**Flash Report: 5th webinar on Artificial Intelligence in the Justice Field: Chatbots and Tools Facilitating Access to Information, 13 December 2022**

The topic of the fifth webinar on the use of AI technology in the justice domain was on Chatbots and Tools Facilitating Access to Information. The event dealt with various perspectives on chatbots and other tools facilitating access to information, distinguishing between AI-powered and rule-based chatbots. Furthermore, discussions focused on some practical use cases, national experiences, and the risks and opportunities related to the use of chatbots in the justice field. The webinar featured an introductory part from the European Commission and three discussion panels with 10 external speakers from other institutions (the CJEU), Member States, academia, lawyers and the private sector.

**The** **introductory part was opened by Mr Paul Nemitz, Principal Advisor at DG JUST**, who welcomed the participants. Mr Nemitz provided a broad policy and regulatory perspective on the Commission’s work on AI. He specifically mentioned the European Commission’s 2018 Communication “Artificial Intelligence for Europe”, the “White Paper on Artificial Intelligence”, the “Proposal for a Directive on adapting non contractual civil liability rules to artificial intelligence” and the “Artificial Intelligence Act”. He stressed the high priority of AI related issues for the Commission and recalled that this webinar is part of a series of events. Mr Nemitz noted three pillars related to the use of AI technology: (1) technology update, (2) preparing and qualifying people and (3) determining the effect of rules governing technology without undermining fundamental rights, the rule of law and democracy. He pointed out that the topic of the webinar regarding language applications was timely, for instance with regard to the relationship between citizens and public authorities. It is of great importance that authorities stay up to date with cutting-edge technologies which people encounter in their everyday lives. Mr Nemitz stated that chatbots can ameliorate (1) guiding people to the adequate place to be heard and providing solutions guaranteeing access to both justice and to information and (2) enhancing the ability to answer to humans in a more comprehensive and effective manner, to draft legal documents and to assist the judicial procedure in general. The aim of this webinar was to exchange views on the potentiality of these technologies and to examine the areas in which chatbots are already applied in a comparative way in order to identify the risks they entail. Taking into account the Recovery and Resilience Facility, and the available funding for public services reforms, justice reform and digitalisation, Mr Nemitz spoke in favour of a holistic approach, which encompasses the efficiency potential of changes in procedural, substantive law, judicial training and tackling of problems in the judicial sector. Furthermore, he stressed the conclusion of the Commission “Study on the use of innovative technologies in the justice field” for the need to strengthen collaboration and communication in view of the development and deployment of innovative technologies in the justice area. By taking stock of the webinars that have already taken place, he highlighted the importance of the exchange of knowledge and experience between institutions, Member States, academia, lawyer representatives and the private sector. Moreover, he rejected the idea of the complete automation of adjudicative processes and supported the importance of the human decision-making prerogative in judicial procedures.

**Chatbot for the EU Institutions, Bodies and Agencies’ Emerging Technology Projects**

**Mr Sorin Banu, Responsable du Laboratoire d'innovation, DTI - Conception des solutions informatiques at the CJEU** introduced the ICDT chatbot for the European Union Institutions Bodies and Agencies (EUBIAs) emerging technologies projects. ICDT Emerging Technology group assisted with the gathering of the data. The EUIBAs chatbot is a web tool aiming to facilitate discovering of existing ‘Emerging Technologies’ (ET) projects within EUIBAs through a natural language dialogue in English, to increase the collaboration and the reusability of innovative technologies assets (e.g. AI, blockchain, IoT, robotics). The tool hosted at the European Commission is in production and available online for EUIBAs at the address *curia.europa.eu/chatbot*. By asking the bot, the user can retrieve the projects’ title, the description, the owner, the status and the last update of it. The user is also able to leave feedback, which is subsequently taken into account by the developers. He presented a demo of the tool and some conversation examples, simultaneously focusing on some technological specifications.

**WAKA and i4-X4: Two Chatbot Use Cases at BMW**

**Dr Davide Cadamuro, AI Ethics, AI Infrastructure, Natural Language Processing, BMW Group**, elaborated on WAKA and I4-X4, two chatbot use cases at the BMW Group. He started by explaining the term “chatbots”, their categories and architecture, while highlighting the potential application of conversation assistants across the BMW Group value chain. He presented the WAKA (“Work Assistant *Kann Alles*”), namely a chatbot deployed on the instant messaging platform used by BMW Group employees, based in Germany, available in English and German. This chatbot provides access to information and tools to increase productivity at the workplace. The tool includes a glossary, a general translation model and a workflow for organising meetings, while it has a feedback command to provide suggestions and report problems. I4-X4 is a task-oriented chatbot interfacing a Q&A system about job opportunities, working life and career at the BMW Group. This chatbot aims to replace the telephone and email Q&A services. Both are designed based on a Code of Ethics for AI, employed by the BMW Group.

**How and for What Purposes Lawyers Use Conversational Agents**

**Dr Peter Homoki, Homoki Law Firm** spoke about the use of conversational agents by lawyers. He pointed out two practical uses of conversational agents by lawyers. The first is the internal one and entails the use by the lawyers themselves. In this case, chatbots could be used as an interface for document assembly or as a search interface for queries regarding legislation or case-law and document research. The second one is the external one, the use of the chatbot for the purposes of interaction with the clients. In the latter case, through the chatbot the presence of the law firm can be reaffirmed through such a multi-channel capability. Moreover, the client can schedule appointments via the chatbot and use the Q&A function. The collection of the client intake and the conduct of document assembly interviews are also feasible. For these reasons, law firms rely on local providers, chatbot platforms, or develop their own solutions. He analysed the obstacles and deontology risks that might be encountered using all these applications, including data protection, professional confidentiality, client identification and the possibility of false advice.

**Poland: State of the Art of Chatbots**

**Mr Adrian Kapczyński, PhD, Cyber Science / Silesian University of Technology** gave a general presentation on the AI policy in Poland. He introduced the document of the State of Polish AI 2021 and various relevant research projects, among which NL4XAI (Interactive Natural Language Technology for Explainable AI) was included. He also presented another interesting platform (ALFAVOX) applying chatbots and voicebots.

**Poland: Rational approach to AI tools implementation**

**Dr Tomasz Kisielewicz, Ministry of Justice** discussed the development of AI tools. He explained the concept of the tools, starting from the idea and moving towards the design, the practical implementation and the maintenance of the tools. He distinguished the different layers related to all the aforementioned stages, in which the legal, organisational, semantic and technical aspects were highlighted. Some principles should be taken into consideration as far as the interactions between administrative authorities, citizens and businesses are concerned, such as, but not limited to security, data storage, ownership of programmes, automation of decisions and transparency. Mr Kisielewicz went through the deployment, development and research stage, specifying the technology readiness level, for which he provided some use case examples. To ensure the efficiency at any of these stages for the solutions provided, he suggested a few mechanisms as an employment of standardisation, training of the algorithm, use of case examination, provision of feedback and the organisation of demonstrations and tests. The evaluation process through use case examination and monitoring, training and planning is crucial towards this goal.

**Using Chatbots to Provide Public Service Information**

**Prof. Efthimios Tambouris, University of Macedonia, Thessaloniki, Greece** illustrated the use of chatbots for providing public service information as part of the inGov project in Greece and Croatia, which he scientifically coordinates. He explained that citizens often need to search for information concerning required documents (aka evidence), e.g., cost, relevant public organisation, relevant legislation, about a public service. Within the EU, the Core Public Service Vocabulary (CPSV) has been developed to be used as a common basis for public services, national, regional and local catalogues and information portals. However, CPSV is not able to support complex cases. Therefore, the use of chatbots, which constitutes one of the objectives of the project, is highly encouraged. He went on delving into its infrastructure and pilot trials to reach the conclusion that the use of such chatbots is technologically feasible and, notwithstanding some challenges, there are many benefits from its implementation. He included some suggestions for the deployment of a similar model in the justice area.

**Sweden: AI Tools Assessing Entitlements to Compensation**

**Mr Frode Randers, Senior IT-Architect, Swedish Social Insurance Agency**, elaborated on the AI Tools for the assessment of entitlements to compensation. The Swedish Social Insurance Agency handles cases regarding benefits, allowances and compensations and uses a large variety of AI related tools, including text and speech processing, analysis, translation, image detection and classification. Their current working field concentrates on the implementation of chatbots to handle common questions on an external and an internal level. Mr Randers emphasized the challenge of the deficiencies in training data they are facing and expressed their willingness to expand the use of AI within the agency.

**Sweden: AI-solution: Fraudulent Companies and Criminal Use of Companies**

**Mr Patrick Eckemo, CDO, Senior Advisor, Swedish Companies Registration**, delivered a presentation on the National AI Assignment and the AI Fraud Prevention at the Swedish Companies Registration Office. The first aimed at promoting the public administration’s ability to use AI. For this purpose, a guide of AI in practice, based on the experiences of some of the most advanced Swedish public authorities on the use of AI, a trust model on a voluntary basis for the support of supervisory authorities and transparency reasons and a report on the evaluation and development methods of AI chatbots were delivered. The second one focused on the prevention of financial crime. For this purpose, Sweden applies rule and AI based risk models and indicators for fraud detection during the examination of citizens’ annual report or business errand. He summed up, expressing their will for further development and improvement of the risk indicators.

**Sweden: Effects of Chatbot Skatti**

**A representative of the Swedish Tax Agency** introduced the virtual assistant *Skatti*. The chatbot was launched gradually and did not initially provide the public with straightforward answers, yet rather with suggestions. Social talk was also created, whereas the chatbot could deliver answers in fields in which it lacked knowledge. In the presentation, a focus was on surveys, showing the satisfaction of the communication between the chatbot and the citizens and further statistics, showing the growth of several conversations that took place. The speaker pointed out the vision of the Agency for the use of AI for the classification of emails and AI augmented search in the near future.

**New Colleague on Board: Public Administration and AI-powered chatbots**

**Dr Dalma Molnar, PhD student in legal informatics at the University of Public Service in Hungary** gave an overview of the central electronic administration services powered by AI Create, namely voice narrations using text-to-speech technology, chat communication systems, supported by AI and transcription of audio to text using speech-to-text technology. She presented *Mia*, the communication assistant at client gate, operating on a hybrid system and elaborated on both its positive and negative aspects. She made some final comments regarding the challenges that should be confronted at the same time of the deployment of AI generated tools in the field of public service administration.