

THE BRIGHT AND DARK OF AI

It's not that simple

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(ALWAYS?) LOOK ON THE BRIGHT SIDE

- AI is scalable (saving time/resources/cost)
- AI learns from training and experience
- The hype around AI is a Good Thing!
- It makes (legal) technology exciting
- It makes people invest in it (start-ups + more)
- And try it out!

A2J: AI/CHATBOTS ARE HELPING OUT

- 'The future of the law is free, automated and instant' – Joshua Browder, DoNotPay
- Justice for the 'unlawyered' – Gillian Hadfield at CodeX
- Conversational justice – UK Online Hackathon winner CoLin (The Law Society/Wavelength.law)

ACCESSIBILITY AND RESPONSIBILITY

- Because AI is in the media, people hear about it
- They learn about their legal rights
- It increases access without increasing costs, so
- AI challenges institutional automated processing –
i.e. parking fines!
- But there are challenges...

TRUST ME, I'M AN ALGORITHM

- 'Do we trust the algorithm too much?' – Tim Harford *Messy*
- Law: a set of rules, but it's complicated by context, nuances
- Legal responsibility: ethics, transparency, and precedents... human/societal outcomes...
- AI makes mistakes... requires supervision

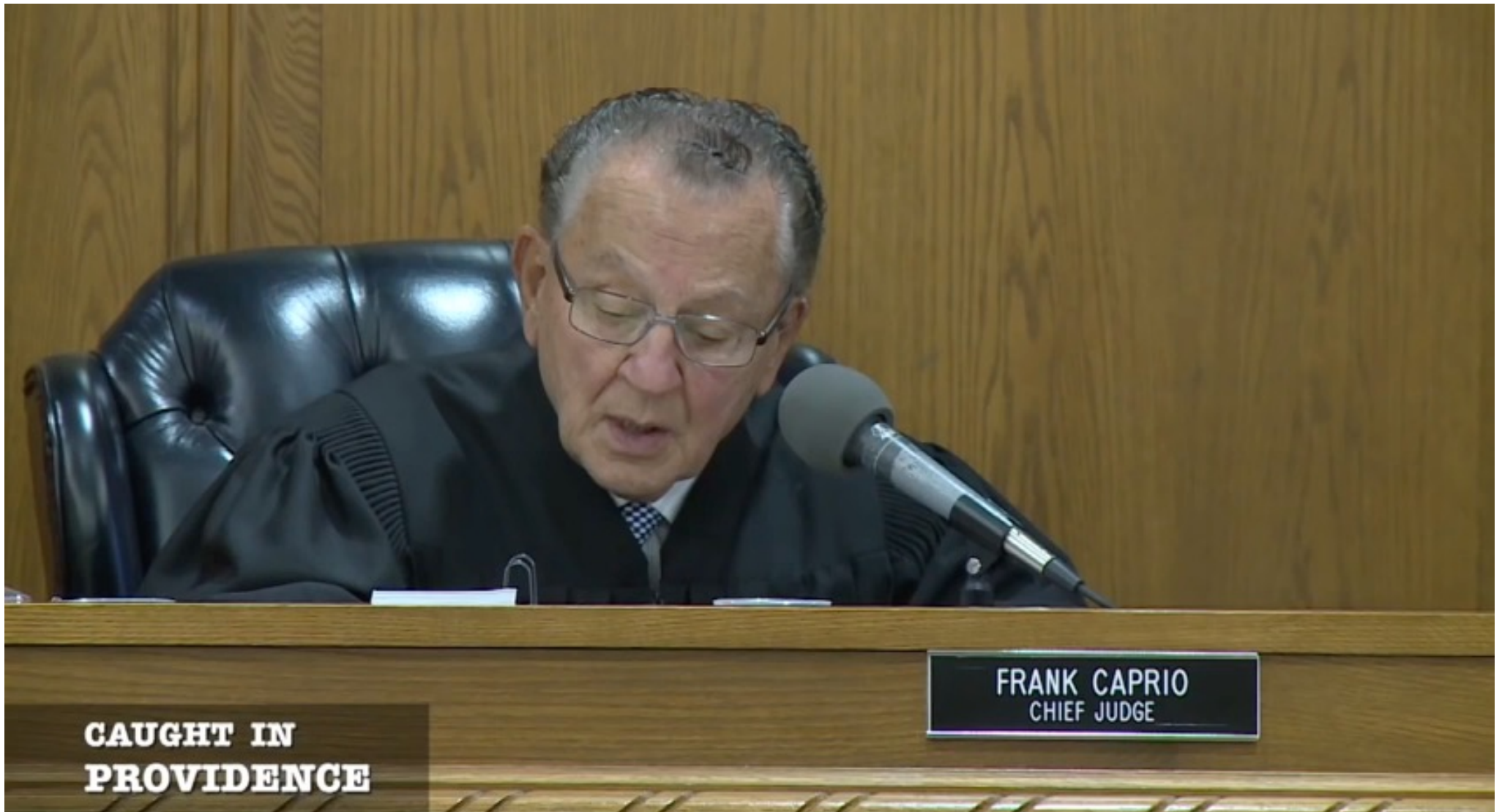
THE DARK SIDE LOOKS BACK

- Legal decisions have (significant) consequences for people
- And for subsequent cases/decisions/law
- Computer says no - lawyers and judges interpret the law (they don't just apply it)
- Conscious and unconscious bias/prejudice
- Chatbots have a disclaimer. If the position is unclear they refer you back to a lawyer

BEYOND EMPATHY

- AI can replicate empathy – IPSoft’s Amelia is programmed to refer callers back to a human supervisor
- But is law too nuanced to entrust to an algorithm? Legal decisions set precedents – they don’t just follow them. Should algorithms set precedents?

COMPASSIONATE JUSTICE



**CAUGHT IN
PROVIDENCE**

NEW A2J = AI + HUMAN

- Frank Caprio's human touch boosts public perception of the judiciary
- What would a data-driven decision have been?
- We can't programme compassion – algorithms cannot (yet) sense sincerity/authenticity
- NEW A2J = AI + HUMAN (Scalability + Compassion)
- @JoannaMG22