

Case study: AI Chatbot automates legal contracts.

How one law firm is improving client services by reducing the time to create employment contracts from weeks to less than an hour.



Client.

Our forward thinking client, a medium-sized law firm in the UK that specialises in employment contracts, was looking for a way to streamline their contract drafting process and reduce internal costs. They were spending weeks on contracts that were billable at a limited rate.

Solution.

WEB implemented a client facing AI chatbot equipped with machine learning and natural language processing that generates Employment Contracts. It asks questions and gathers answers that then informs the type of contract it generates, from a graduate to a director, it will select appropriate clauses based on the answers it gets – all with little or no lawyer intervention.

Introduction.

One significant challenge that many law firms face is the lack of profit associated with drafting legal contracts, particularly employment contracts. This case study explores WEBs' AI chatbot called asa, which has been created working with an employment lawyer to generate employment contracts using machine learning and natural language processing. It provides significant cost savings by reducing turnaround times from weeks to less than an hour.

Benefits.

Efficiency: Once trained the AI chatbot removes the time a lawyer would have taken to draft a contract, because it completes the transaction with little or no intervention. This efficiency translates into faster execution, improved customer satisfaction.

Cost Savings: It previously took weeks for the internal team to draft and client to review a new contract, it's now completed in less than an hour by the client at their convenience.

Consistency: The AI chatbot ensures consistency in contract language and clauses, reducing the risk of errors or omissions that could lead to legal disputes.

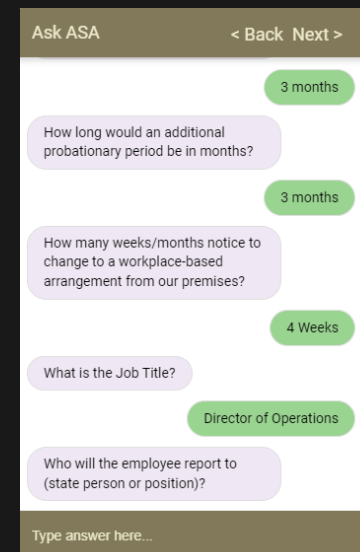
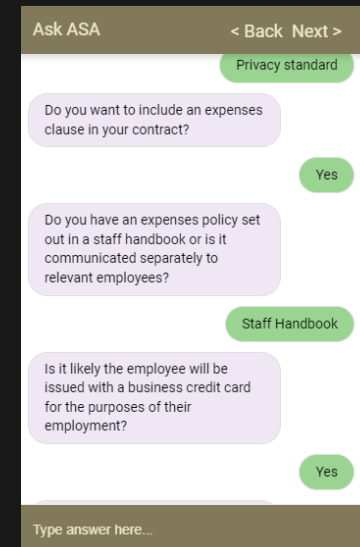
Accessibility: The chatbot is accessible giving access 24/7, so users can generate contracts at their convenience, without the need to coordinate with legal teams.

Experience.

Users simply interact with the chatbot through an already familiar interface, providing information about the contract's purpose, parties involved and specific terms. The chatbot uses this input to generate a customised contract.

Future.

Contract turnaround times have been reduced from weeks to less than an hour, enhancing their ability to secure new business. The client now plans to expand the chatbot's capabilities to handle more complex contracts and are building a database of best practices, providing users with knowledge that generates more business.



Adoption of AI will be evolutionary not revolutionary.

How are chatbots used?

Change is happening.

The transformation that's undeniable: Artificial Intelligence is emerging as the most monumental transformation in our history.

By harnessing the power of AI, you can streamline processes, improve client experiences, and elevate your law firm's capabilities to new heights.

Goldman Sachs report generative AI could automate 44% legal tasks, 46% support, 35% of business and financial and 31% of sales tasks.

Client facing.

AI Chatbots/Assistants.
Online Wills.
Property.
Power of Attorney.
Employment contracts.

Internal use.

Knowledge Management.
Contract Analysis.
Document Search.
Regulatory Compliance.
Automated Insights.

Founder.

Andy Adamson

Andy founded WEB in 1995, an internet company at the beginning of the internet revolution. In 2000 he pioneered innovation in digital product design. Over the past years, Andy has changed how users experience brands online, creating digital products that are human centered and focus on engagement with natural language processing, Machine learning chatbots.

Andy's work is focused on personalised design, his ideas have been on developing AI and Machine learning digital products. His work across a number of sectors allows him to draw insights to form a diverse set of approaches and ideas for solving online challenges.

A passionate advocate for the creative use of technology, Andy is inspired by the pursuit of original thinking for online solutions to problems.

"This is **not** about revolutionary change, it's about evolution".

asa

asa is an AI, machine learning chatbot with natural language processing engineered by

WEB



How we help.

Project Management.

Technology advice.
Facilitate change.
Step by step plans.

Solutions.

Client journey design.
Digital product engineering.
Systems integration.

Technology.

Machine learning.
Artificial intelligence.
AI Chatbots /Assistants.

Connected systems.
Analytics.
Simple reporting.

Start with a *chat*?

Please get in touch

WEB

10b Constitution Street
Leith, Edinburgh
EH6 7BT

Andy Adamson
0131 454 3311
andrew.adamson@madewithweb.com
madewithweb.com
