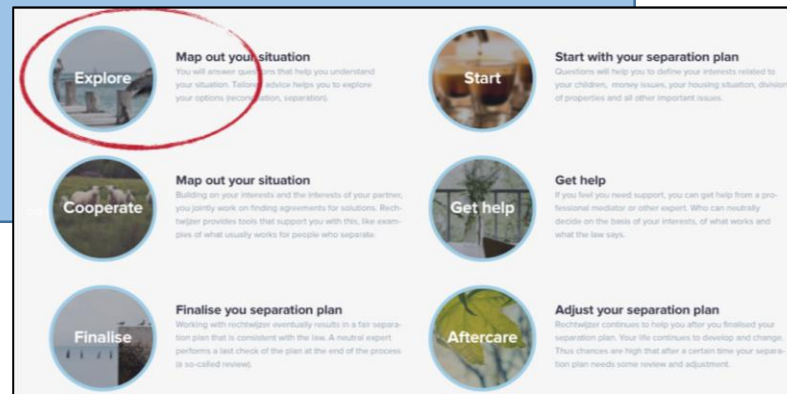
INFO:

- Access to Justice
- Rechtwijzer means "Conflict Resolution Guide" in Dutch
- Launched in 2007 – revamped in 2012 - Made by the Dutch Legal Aid Board
- Cost of developing solution: EUR 2,3M
- ~2.300 divorces (5% of all divorces in NL) in less than 12 months via the chatbot
- A divorce cost ~EUR 400 using the chatbot vs normally ~EUR 3.000
- Much higher customer satisfaction than via a traditional lawyer!

- URL: <http://rechtwijzer.nl/>

SOLUTION(S):

- Covers dispute resolution within housing, labor, family, consumer & administrative law, divorce & parenthood plan
- Online mediation
- Structured and "humane" process for getting through a divorce



Participating organisations:



What do Rechtwijzer Uit Elkaar users say 6 months after finalising their separation?



53% experienced a low or very low amount of stress and 36% only experienced normal stress levels

For **84%** of users Rechtwijzer gave them (much) more control over their separation



"Agreements are easy to negotiate and to adjust by both parties."



For **70%** of users the results led to effective and sustainable solutions

Average time spent working on agreement:



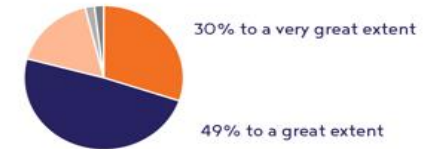
Why would users recommend Rechtwijzer to their friends, family, colleagues?

"Rechtwijzer supported me significantly."

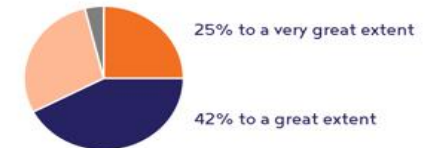
"The space that is left for you and your partner to write your agreement helps you to stay in touch."

Majority of users report

...fairness of Rechtwijzer process:



...emotional pain was diminished or recovered:



"The process is clear and Rechtwijzer considers finding, helping with and resolving issues seriously."

72% rate the overall experience an 8 out of 10 or higher (average 7.7)



"I have more control."



82% users are very satisfied or satisfied because because their reviewer (or lawyer) was respectful towards them

Equivalent chatbot in Canada: **MyLawBC** - <http://www.mylawbc.com/>

Equivalent chatbot in the UK: **Relate** - <https://www.relate.org.uk/>

Other LegalTech Chatbot examples

Access to Justice – Free Service

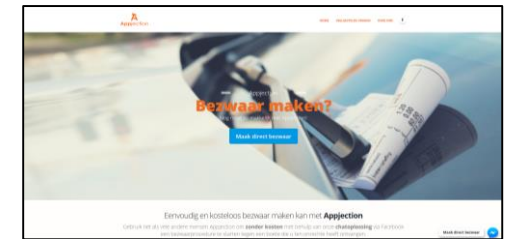
- <https://lawbot.info/> - currently unavailable (UK)
 - 26 types of criminal offenses - If you think you may have been the victim of a crime, talk to LawBot to learn about the criminal law and how it applies to you
- <https://carryon.online/> (US)
 - Helping victims suffering from Military Sexual Trauma
 - A secure outlet where survivors can maintain anonymity, share stories & build confidence to take action & get help
- <http://www.appjection.nl/> (NL)
 - Dutch version of "DoNotPay"
- <http://www.yperlex.com/> - release ~April 2017 (FR)
 - Liza - French Legal Chatbot
- <http://www.meetoblo.com/> (US)
 - Answers legal issues and recommends lawyers on Facebook Messenger

For consumers - Paid Service

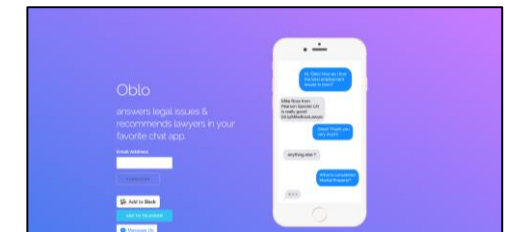
- <http://www.farewill.com/> (UK)
 - Put together your will



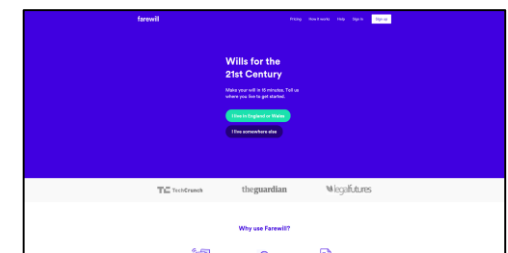
<https://carryon.online/>



<http://www.appjection.nl/>



<http://meetoblo.com/>



<http://www.farewill.com/>

Other LegalTech Chatbot examples

For consumers and companies

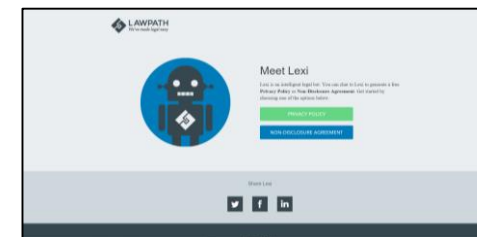
- <http://prawastrona.com/#> - (POL)
 - Monica has extensive knowledge of criminal law, especially substantive and enforcement criminal law

For companies

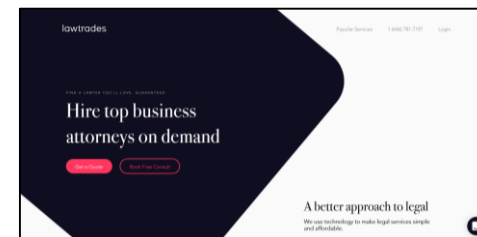
- <http://try.lawpath.com.au/privacy-bot/> (AUS)
 - Chat to Lexi to generate a free Privacy Policy or Non-Disclosure Agreement
- <https://www.lawtrades.com/> (US)
 - Find the best lawyers to solve your problem 24/7
- <http://robotlawyerlisa.com/> (UK)
 - NDA's
- <http://www.helm360.com/> (US) – Release April 2017
 - Termi – for lawyers
 - Turn mgmt information (Thomson Reuters Elite) into actionable content



<http://prawastrona.com/#>



<http://try.lawpath.com.au/privacy-bot/>



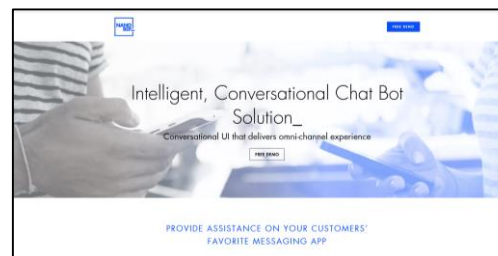
<https://www.lawtrades.com/>



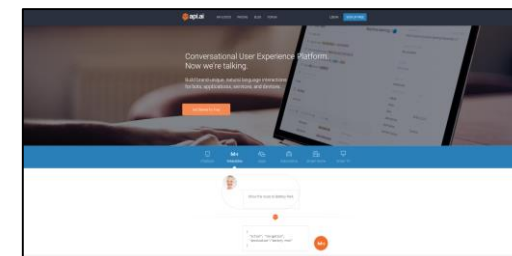
<http://robotlawyerlisa.com/>

Extract of Chatbot Solution Providers (Dev. Tools)

- **Nanorep:** <https://www.nanorep.com/>
- **Octane:** <https://octaneai.com/>
- **Botkit:** <https://www.botkit.ai/>
- **Api:** <https://api.ai/>
- **Motion:** <https://www.motion.ai/>
- **Gupshup:** <https://www.gupshup.io/>



<https://www.nanorep.com/>



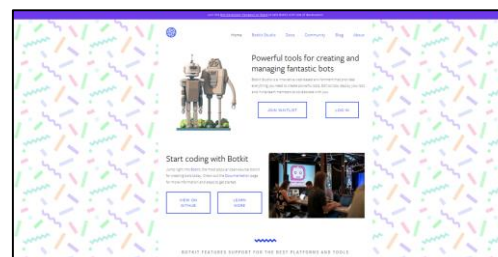
<https://api.ai/>



<https://octaneai.com/>



<https://www.motion.ai/>



<https://www.botkit.ai/>



<https://www.gupshup.io/developer/home>

Next Generation Chatbot – Viv – www.viv.ai



Video about Viv:

<https://youtu.be/M107aeZqeco>

11 minutes long but very interesting to see how complex questions the chatbot can handle. Currently not legal focused – but provides a glimpse of how legal chatbots may work in the future. Input for reflection!