



# ARTIFICIAL INTELLIGENCE FOR LAW FIRMS

*A PRACTICAL AND TACTICAL GUIDE*

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# Foreword

Artificial intelligence (AI) has become one of the most prominent faces of the digital revolution.

From autonomous vehicles to sophisticated language recommendation algorithms, AI has found application in countless fields. Some would argue it is literally transforming the way we work, live, and interact with the world around us. Yet, despite its widespread impact, the legal profession has been somewhat reluctant to adopt this game-changing technology.

Why is this so?

The reasons are vast, ranging from the inherent conservatism of the profession to valid concerns about ethical implications and data security. Yet, as the world becomes more digitized and as clients demand increased efficiencies, the legal industry can no longer afford to ignore the potential benefits of AI.

This eBook is designed to demystify AI for legal professionals. We will explore the basics of AI, its current applications in law, and the potential it holds for transforming the legal landscape. We will also delve into the practical aspects of implementing AI in a law firm. That includes addressing the unique challenges and ethical considerations that may arise in our industry more than any other. In furtherance of that, we'll take a look at some of the most popular AI tools available today – both those that are law-focused as well as tools with general application that may be useful within a law firm.

One thing is for certain: the future of AI in law is still being written.

The legal profession stands on the brink of an AI-driven evolution. Welcome to the world of AI in law. Let's embark on this journey together.

# Introduction: Welcome to wide world of artificial intelligence

Artificial intelligence, more commonly referred to as AI, is a broad and multifaceted field that encompasses several sub-disciplines. At its core, [AI refers to the capability of a machine or a computer program to mimic human intelligence processes](#). With AI, machines are able to learn from experiences, adapt to new inputs, and perform tasks that normally require human thought.

## AI and the law

In the context of law, AI can (and perhaps should) be leveraged in a multitude of ways, from automating routine tasks and improving the efficiency of legal research to predicting case outcomes. Later chapters of this eBook will delve deeper into these applications.

It is critical to note, however, that while AI holds significant promise for enhancing the legal industry as a whole, it is not a panacea for all challenges. Its implementation comes with its own set of ethical and practical considerations.

Please understand that in presenting these topics to you, we're not advocating for the replacement of legal professionals with machines. Instead, we want to empower our colleagues with the tools and insights to provide better, more efficient, and more valuable services to their clients. We'll share the information and trust you to make the informed decisions that are right for your practice.

Before we dive in, however, allow us to briefly explain why AI matters to the legal profession.

## Why law firms need to be thinking about AI

The relevance of artificial intelligence to the legal profession cannot be overstated. In an industry often characterized by labor-intensive work and high billable hours, [AI offers opportunities for efficiency and productivity](#) that could transform the way legal services are delivered. Here are a few reasons why law firms need to be considering AI now:

### Efficiency and productivity

AI can automate many routine and repetitive tasks in legal practice, such as document review, contract analysis, and legal research. This allows lawyers to focus more on strategic, complex, and high-value aspects of their work, while simultaneously enhancing productivity and client service.

## Improved accuracy

Like it or not, AI and machine learning algorithms can analyze large volumes of data with a level of speed and accuracy that surpasses human capabilities. In areas like due diligence or e-discovery, AI can reduce errors and improve the overall reliability of legal work.

## Predictive capabilities

AI can predict outcomes by analyzing patterns and trends in historical legal data. This can be instrumental in case strategy.

## Cost reduction

By automating routine tasks, AI can help law firms reduce costs and offer more competitive rates to their clients. This can also make legal services more accessible to clients who might otherwise be deterred from participating in the justice system by high costs.

## Enhanced client service

AI can facilitate more personalized and prompt client service. For instance, AI-powered chatbots can give clients instant responses to simple questions, and in the process, they can improve client engagement and satisfaction.

## Innovation and competitive advantage

Adopting AI can give law firms a competitive edge in a crowded market. Firms that use AI tools can offer innovative services, anticipate client needs, and stay ahead of industry trends.

### Note: AI is not a cure-all for law firms

While these advantages of AI are certainly compelling, they must be balanced against significant challenges like ethical considerations, data security needs, and privacy concerns. The integration of AI into legal practice also necessitates a mindset shift and a willingness to embrace new (and possibly uncomfortable) ways of working.

Before you start adding AI to your legal tech toolkit, you should understand how these programs work. There might not be clear guidelines yet about the most ethical ways to use AI-powered technologies. As a responsible legal professional, the onus is on *you* to learn enough about the systems you use to determine if there may be an ethical risk that must be mitigated.

With that in mind, let's dig into the details of how AI works and what kind of tools are available.

## Part I: The basics of AI

Let's start with a discussion of the basics. For most of us, AI is sort of familiar, but there's a lot that we don't know about this complex topic. If you're at all like most legal professionals, you've heard these words and phrases — and maybe even *kind of* understood what they meant — but you've never fully grasped their true meaning.

Here's your chance to roll up your sleeves and dive into the nitty gritty of AI. Don't worry; there won't be a quiz.

For those of you who are smart enough to understand science, technology, *and* law, this section may be a little remedial. Feel free to skim or skip ahead if this isn't helpful for you. For those who are starting from scratch on this whole AI thing, however, this section should give you an overview of the various subsets of technology that are actually at play. Understanding these foundational concepts is key to being able to assess how you should and shouldn't deploy tools that use these technologies in your practice.

# Chapter 1: Glossary of basic AI concepts

## Weak vs. strong AI

AI technology can be broadly categorized into two types: [weak AI and strong AI](#).

Weak AI, also known as narrow AI, is designed to perform a specific task, such as voice recognition. Indeed, many of the AI systems that we interact with regularly, from virtual assistants like Siri or Alexa to recommendation engines used by Netflix or Amazon, are examples of narrow AI.

On the other hand, strong AI (aka general AI or deep AI) refers to systems that are able to understand, learn, adapt, and implement knowledge across a wide range of tasks at a level equal to or beyond human capability. Strong AI has long been the subject of science fiction, with characters such as R2D2 and the Terminator in its wake. As of today, strong AI remains largely theoretical and is the subject of ongoing research and debate.

## Algorithms

Ultimately, an algorithm is just a set of rules that are used to solve a problem. If you want the [official definition](#), the term algorithm refers to “a procedure for solving a mathematical problem in a finite number of steps that frequently involves repetition of an operation.”

For the law nerds out there, you can think of algorithms as the “IRAC” of computers: when faced with an *Issue*, the computer finds *Rules* (or a set of rules), then *Applies* those rules to the problem and comes up with a *Conclusion*.

Just like every law school exam you ever took, right?

## Machine learning

Machine learning (ML) is another one of the foundational concepts in the realm of AI.

At its core, [machine learning refers to the use of algorithms and statistical models by computer systems to perform specific tasks](#) without needing to receive explicit instructions at every turn. Instead, these systems rely on patterns and inference derived from data to make predictions or decisions.

Machine learning itself can be divided into three main categories: supervised learning, unsupervised learning, and reinforcement learning. We'll take a look at each, in turn.

**Supervised learning:** Supervised learning is the most common type of ML. In supervised learning, the “thinking” model is trained on a defined dataset. This means specific data is paired with correct answers or outcomes. The algorithm learns from this data and then applies what it has learned to new, unseen data.

For example, a machine learning model might be trained on a dataset of legal contracts, with each contract labeled as either valid or invalid. The model would learn the characteristics of valid and invalid contracts from this data, and could then assess the validity of a new, unlabeled contract — more on this later.

**Unsupervised learning:** Unlike supervised learning, unsupervised learning uses unlabeled data. The machine learning model is tasked with finding patterns or structures within this data on its own.

One of the most common uses of unsupervised learning is called “clustering.” In this model, the algorithm groups data based on shared characteristics. For instance, an unsupervised ML model might analyze a law firm's past trials and group them into clusters based on similarities, such as employment law trials for which the firm had a successful outcome.

**Reinforcement learning:** [Reinforcement learning](#) is a type of ML where the system actually learns to make decisions by interacting with its environment. The machine takes actions, and much like a dog being trained, it will adjust its behavior to maximize rewards and decrease negative feedback.

While not as commonly used in the legal field as supervised and unsupervised learning, reinforcement learning has potential applications in areas like legal negotiation or strategy games where decision-making processes can be modeled as a sequence of actions leading to an outcome.

With machine learning, computers learn from experience, identify patterns, and make decisions in a manner *similar to* human beings. The main difference is that the computer often works with much greater speed and scale, but a much more limited scope. Once you wrap your head around ML's potential applications in the legal environment, you'll see its capabilities can be easily leveraged to improve your practice.

## Natural language processing (NLP)

[Natural language processing](#) (NLP) is a subset of artificial intelligence involving the interaction between computers and human language. It involves the use of algorithms to read, understand, and derive meaning from human language in an intelligent and useful way.

Essentially, NLP bridges the gap between human communication and computer understanding. The computer's goal is to understand human speech in roughly the way that a human understands it. It involves several complex tasks such as language translation, sentiment analysis, speech recognition, and topic segmentation. These are all things that humans do naturally because we intuitively understand what other people are trying to communicate. Machines do not have intuition, so they have to rely on NLP.

There are two principle elements of NLP:

Natural language understanding (NLU): NLU is essentially the way machines interpret human language. NLU is incredibly sophisticated and is intended to comprehend the nuances, context, and intent of the language it is analyzing.

Natural language generation (NLG): NLG, on the other hand, refers to the [process of generating natural language narratives from a dataset](#). The goal with NLG is to create clear, accurate, and human-like text that can be readily understood by the end-user.

Because the legal industry is so heavily dependent on the concise, correct, and efficient use of language, NLP has wide-ranging applications for law firms. In fact, NLP is already being used in areas such as eDiscovery, contract review, legal research, and client interactions.

All of this sounds amazing, right?

Although NLP holds immense potential for the legal industry, it also presents challenges. Human language is complex, ambiguous, and ever-evolving — just try to keep up with your teenager’s latest lingo, for example. As a result, complete language skills are still difficult for machines to fully grasp.

Additionally, because NLP models have to be trained on specific data sets, there are privacy and confidentiality concerns that arise. Imagine, for example, trying to program an NLP model within the context of a trade secret case. Creating the applicable data sets could require that your firm expose such information to people outside of your legal team.

There are ways to combat these challenges, of course — NDAs for all technology professionals, for example — but these are the wrinkles that are still being ironed out when it comes to the use of NLP within our industry.

## Neural networks and deep learning

When you hear the term *neural network*, do you immediately think of a brain? You'd be right. A brain is indeed a network of neurons. The neural networks we're talking about here are what we call artificial neural networks (ANNs), though. ANNs are a significant component of machine learning and, as the name suggests, they are inspired by the structure and function of the human brain.

ANNs consist of interconnected layers of nodes, or "artificial neurons," that can process input data, learn from it, and produce output. Neural networks are particularly adept at identifying patterns and relationships in datasets, even when the data is complex and unstructured.

An ANN is typically made up of three types of layers:

Input layer: This is where the neural network takes in data for processing.

Hidden layer(s): This is where the actual processing happens via a system of weighted connections. These layers extract features from the input data.

Output layer: This layer delivers the final outcome after processing the data from the input through the hidden layers.

But wait, there's more:

Deep learning, a subset of machine learning, takes the concept of neural networks a step further. Deep learning uses neural networks with multiple layers between the input and output layers. This enables the computer to learn and model intricate patterns in large datasets. Each hidden layer in a deep neural network can be seen as learning a different level of abstraction about the data.

The application of neural networks and deep learning in law is still in the relatively early stages, but the potential is mindblowing. As with NLP, ANN and deep learning are poised to revolutionize document review, legal research, discovery, contract analysis, and more.

## Robotics process automation

Finally, we have robotics process automation (RPA). RPA is a form of business process technology that deploys software robots, often called "bots," to [emulate human execution](#) of repetitive tasks in software systems. It is important to note that despite its name, RPA doesn't actually involve physical robots like R2D2. Instead, RPA is a software product that is designed to interact with a system's user interface in the same way a human would.

RPA bots can log into apps, enter data, calculate and complete tasks, and then log out. Unlike you and your colleagues, bots can operate 24/7, significantly increasing productivity. That doesn't mean these bots are poised to take your jobs, however. For now, the bots are unable to focus on tasks that require critical thinking, creativity, and emotional intelligence. (Hint: these might be skills you should consider sharpening in the near future).

Within law firms, RPA bots can be used in a variety of ways. For example, when it comes to repetitive administrative tasks (think data entry, scheduling, or creating standard letters), the bot can create error-free products quickly and around the clock.

Bots are also useful for monitoring contract or regulatory compliance issues. Once programmed, they can automatically alert end users to things like contract renewal dates or other compliance milestones. They're also incredibly adept at generating bills *and* keeping on top of clients who are lagging behind on payments.

## Chapter 2: Overview of the benefits and challenges of AI in law

Now that you understand the technologies at play, here's a quick overview of some of the most significant pros and cons of using artificial intelligence within the legal industry.

Although many people already have strong opinions about whether legal professionals should use AI at all, the truth is there are benefits *and* challenges for any law firm looking to incorporate AI into its practice. You may choose to go all-in on AI, or you might decide that it's not the right time for your firm. There is no single right answer on the best way to proceed — it's a case-by-case decision that only you can make for yourself.

This chapter is intended not as an exhaustive analysis of AI's capabilities within the law firm setting. Rather, its purpose is to give a rough overview of the major benefits and burdens of AI and to flag issues that you should consider before adopting new technology.

### Pro #1: Efficiency and accuracy

When it comes to the need for [efficiency and accuracy](#) in one's profession, the legal industry ranks right up there with surgery and rocket science. The only difference, of course, is that unlike science-based professions that lend themselves to precision, the law is a language-based art. That means, among other things, that the industry is inherently at risk for *inefficiencies* and *inaccuracies*.

AI can change a lot of that.

Take document review, for example. In the not-too-distant past, human associates and paralegals were often responsible for digging through hundreds of thousands of documents produced in discovery. The great hope, of course, was that they would find the one smoking gun memo that would exculpate their client or inculpate the other side.

Have you been that exhausted, bored, overworked associate? While you managed to find a smoking gun or two, you probably also missed a million things that your tired eyes just couldn't process. AI doesn't get tired. Moreover, these tools can be trained to automatically sort, classify, and organize huge volumes of documents in a startlingly short amount of time. There's still human work to be done, but it's much easier with a computer giving you a head start.

Perhaps more importantly, using predictive analytics, machines can also be trained to look for key relevant terms (e.g., the one memo buried amongst a million that says, "we know cigarettes cause cancer; sell 'em anyway!"). Even if the key term is buried in a 53-page document with single-spaced, block text throughout, AI can find what you're looking for within moments. Could you do that?

## Pro #2: Risk mitigation

One of the most exciting (if not most obvious) uses of AI within law firms is [risk mitigation](#). Importantly, AI can be leveraged not only to assist clients in their risk mitigation needs, but also to help the law firm keep itself out of hot water.

Here's how:

Let's say, for example, that your law firm is currently a party to 432 agreements. Those might include retainer agreements with clients, insurance policies, commercial lease agreements on office space, employment contracts with staff, and consulting agreements with IT firms, expert witnesses, your cleaning crew, and so on.

Obviously, each of those agreements contains its own obligations and milestones. Things like termination and renewal dates, payment and default dates, and claim procedures have to be monitored in order for the firm to meet its contractual obligations and make sure its business partners are doing the same.

In the past, somebody would be in charge of managing all those contracts and making sure important dates and obligations were not overlooked. Maybe several people were charged with that responsibility. Then, maybe one or more of those people quit, or got transferred, or had a terrible tracking system. Suddenly, your firm could find itself in breach of multiple contracts that it fully intended to honor because somebody wasn't paying attention.

With AI, any and all contract clauses across endless agreements can be automatically categorized, analyzed, and tracked to ensure compliance.

Speaking of [compliance](#), how does your law firm keep on top of the seemingly endless updates to the rules and laws that apply to your practice? With AI, you don't need to do anything. The systems can be trained to analyze regulatory updates and court decisions, highlight relevant changes, and provide timely notifications to the people in your firm who need to be aware of these developments.

These two huge benefits are attractive, but let's talk about the potential downsides before you decide to commit your time and resources fully.

## Con #1: Ethical and legal challenges

When you start considering the ethical challenges of having machines perform legal work, you can quickly become overwhelmed. In fact, if you take five minutes to skim the Table of Contents for the [Model Rules of Professional Conduct](#), you can see that a majority of those rules *could* be impacted by a lawyer's use of AI. Since most bar associations haven't weighed in on the issue yet, we're all just doing our best to interpret how those rules apply.

You'll have to do a little more research to determine how AI might fit in all cases. For now, here are some of the hot button ethical dilemmas that you should consider first:

One of the biggest knocks on AI is that it can reflect certain biases. That's right — just like humans, AI can also be biased.

You see, AI systems are only as good as the data they're trained on, and if the training data contain biases, the AI's outputs will reflect those biases. Worse, AI might perpetuate those biases to the Nth degree unlike humans who have the emotion and forethought to be biased against bias. There is no way for an artificial intelligence to question itself about outcomes that would make a human pause.

Another concern is that AI systems, particularly those with machine learning capabilities, can make decisions or predictions that humans do not fully understand. This [black-box phenomenon](#) raises significant ethical and legal challenges for lawyers. Principally, if an AI system gives incorrect legal advice, who is responsible? Is it the law firm, the lawyer who issued the AI commands, the software developer, or the machine itself?

**The lack of transparency and explainability in AI decisions could be a problem, particularly when it comes to client trust and confidence. Clients have a right to understand how decisions about their cases are being made. Law firms have to balance the use of AI tools, which can often be opaque, with the need for clear communication with clients.**

Once you start considering all of these ethical traps, AI becomes just a little less appealing for law firms. Social media personalities tend to hail AI tools as an almost magical solution that will rake in dollars for your law firm. Instead, it should be viewed as a powerful tool that must be carefully monitored. Yes, it has great potential, but that potential comes with risks.

While we will touch on some of the hot button issues within the subsequent chapters, understand that there is a vast body of thought and research on to what extent AI should be used in the law at all. As a legal professional, you're no stranger to navigating ethical concerns like these. Be aware that concerns exist, and weigh the benefits beside the risks before you commit to an AI tool.

## Con #2: Data privacy and security concerns

The use of AI also raises interesting questions about confidentiality and privacy. Of course, confidentiality is the cornerstone of the attorney-client relationship. In order to provide adequate representation, attorneys are often given access to financial, personal, and liability-creating information – and they're expected to keep that information guarded against disclosure at all costs.

When AI systems are introduced into law firms, however, maintaining the traditional level of confidentiality becomes more complex. AI systems, particularly those that learn from data, require significant amounts of data for their training and ongoing operation. What if this data includes the types of sensitive client information mentioned above? Obviously, how this data is stored, used, and protected becomes critical to maintaining client confidentiality.

As you can imagine, AI systems within law firms, like any other digital system, are [susceptible to cyber threats](#). Cybercriminals may attempt to breach the security of the system to steal sensitive data, disrupt operations, or even manipulate the AI system's behavior. Consequently, it is essential that robust cybersecurity measures are in place to protect against such threats.

Fortunately, [AI tools can also be used to keep a firm's data secure](#). Specifically, they can monitor network activity, detect anomalies, and identify potential security breaches in real-time. Still, law firms have to be proactive in identifying and addressing security risks.

Along these lines, another major consideration for law firms is that AI systems can be subject to [data protection laws](#). These laws can vary considerably by jurisdiction, so law firms operating in multiple regions need to ensure their AI systems comply with all relevant legislation.

## The bottom line: using AI is your decision to make

Like most business decisions, this one is going to come down to your personal assessment of the benefits and risks. If you're confident in your ability to monitor for bias and manage privacy concerns, the potential downsides we just discussed probably don't feel too dire. On the other hand, maybe data privacy is already a hot-button issue for you, and you're not willing to add any tools to your tech stack that might increase those risks.

The other big question is how much those benefits appeal to you. A law firm that is drowning in inefficient, manual work is a lot more likely to appreciate the relief they'll get from installing an AI tool to lighten the load.

Keep in mind that you don't need to make a single, sweeping decision about the use of AI in your law firm. Though we've mostly discussed artificial intelligence in a general way so far, you won't simply "install an AI" and get all of these features. Instead, you'll shop for software that handles a specific task like contract review, time tracking, or data security, and some of those programs will use a form of AI. You can (and should) weigh the potential pros and cons every time you make a purchase decision about an AI-powered program.

## Part II: How AI can be used in your law firm today

Now that you have an overview of the wonderful world of AI, let's take a more detailed look at exactly how this technology's capabilities could be successfully deployed within your law firm.

### Chapter 3: AI and legal research

If you were practicing law prior to 1995, you've already witnessed one major evolution when it comes to legal research. The internet changed everything, didn't it? Seemingly overnight, research that had taken place in dusty libraries for centuries could suddenly be done much more quickly and efficiently through services like Westlaw and Lexis-Nexis.

Currently, we may be experiencing an even greater revolution when it comes to legal research. AI technologies such as machine learning and natural language processing are [transforming traditional online legal research methods](#) and providing new opportunities for legal professionals to gain deeper insights about the issues they're working on.

Let's explore some of the most significant impacts of AI on legal research:

#### Advanced search capabilities

[AI-powered search engines equipped with NLP](#) can understand complex queries and generate highly relevant results. That last sentence is particularly astounding for those of us who spent years perfecting our Boolean search skills. For example, instead of searching for "jurisdiction AND (personal NOT 'subject matter') w/10 email," researchers can simply type queries like "find me cases where personal jurisdiction was established despite service via email."

Modern AI systems use these plain-English search queries to analyze vast volumes of legal texts, case laws, statutes, and scholarly articles to provide precise and targeted search results. Moreover, because AI considers context, semantics, and historical data, researchers are able to find the most relevant legal resources much more quickly than they could in the past.

#### Data extraction and analysis

Of course, back in the day, *finding* cases that discussed your issue was just half of the battle. Once you had a mountain of case law and other sources printed and stacked neatly on your desk, you began the painstaking process of reading all of that material to discover those nuggets of wisdom that applied to your case. Then, you had to Shepardize useful resources to make sure they were still safe to use within your argument.

AI algorithms change the game dramatically. A good AI tool can [automatically extract key information from all sorts of legal documents](#) including court opinions, ALJ rulings, statutes, secondary sources, law review articles, and local rules. AI can even identify and categorize relevant quotes, provisions, and case references that apply to your case. Your helpful little robot might also perform comparative analyses to identify patterns, trends, and relationships within legal data.

All of this helps legal professionals make more informed decisions about which authorities best support their arguments. You're still the human brain that decides what's ultimately relevant, but the computer brain can really help cut down on the time it takes.

## Case outcome prediction

AI algorithms analyze vast databases of historical case data, and that enables them to identify patterns and correlations that human researchers may overlook. By considering factors such as judges' histories and legal arguments used in prior cases, AI can [predict the likelihood of case outcomes](#) with a high degree of accuracy.

This is useful to the attorneys in assessing risks, and it also helps them advise their clients and develop effective litigation strategies.

## Legal document summarization

AI-powered tools can automatically generate succinct [summaries of lengthy legal documents](#), a task that would undoubtedly take legal professionals significantly longer. These tools use NLP techniques to extract key points, arguments, and conclusions from complex legal texts. This capability can help legal professionals quickly grasp the essential details of a case or legal document.

Think about that for a minute. Have you ever been given a case file 30 minutes before you had to appear and argue in court? It's nearly impossible to get up to speed on the relevant facts and law in time. A correctly deployed AI system, however, can summarize what you need to know and still leave you time to use the restroom prior to oral argument.

## Continuous legal updates

When humans perform legal research, we typically finish a particular project and move on to the next one. With AI, a research project never has to be completely finished. For example, AI algorithms can [continuously monitor legal developments](#) and provide real-time updates on new case laws, statutes, and regulatory changes that impact the issues that are important to your practice area. This allows your team to stay informed about the latest legal trends and precedents and allows you to provide up-to-date and accurate advice to clients.

## Streamlined resource management

You may have been practicing long enough to remember when legal research involved *printing* volumes of cases (and other resources) that you then read, highlighted, used, and later recycled. AI changes all that. If you need to refer to a resource down the road, it will be easy to find.

Specifically, [AI can help organize, categorize, and later retrieve those documents](#). It can also recognize patterns, extract critical information, and flag inconsistencies or potential issues. In other words, just because you're done using a resource in one matter doesn't mean the information within that resource can't be used again in a later matter. And another, and another. You don't even have to remember it. AI will have already done that for you.

## Legal sentiment analysis

Sentiment analysis, also known as [opinion mining](#), involves the use of AI to identify and categorize opinions expressed in a piece of text, particularly to determine whether the writer's attitude is positive, negative, or neutral. In the context of law, sentiment analysis can be invaluable.

For instance, it can be used to analyze court opinions to gain insights into the underlying sentiments expressed in the language. This can help lawyers predict how certain arguments may be received by a judge or panel of judges. Additionally, it can be used to gauge public sentiment about high-profile cases or legal issues. This is particularly useful in jury trials and may help level the playing field when a more wealthy litigant is using a jury consultant.

## Chapter 4: AI for contract creation and management

Contracts are foundational to a wide range of legal practices. They're at the core of business transactions, employment relationships, real estate deals, public procurement practices, and many other interactions between humans and entities. On the flip side, litigators fight over contract terms and meaning endlessly. Up until now, creating, reviewing, and debating contracts has been a labor-intensive process requiring significant time and expertise, all of which came at significant costs to your clients.

Today, however, AI can be used to streamline and enhance these processes in several key ways. Let's begin by taking a look at the ways in which lawyers can utilize AI to enhance their contract practices:

### Contract creation

Let's start with a hard truth about contract creation: most of the contracts created by law firms are based on historical templates that have been used and re-used by the firm's lawyers for decades. We've been cutting and pasting contracts since the days when it literally took scissors and glue to cut and paste.

There's nothing wrong with that practice, of course, but we *can* use technology to do even better. [AI can now be used to create dynamic templates](#) that are easy to customize to the specific needs of the client and the nature of the transaction. This automation speeds up the drafting process and reduces the risk of human error, including those errors that have been made and copied for decades.

Moreover, machine learning algorithms can learn from previous contracts in order to suggest the most suitable provisions and identify potential areas of negotiation.

Imagine, for example, a system that would remember every state where [non-compete provisions are unenforceable or limited in some way](#). The system could automatically exclude provisions in a state where they don't work.

Let's take things one step further. What if you wanted to include a somewhat controversial provision in a contract, like a non-compete provision in a state where their use is limited? You could have AI analyze how courts in that jurisdiction have interpreted such provisions, then make a well-informed recommendation about how much or how little you should push the envelope.

Could a person perform that analysis? Sure. It would just be slower and, in all likelihood, not as accurate.

Here's one more thing to consider about contract creation: once you've come up with the "perfect" contract — let's use an independent contractor agreement as an example — AI can ensure consistency across all independent contractor agreements created by your law firm. It can also

check proposed contracts received from other parties against your firm's standard clauses and language to ensure alignment with your specific standards and legal best practices.

## Contract negotiation

You've drafted what you believe is an airtight agreement. Now, you have to present it to the other side. That's when the fun begins, isn't it? Almost without fail, the other parties will suggest a multitude of changes, additions, and omissions. Welcome to negotiation.

Not surprisingly, [AI can provide valuable support during the negotiation phase](#) as well. By analyzing past negotiation patterns and outcomes, AI can offer insights into effective negotiation strategies and potential areas of compromise. Of course, AI's suggestions are only as good as the body of data it has access to. Thus, to the extent your firm has not memorialized negotiation strategies in the past, you'll need to start doing so in order for AI to offer meaningful help.

**Think of your AI contract tool as that wise old partner sitting in his dusty corner office spewing helpful anecdotes about deals he structured back in the day. The big difference is that AI's memory isn't clouded by ego or faltering synapses. Its memory is perfect.**

In all seriousness, AI can also be used to analyze proposed changes and then draft responses and counterproposals. All of this speeds up the negotiation process and ensures consistency and enforceability in contract language and terms.

## Contract review, organization, and management

How can AI aid in [contract management](#)? For starters, AI can extract key information from contracts such as the parties involved, contract terms, key obligations, and termination clauses. By doing that, lawyers within any department of your firm could easily access this information without needing to sift through the firm's entire library of contracts.

For example, let's say someone in your corporate department is negotiating a business sale that also includes transfer of commercial real property. Your client (the seller) has asked your firm to include a rock-solid "as-is" provision, but the corporate associate assigned to this deal has never dabbled in real estate.

That associate can find exemplar real estate agreements from within the firm's real estate department files, and, using AI, can specifically hone in on those agreements that: (a) included "as-is" clauses, and were (b) prepared by your firm on behalf of other clients who were also sellers. Again, all of that searching and analysis takes just a matter of seconds. No one needs to open an endless series of commercial real estate transactions searching for the desired clause.

Importantly, from a contract management standpoint, AI can also monitor the deal after the contract has been signed. For instance, AI can monitor performance against contractual obligations, flag deadlines for contract renewal or termination, and identify when market changes may warrant contract renegotiation. That means you can free up your brain for other tasks.

## Due diligence

Let's return to your firm's corporate department for a moment.

This time, let's say your team is representing a corporate client that is acquiring a Fortune 500 entity. As part of the [due diligence process](#), you obviously need to evaluate the other company's portfolio of contracts, which is something that can take months or even years if done by human eyes.

AI tools quickly and accurately analyze the entire universe of contracts at issue. It can also flag potential issues that may impact the value of the deal or that require additional negotiation. Your software can find contracts that are in default, contracts that are close to their termination date, or contracts that contain provisions unfavorable to your client.

Imagine the time savings resulting from this automation.

## Always improving

It's one thing to have AI review existing contracts or to help create contracts your firm is working on today. But what if, over time, AI continued to monitor every contract the firm has touched? What if it tracked which of those contracts ended up being breached, whether those breaches resulted in litigation, and, if so, whether the outcome was favorable to your firm's drafting practices?

Over the course of years, this kind of AI will literally help your firm get better at drafting airtight contracts by continually monitoring the real-world performance of prior agreements.

## Chapter 5: Risk assessment in contracts

Creating and managing contracts is just the beginning. Identifying, understanding, and managing the risks inherent in contractual agreements is a whole separate ball of wax — and an important one at that. Accurate risk assessment can be the difference between a successful transaction and a costly dispute.

As you might imagine, AI is playing an increasingly significant role in risk assessment for law firms. Here's how:

### Risk identification

A real-life example illustrates this best.

This is no exaggeration: one former lawyer spent five years of her life litigating the difference between these two terms that were used interchangeably in one contract: “dehydrated powder” and “dehydrated powder products.”

The parties spent millions of dollars fighting over whether those two phrases meant the same thing or something different. If the same, Party A could use Party B's technology to manufacture and sell a whole range of products. If different, Party A was limited to making and selling one product.

If the attorneys who had drafted that agreement had used an AI contract review tool, that prolonged litigation probably wouldn't have been necessary. Why? Because AI can be effectively deployed to read contracts and identify areas of risk before those contracts are signed on the dotted line.

AI can identify clauses that are vague or ambiguous, provisions that deviate from standard or expected language (e.g., “dehydrated powder *products*”), or terms that could expose the client to legal or financial liability. By flagging these risks early, AI can save clients millions of dollars in attorney fees and other costs associated with litigation.

## Risk quantification and mitigation

What do you do if a client insists on including a contract term that you already know to be risky? Well, [AI can help quantify the risk](#) associated with that clause. Specifically, machine learning algorithms can be trained on past contract data and outcomes to predict the likely long-term implications of a particular provision.

Going back to an example we used earlier, you can use your AI tool to predict the likelihood of a dispute arising over a non-compete provision, or the potential financial impact if a client insisted on such a provision in a state where they're not enforceable. It will shock no lawyer to hear that clients become much more risk-averse when presented with the realistic dollar-and-cent implications of their actions.

Of course, once risks have been identified and quantified, AI can also assist with risk mitigation by suggesting alternative language for risky clauses. The software accomplishes this by drawing on a database of contract language that has already been shown to be effective and enforceable.

This helps lawyers draft contracts that protect their clients' interests and minimize potential risks, and it also enhances the client relationship by preventing you from making costly human mistakes. And as we all know, happy clients translate into repeat business and meaningful referrals.

## Chapter 6: AI in litigation

As we delve further into the transformative impact of AI on the legal industry, it's time to shift gears and explore an area where the potential of this technology has yet to be fully exploited: litigation.

By its very nature, litigation is a complex and often convoluted process. It can involve vast amounts of data, nuanced legal arguments, and incredibly high stakes. AI has the potential to greatly streamline this process, offering considerable benefits to both law firms and their clients. Some people speculate that the ability of AI to streamline costly and cumbersome litigation procedures may finally level the playing field between rich and poor litigants.

In this chapter, we will explore how AI can be applied at each stage of the litigation process, from the initial case assessment through to discovery, and even in the jury selection process. Let's dig in, shall we?

### Initial case assessment

We've already talked about many of the AI capabilities that come into play as you evaluate various legal issues, but let's take a moment to discuss their application within the context of [early case assessment](#) in litigation.

Let's say a potential client comes to you with a complicated contract dispute. AI can review and analyze vast amounts of data supplied by the client to identify relevant facts and potential legal issues. For example, the system might identify clauses within the underlying contract that have been previously litigated and provide information on the outcomes of those prior cases.

AI's research technologies can simultaneously be used to find relevant case law, statutes, and secondary sources that will impact your case. Again, those search results can be grouped to illustrate how your salient issues and legal arguments have fared in earlier cases.

These analyses can ultimately provide statistical probabilities regarding case outcomes in the current matter, including the likelihood of winning at trial, expected damages, and settlement possibilities.

Of course, all of this information is intended to help your firm prepare for an initial consultation with the client. While many of you are probably still most comfortable sharing these results in an in-person meeting or, at the very least, by phone, all of this research and analysis can also be disseminated via chatbots who provide initial guidance and give the client options for proceeding. More on that later.

Be warned, though: if you plan to use an AI tool to help with legal research, make sure that you choose a dedicated legal tool. One law firm recently ran into trouble [for submitting a legal brief that included citations to cases that didn't exist](#) after they used ChatGPT to help with their initial research. ChatGPT, a popular free tool that anyone can access on the internet, actually assured them that these cases could be found in reputable sources like Westlaw and LexisNexus. However, the attorneys didn't follow up with their own check.

These types of situations illustrate why it's so important to use the correct tool for the job. We'll talk more about some of the most reputable AI tools for law firms later in this eBook.

## eDiscovery and document review

The discovery process has always been one of the most time-consuming aspects of litigation. It's no surprise that this was one of the first legal areas where AI technologies were implemented. This happened almost simultaneously with the relatively recent proliferation of digital data, which significantly increased the volume of material produced in discovery.

The process of identifying, collecting, and producing electronically stored information (aka eDiscovery) was quickly recognized as a daunting task. To add insult to injury, the subsequent review of these documents for things like relevancy and privilege would leave junior associates and paralegals camping at their computers for weeks on end.

[AI provides a transformative opportunity to streamline these processes](#) and dramatically increase efficiency.

Unlike its human counterparts, AI can recognize patterns, classify documents, and extract key information very quickly. This helps actual humans prioritize their review process and reduces the volume of data that those humans must personally review.

NLP can also be used to understand the context and semantics of the content at issue, allowing AI to identify relevant documents with even greater accuracy. This means it can handle unstructured and often nonsensical data such as emails, social media posts, or instant messages. Anyone who has litigated a case in the last 20 years knows these cryptic communications often form a significant part of the eDiscovery data in modern cases, and they can be maddeningly difficult for humans to decipher.

## Predictive coding

Predictive coding has actually been used by litigators for quite some time, but that doesn't lessen its importance to the practice. For those who are not yet familiar with it, [predictive coding](#), also known as technology-assisted review (TAR), is a process where machine learning is used to predict the relevancy of documents based on the coding of a smaller set of documents that have been reviewed by a human. The algorithm learns from the human reviewer's decisions and then applies that learning to the larger document set.

In practice, predictive coding typically looks something like this:

A team of lawyers or paralegals review and code a seed set of documents, usually a few hundred or thousand, as either relevant or not relevant. The AI model learns from these decisions by identifying patterns, keywords, phrases, and other linguistic and metadata attributes that distinguish relevant from non-relevant documents. From there, the AI codes the remainder of the documents, and the humans review the relevant documents for accuracy.

Predictive coding relies on a process called [Continuous Active Learning \(CAL\)](#). In CAL, the model continues to learn and improve as reviewers code more documents. This means that the most relevant documents are consistently being moved to the top of the review pile. This, in turn, improves efficiency and accuracy over the course of the review process.

Like other forms of AI, predictive coding drastically reduces the amount of time and labor your staff needs to invest to get the job done well. Perhaps because it relies on human input to get a result, this technology was easily adopted by many law firms over a decade ago.

## Privilege review

There are few things more boring and more important to the discovery process than privilege review. As you might suspect, AI can be trained to flag documents that may be subject to work product privilege or the attorney-client privilege. It does this based on the presence of specific language, sender-recipient relationships, and other contextual clues like email addresses or letterheads.

## AI in litigation analytics

We've already discussed how AI can be used to predict case outcomes during the initial assessment phase of litigation, but the technology continues to be useful all the way through trial. In fact, AI can now perform many of the functions that used to be handled by jury consultants who might take months (and hundreds of thousands of dollars) to come up with hypotheses about case outcomes.

For example, AI can [analyze the past decisions of a particular judge](#) and provide insights into their ruling tendencies and biases. This helps the legal team tailor their arguments to a specific judge so as to bolster their chances of success on a particular motion. AI can determine whether a judge typically favors broad discovery requests vs. narrowly tailored demands. You might want to analyze if a judge is more conservative or liberal, or whether she tends to favor plaintiffs or defendants in certain types of cases. AI can even inform your team on things as simple, but meaningful, as each judge's average case duration.

Similarly, AI can provide critical reconnaissance about the strategies and track records of your [opposing counsel](#), helping your team understand the strategies those lawyers have used in prior cases. This kind of information can prove invaluable in anticipating an opponent's tactics and in devising counterstrategies.

## AI in jury selection

One of the newest uses of AI in the litigation context is as an [aid to jury selection](#). Once the AI tools are informed about your particular venue, they can do things like search public data for demographic information and make predictions based on real patterns of human behavior.

Much like jury consultants have done for decades, AI can narrow down certain traits and characteristics of those people who are most likely to view your client's perspective on the case favorably. For example, if your client is a business owner who is being sued for some sort of workplace discrimination, AI would analyze local demographics to determine what kind of person would most likely side with a business owner over someone who feels victimized in the workplace.

## Understanding AI in order to contest deepfake evidence

While understanding how AI can help your practice is critical, it is just as important that you understand some of the ways AI might be misused by your opponents. Indeed, in recent years, some lawyers and litigants have used AI for purely nefarious purposes.

Specifically, these bad actors use AI to generate things like fake photographs, recordings, or video clips that they then use as evidence to help prove their case. These misleading pieces of evidence, known as ‘deepfakes,’ have no place in litigation.

Consequently, it’s important for your team to also know what to look for [when you suspect an opponent is using an AI-generated deepfake](#). Pay attention to the evidence your client gives you, too – you don’t want to bear the consequences if you submit evidence that turns out to be fake. Things like slightly distorted images, “skips” in video or audio recordings, or other slight abnormalities might indicate a deepfake. Learn the signs of AI-generated media so that you can quickly spot potentially fake evidence.

## Chapter 6: AI in client interactions

One of the most controversial uses of AI is as an interface for interactions with clients.

It's no wonder lawyers are experimenting with these applications. Today's clients demand quicker responses, increased transparency, personalized service, and value for their money. Despite so many advances in tools that can boost your productivity, you're still busier than ever. If an AI can really help you serve your clients better without taking up more of your time, would you want to try it?

Let's take a look at the ways in which AI might cover this critical side of your business.

### Chatbots for client communications

Ever since lawyers started walking around with Blackberries in their pockets, instant digital communication has become the norm in the legal industry. Almost overnight, clients came to expect fast and accurate responses to their every question.

[Chatbots](#) (i.e., automated conversation systems that interact with users in natural language) have recently emerged as a powerful tool for meeting these client expectations. By harnessing AI technologies like NLP and machine learning, chatbots can provide immediate, usually accurate, and personalized responses to the most common client inquiries.

In case you're not familiar with the term, a "chatbot" is that little messaging box that pops up when you visit certain websites. Usually, it starts with a message that says something like "Thanks for visiting our site. Is there something I can help you with today?" The hope is that you, the consumer, will engage the chatbot in a conversation and that the chatbot can solve your issue without using up precious human resources or forcing you to wait for a human to be available to answer your routine questions.

In the context of law firms, chatbots are sometimes used as the first point of contact for clients. They can be trained to answer basic questions, provide information about the law firm, its services, and procedures, and even help to schedule appointments. One of the major upsides of these chatbots is that they can operate around the clock, providing instant responses at any time of the day or night.

## Client onboarding

Chatbots and similar AI tools can also streamline the client [onboarding](#) process. For example, your firm might use the tool to gather preliminary information from new clients, most likely their contact details and the nature of their legal issue. Based on their responses, AI can then ask the right follow-up questions and direct the client to the most appropriate attorney within the firm.

Unlike a standard intake form, the AI only asks the questions that are necessary and can interact with your potential client in a more meaningful way. It can also give information back to that potential client to help them prepare for their first meeting, such as asking them to bring specific documents or prepare more information for you. This speeds up the onboarding process and allows your firm to give the appearance of providing personalized service right from the start, even if you haven't talked to this client yet.

## Answering routine questions

Let's say you have a practice that involves a lot of routine legal issues. We'll use landlord-tenant law as an example. A firm that specializes in representing tenants might receive 100 inquiries a month that say something like "I've received an eviction notice; what do I do?"

Your chatbot can be programmed to provide [basic responses](#) to these types of inquiries, much like an on-demand FAQ page. Unlike FAQs, though, it can also analyze whether each person's case might be something the firm would handle and, if so, provide directions about how to retain the firm for formal representation. A well-trained AI chatbot is better equipped to give more nuanced answers about specific legal situations, though it's certainly not going to give any legal advice. That's still your job.

**Any lawyer who has ever received a cold call from a client knows that their inquiries are sometimes very complex. In those cases, the chatbot can simply notify one of the firm's lawyers to intervene. Using these systems, lawyers can spend their time focusing on complex and substantive legal issues while the machines handle the easy stuff.**

## Virtual legal assistants

[Virtual legal assistants](#) (VLAs) powered by AI are the next generation of client interaction tools in the legal industry. More advanced than chatbots, VLAs have the ability to perform a variety of tasks like scheduling appointments, managing deadlines, assisting with legal research, and drafting simple documents.

**[Are VLAs a replacement for paralegals](#) or legal secretaries? Not quite, but they can do quite a lot of the administrative work that would traditionally be done by legal support. For example, VLAs can schedule meetings with clients, remind lawyers of upcoming deadlines related to specific cases, and organize documents in a way that makes them easily accessible for both the client and the attorney. By automating these tasks, VLAs allow lawyers — especially those in small firms or with solo practices — to focus more on providing substantive and complex legal services.**

Perhaps frighteningly, some advanced AI VLAs can even help with legal research and document drafting. They do this by pulling relevant case law or statutory information, drafting basic memoranda, and even reviewing/analyzing contracts. This is another area where VLAs are intended to free up lawyer's time for more complex tasks.

Admittedly, however, these kinds of legal tasks start to bleed into the actual practice of law as opposed to rote, administrative busywork. There may be ethical concerns about using AI to complete this work, and you'll always want to check for accuracy and potential bias in the end result.

## Personalized client experience with AI

We all know that one of the hardest things about managing clients is keeping them happy across the board. Some want a phone call every day, some want to hear from you only when the case is over, and others change their minds constantly.

With AI, you can stop the guesswork. Using machine learning algorithms, AI can analyze different sources (like client interactions, feedback, and case histories) to gain an understanding of each client's particular needs and preferences. It can then help [give each client a personalized experience](#) with your firm.

Moreover, by analyzing these factors across your client base and seeking out patterns in the data, AI can give insights into what your typical clients prefer when seeking legal services. AI can gauge things like communication preferences, expectations, and their overall satisfaction levels.

Importantly, this allows the firm to make service adjustments on individual, firm-wide, or department-by-department bases. Over time, these tweaks should lead to higher client satisfaction and an absence of those pesky negative online reviews.

## Proactive client communications

Finally, AI can be deployed to actively enhance your relationships with your clients by using it to [keep them informed of the legal developments](#) that matter to them. It can even be taught to do that by using each client's preferred method of communication (email, text, etc.) and preferred contact times (during business hours).

Let's say, for example, you have a client in California that employs 500 people. AI can monitor and analyze changes in regulations, case law, and administrative rulings that impact businesses of that size. Then, AI can send automated alerts to designated individuals in order to keep them notified of these changes. This keeps individuals in your firm informed, too, of course.

This is especially important for a practice area like labor and employment where the law seems to change every six minutes. Imagine if you never again had to hear from a client "why didn't you tell me about that change?"

If any of the use cases we've discussed so far sound like something you want to try, that's great! In the next part of this eBook, we'll talk about how to actually start using AI solutions in your law firm.

## Part III: Implementing AI in Your Law Firm

AI is undoubtedly amazing, but it's definitely not yet a necessity for every firm. Before you consider a transition, your firm leaders should consider questions like these:

- Where are our workflow bottlenecks?
- Which departments could benefit from greater accuracy or consistency?
- Is our client service lacking in any particular area?
- Does our firm practice in areas where AI is already a proven commodity (such as document review)?
- Would predictive outcomes help us in negotiations, litigation, or other practice areas?

Once you've wrestled with those issues, then you need to move on to the ethical questions. Be prepared. They are vast, and, if your firm is reflective of the legal industry as a whole, you should be prepared for vigorous debates.

While your team is making up your collective minds, we'd like to briefly introduce you to some of the most popular AI tools on the market today.

This list is not exhaustive, and it's not an endorsement of any particular product. Rather, it is intended as a quick overview of the types of tools you could begin to utilize today. Use this as a reference and to compare other tools you might find during research or see advertised.

## Chapter 7: AI tools to consider

Some of the tools on this list are specific to the legal industry. Others have more general applications, but could assist lawyers with various tasks. If your firm is considering any of these tools, we encourage you to try them first to see if the capabilities mesh with your needs.

### ChatGPT

[ChatGPT](#) is among the most popular and most talked about AI tools available to the public right now. Developed by OpenAI, it is an advanced language model currently based on GPT-4 (Generative Pre-trained Transformer, 4th edition). In response to commands, it generates human-like text and is even able to put its responses in context.

Be warned: though ChatGPT is highly popular and sounds very convincing, *the information it provides might not be accurate*. Refer to the callout on page 26 for a real-life example where ChatGPT created fake cases during legal research. The developers put lots of warnings about this on their homepage and at the beginning of chats, but many have still run into trouble. Never use ChatGPT for legal research, and always fact check the information you get from your chats.

For those of you who are not familiar at all with language-based AI, ChatGPT is worth playing around with. The best way to illustrate its usefulness is to simply show you what it can do. In [Appendix A](#) to this eBook, you'll find ChatGPT's 27-second response to the command: "Act as a lawyer in a civil litigation law firm in California. My first instruction/request is 'write a memorandum addressing the question of whether California landlords must provide habitable conditions for their tenants.'"

It's a softball question, to be sure, but don't be surprised if the resultant memorandum is better than anything your first-year associates have produced in the last 20 years. We included the response in its entirety. While we don't recommend using ChatGPT for most legal tasks, it works well as a starting point for memoranda like these.

That's because ChatGPT's greatest strength is being able to write in clear and human terms. Try it out for simple tasks like rewording emails to clients to make them more understandable, proofreading your blog post drafts, or writing the bio you use for networking.

## Casetext CoCounsel

Billed as “your new AI legal assistant,” [Casetext's CoCounsel](#) is a strong AI-powered tool designed to aid with legal research and litigation processes. It uses advanced NLP capabilities to understand and analyze legal content with the goal of increasing the efficiency and accuracy of legal research.

Perhaps most impressive is Casetext's Contextualized Attention-based Retrieval Algorithm (CARA A.I.). It leverages AI to find relevant case law and statutes based on documents uploaded by the user. It can analyze the context of the document and provide research suggestions that are most relevant to the legal argument you're trying to make. It can also perform legal research of state and federal laws, as well as secondary sources, and can provide detailed summaries of what it finds.

## Voltaire

[Voltaire](#) is an AI tool that is highly specialized for the legal industry. Specifically, it is designed to assist lawyers with the jury selection process. It does this by combining big data analytics with machine learning in order to provide insight into potential jurors' social media activity, public records, and other online footprints.

## Lawyaw

[Lawyaw](#) is an AI document automation platform for legal use. It uses NLP and machine learning to help streamline document prep, form generation, and e-signature collection. It does this via a secure cloud-based collaborative environment that allows multiple users to work within the same document at one time.

## Westlaw Precision

You didn't think Thomson Reuters was going to let an AI revolution take place without throwing its hat in the ring, did you? In fact, Westlaw's early online legal research tools were some of the first forms of AI widely available to lawyers.

Today, [Westlaw Precision](#) continues that legacy by allowing users to streamline research tasks. It does this by, you guessed it, using advanced NLP and machine learning to comprehend and respond to complex legal search queries.

## ConversAI

[ConversAI](#) was designed to facilitate human-like interactions. It does this by allowing users to create intelligent chatbots that can interact with humans, answer their questions, and provide them with relevant information. It is customizable and, by using NLP, it is able to understand the context of queries presented to it so that it can provide appropriate answers.

Though this is not a legal-specific tool, it may still be applicable for your law firm website or other similar applications. Talk to their sales team about any concerns you might have about training the AI not to dispense legal advice or otherwise setting parameters to protect you ethically and legally.

## Scholarcy

[Scholarcy](#) was designed mainly for academic purposes, and it would likely be a fantastic tool for last year's summer associates who are about to take the Bar Exam. You might find it valuable for other applications, though.

Scholarcy uses AI to speed up the process of reviewing lengthy literature. It can distill complex documents into digestible pieces, and can even create summarized flashcards. It's able to highlight key findings, methodologies, and conclusions of anything it is asked to "read." Even better, it can organize its responses into sections so they are easy to navigate and understand.

## Superlegal.ai

[Superlegal](#) (formerly known as LawGeex) uses AI to automate the contract review process.

Like many of the other tools on this list, it uses machine learning and NLP to analyze contracts against predefined parameters. It can flag potential problems and clauses that are non-standard to the user. The platform can be automated to move many contracts through the review process quickly.

## Everlaw

[Everlaw](#) is an eDiscovery solution that, among other things, provides predictive coding capabilities to facilitate document review.

It also uses machine learning to provide detailed insights to attorneys about the discovery data it is asked to review. As with most eDiscovery AI tools, its biggest selling point is the speed and accuracy with which it can digest massive amounts of data.

## Luminance

[Luminance](#) is a comprehensive set of AI products that can facilitate anything from due diligence document/contract review to compliance reviews to eDiscovery. For those law firms with multinational practices, its AI tools can work with documents created in over 80 languages.

## Chapter 8: Building your AI team

Unfortunately, there is no magical AI unicorn that flies over your firm, waves a magic wand, and suddenly blesses you with all of the AI capabilities discussed in this eBook. Instead, after identifying the AI tools you think would most benefit your firm, you're going to need to put together a team to research, implement, and likely train this new technology.

Not every firm will have the personnel or the resources to appoint people to each of these positions. At the very least, the roles described below should be undertaken by *someone*, even if that person is an outside consultant.

If you see AI and automation as a way to give your firm a competitive edge, though, you're ready to structure your team to get the most out of these tools. Training or hiring specialists is an investment in your high-tech future. Whether you're ready to dive in completely or you're just willing to test some of these tools on your own, here are a few of the roles you should consider filling:

### Chief AI strategist

Let's be honest, some nerd at your firm is probably already hounding the managing partner(s) for additional AI tools. It's not a bad idea to leverage that person's enthusiasm into the position of [Chief AI strategist](#).

Task them with understanding the needs of the firm, both collectively and on a department-by-department basis. Then, allow them to submit a proposal outlining an AI strategy that meets those needs. Their proposal should include risk-benefit analyses, cost projections, implementation schedules, and a detailed plan that shows exactly how and why your firm should introduce these new AI tools.

## AI Ethics Officer

Although the vast ethical issues arising from AI use in the law are beyond the scope of this practical and tactical guide, those issues are very real and very important.

Most law firms have at least a few attorneys who are hyper-focused on ethical issues. Those are the people who should be considered for the role of an [AI Ethicist](#). Once appointed, they should be tasked with analyzing issues like:

- How does the firm ensure privacy and confidentiality of client information in an AI environment?
- To what extent does the firm need to reveal its use of AI to clients?
- Will any humans be charged with checking the work produced by AI?
- Will the firm have a policy as to which AI tools are acceptable for use — for example, can associates use ChatGPT to produce legal memos?
- What liability issues exist when the firm begins to use AI?
- Does the firm's malpractice insurer have any policies surrounding the use of AI?

## AI trainer

When most companies think of AI trainers, they're talking about someone whose job it is to [teach chatbots how to handle the specific inquiries and conversational styles](#) it might face. That's certainly an important role in your law firm, and it's a position that should be filled thoughtfully.

From a consistency standpoint, however, you'll also want to develop and train employees on how AI is to be used for day-to-day work. The last thing you want is to have some associates using AI to generate correspondence to clients while others are doing that same work the old fashioned way. For one thing, that inconsistency will cause great divergence in how those tasks are billed.

Of course, if you decide to implement any of the paid AI tools listed above, those vendors probably provide training along with your new software products. If, however, you decide to allow tools like ChatGPT, then one person should be responsible for teaching others those methods of deploying AI that the firm finds acceptable. In any case, it's a good idea to have an expert on site who can answer questions, troubleshoot, and make sure that all firm employees adhere to usage guidelines.

## Chapter 9: Don't worry, there will still be human jobs

The use of AI in the legal industry has led to a predictable surge in concerns about job displacement. In particular, there is a common fear that AI and machine learning tools could replace human lawyers, paralegals, and other staff.

While those concerns are legitimate, AI is nowhere near the point where it can completely replace legal professionals. Here's why:

### AI comes with inherent limitations

We can't deny that AI can process and analyze vast amounts of data with speed and accuracy that far surpasses human capabilities. That said, AI still can't perform critical functions that really make the practice of law what it is.

### What you can do that AI cannot

There are many human skills that AI cannot currently replicate. For example, AI cannot engage in [creative or critical thinking](#).

Sure, it can analyze data, but it can't really apply that data to complex legal situations like humans do. AI may tell you that a contract passed its termination date three months ago, thus relieving a party from its obligations under the contract. However, it won't tell you what to do if that party had been sending the other party daily emails asking for contract extension and had continued performing as if the contract were still in place.

Similarly, AI does not possess [human emotional intelligence](#). So, while it may be able to tell you that the relevant child custody standard in your jurisdiction is "the best interests of the child" and may even be able to do an analysis of the relative financial conditions of the parents, it cannot suggest what should happen when an autistic child cries every time she has to be near her step brother.

Perhaps most importantly to lawyers, [AI cannot argue](#) or persuade. You won't find AI presenting a stunning closing argument at your next trade secrets trial. Nor will it be able to convince your client that a particular real estate deal is a good one in the long term, even though it doesn't seem to make much sense today.

All of that adds up to one core truth: legal clients don't want to hire a robot. They want to hire an intelligent, caring, reasonable person. There is no substitute for person-to-person connection. These very human skills make you necessary to the competent practice of law.

## AI is a tool, not a replacement

The truth is that AI doesn't really do anything if humans aren't around to tell it what to do. While it can certainly be used to help you do your job more efficiently, it can't do it without you.

Far from being a threat to your career, AI is more likely to be your friend. It can automate those repetitive tasks (like typing out interrogatory objections) that you hate so much. It can spot even the tiniest of important text that appears in one document out of the 432,000 you've been asked to review this weekend. It can flag risks and legal issues that you need to analyze further.

But it can't replace you. Not today.

With all of that said, legal professionals would be wise to embrace AI in some capacity. While it's not going to take your job, it will likely change the nature of your work. As that happens, new roles will undoubtedly emerge within law firms. Positions like the aforementioned AI trainers and AI ethics officers will become critical positions in the law firms of the future.

So, hop on board, colleagues. The revolution is upon us.

## Conclusion

As we conclude this guide, it is probably most important to reflect on the vast potential AI holds for the legal sector. Again, AI is not some distant fantasy. Its impact on the practice of law is happening now, and law firms will need to adapt if they wish to remain competitive and relevant.

In the course of this book, we have journeyed from the fundamental concepts of AI through the various applications within legal practice, and, finally, to the practical steps you must take to implement AI in your law firm. We have explored the benefits and challenges that AI presents. We've touched on potential ethical, legal, and data privacy concerns, and we've given you plenty to think about as you move forward from here.

Ultimately, our aim was to help you understand how AI might impact your firm and give you the resources you need to make informed choices. The rise of AI in the legal field does not necessarily mean that legal professionals will be replaced; instead, it presents an opportunity to focus more on strategic, creative, and complex tasks while allowing AI to handle routine, time-consuming chores.

We understand that embracing AI in your law firm is a journey, not a destination. It is going to require continual learning and adaptation because the field of AI itself continues to evolve rapidly. The adoption of AI is not without its challenges, but the potential rewards in terms of efficiency, accuracy, and client satisfaction make it an opportunity that cannot be ignored.

Remember: the future is not waiting. It's happening now, and AI is a significant part of it. Let's embrace it together.

### About InfoTrack

InfoTrack is an integrated litigation solution that helps law firms streamline common tasks. Simply install InfoTrack in your primary legal software and you can eFile, request service of process, collect signatures, and much more directly from your matter. [Learn more about InfoTrack here](#) and request a [personalized demo](#) to see how much time and money your firm can save.

# Appendix A

## Command Provided to ChatGPT:

Act as a lawyer in a civil litigation law firm in California. My first instruction/request is "write a memorandum addressing this question of whether California landlords must provide habitable conditions for their tenants"

Verbatim result delivered 27 seconds later:

### **MEMORANDUM**

**TO:** [Your Name]

**FROM:** ChatGPT

**DATE:** May 25, 2023

**RE:** Obligation of Landlords in California to Provide Habitable Conditions for Tenants

### **I. Introduction**

The question under discussion is whether landlords in the state of California are required to provide habitable conditions for their tenants. As outlined in the California Civil Code, it is evident that landlords are indeed obligated to ensure that the premises they rent out are habitable.

### **II. Legal Framework**

Under California law, every residential lease and rental agreement carries an implied warranty of habitability. This means that it is an implicit term of any rental agreement that the landlord will provide a habitable dwelling and maintain it in that condition throughout the duration of the tenancy.

This implied warranty of habitability is principally established in California Civil Code §§ 1941 and 1941.1. The premises must be "fit for human habitation" and in compliance with state and local building and health codes. This includes, but is not limited to, maintaining the following:

- Effective waterproofing and weather protection of roof and exterior walls, including unbroken windows and doors

- Plumbing and gas facilities that conform to law in effect at the time of installation and maintained in good working order
- Hot and cold running water, as well as a proper sewage disposal system
- Heating facilities that conform to applicable law at the time of installation and maintained in good working order
- Electrical lighting, with wiring and electrical equipment that conform to law in effect at the time of installation
- Building, grounds, and appurtenances kept in a clean, sanitary, and free from all accumulations of debris, filth, rubbish, garbage, rodents, and vermin condition
- Adequate number of appropriate receptacles for garbage and rubbish
- Floors, stairways, and railings maintained in good repair
- Working locks for all doors and windows

### **III. Breach of Warranty of Habitability**

If a landlord does not maintain the property in a habitable condition, they are considered to be in violation of the warranty of habitability. Tenants have several possible remedies available to them if this occurs, including repair and deduct, abandonment of the property, withholding rent, or suing the landlord for a reduction in rent.

### **IV. Conclusion**

In conclusion, California law indeed mandates that landlords provide and maintain habitable conditions for their tenants. If the property is not habitable, tenants have rights under California law to address these issues. It is important that landlords understand their obligations and comply with them to avoid potential legal repercussions.

### **V. Recommendations**

Landlords should be proactive in property maintenance and quickly address any concerns raised by tenants to avoid potential breaches of the warranty of habitability. As a legal counsel, we should ensure our landlord clients are fully aware of these obligations, and should assist them in understanding what actions they may need to take to remain compliant with California law.

Please feel free to contact me if you require further clarification or have any additional questions.

Best regards,  
ChatGPT