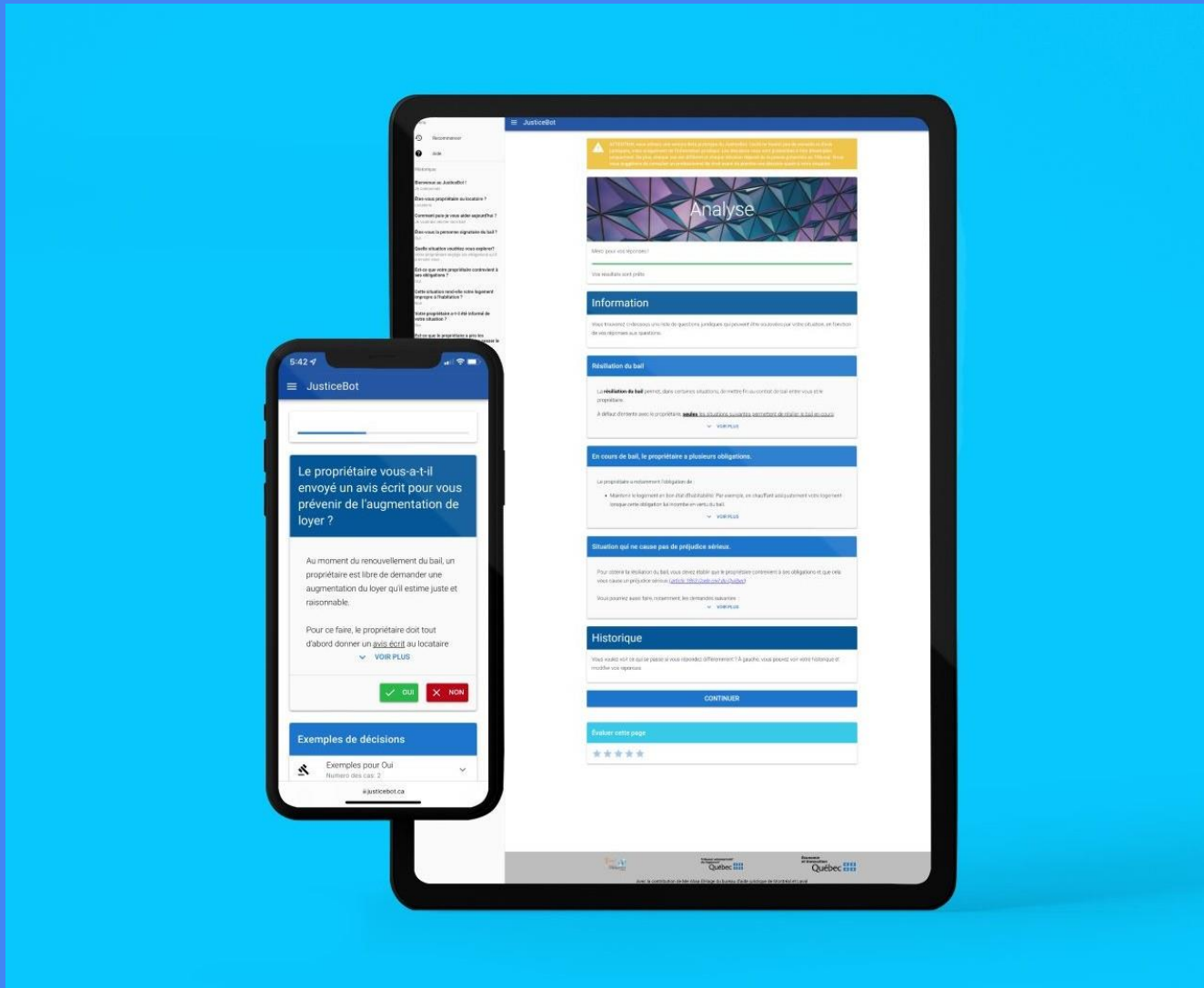# JusticeBot

Using Artificial Intelligence to improve access to justice

What is the JusticeBot?

JusticeBot uses artificial intelligence (AI) to provide legal information to litigants.

Based on the information provided by users, JusticeBot finds similar court decisions and helps identify the law applicable to the dispute in question. Thus, JusticeBot improves access to justice by helping users know their rights and the case law relevant to their situation.

Currently, JusticeBot is used in the field of housing law: it allows Quebec landlords and tenants to know their rights and obligations.

In the future, this tool could be used in a multitude of other legal areas.

Try JusticeBot now: https://justicebot.ca

Laboratoire de CYBERJUSTICE Laboratory

ACT AUTONOMY THROUGH CYBERJUSTICE TECHNOLOGIES

CHAIRE LEXUM INFORMATION JURIDIQUE

Objectives

Improving access to justice

Litigants may struggle to resolve their legal issues and low-intensity litigation. Understanding which law applies is often complex, as it is difficult to navigate through laws, court decisions and rules governing the various actors in the justice system. JusticeBot helps those involved in litigation better understand their situation and their rights, thanks to the analysis of previous judicial decisions.

Basic Research

JusticeBot's success marks an important step in research relating to the use of artificial intelligence in the legal field. The methodology and best practices developed by the JusticeBot will be used in the context of disputes between landlords and tenants, but also in other areas of law.

This tool will improve the general public's access to law and justice.

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How does the JusticeBot work?

1. Answering questions

Users answer a few questions about their legal problem, from simple interfaces accessible via their phone, tablet, or computer.

2. Analysis

The algorithm analyzes the answers and provides legal information by comparing the user's situation to previous legal cases.

3. Solving the Conflict

The information obtained through the JusticeBot can help users settle their dispute directly or obtain useful information if legal action is taken.

JusticeBot's interface

1.	JusticeBot is accessible from a **computer**, **tablet**, or **smart phone**. At the beginning of the process, JusticeBot **explains the procedure** to the user. Then, the user is asked to answer a series of **factual questions** proposed by the JusticeBot in connection with the dispute they are facing. These questions are based on the relevant facts on which a judge would rely in making a decision, which makes it possible to identify the context in which the legal problem arises.

In addition, each question is accompanied by a **short explanation** written by legal experts and offers a series of examples of **previous court decisions**. This allows the user to understand the relevant issues and legal elements to answer questions as accurately as possible.

2.	Once all the answers have been provided, JusticeBot analyzes them and **instantly offers the user legal information**, **including relevant case law**, concerning their problem. JusticeBot also informs the user of the next steps available to them and directs them to useful recourses to solve their dispute.

3.	At the end of the process, the user should be able to have an idea of the **various legal issues** related to their situation, in addition to having access to relevant previous court decisions.

JusticeBot TAL – Usage Statistics

The JusticeBot dealing with landlord and tenant disputes was launched on July 20, 2021, in collaboration and with the support of several institutions:

Usage statistics

Between July 20, 2021 and July 6, 2022 (~11 months)

12,000	51,000	82,000
Users	Answers provided	Viewed pages

USERS TENANT/LANDLORD

Landlord 35.8%
Tenant 64.2%

WOULD YOU RECOMMEND JUSTICEBOT TO THOSE AROUND YOU?

No 17%
Yes 83%
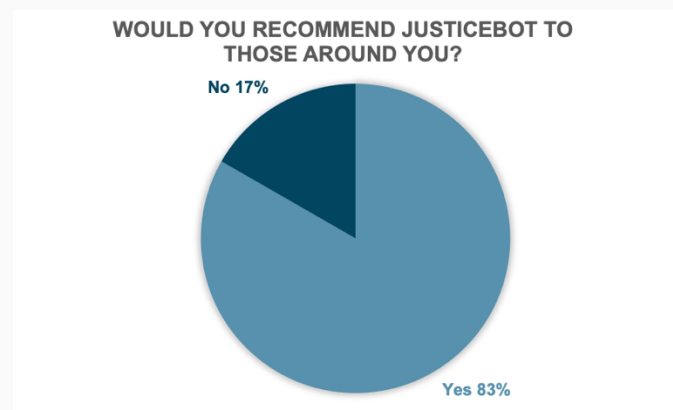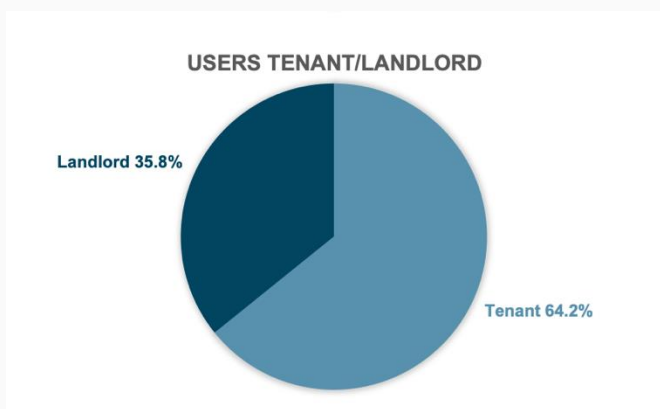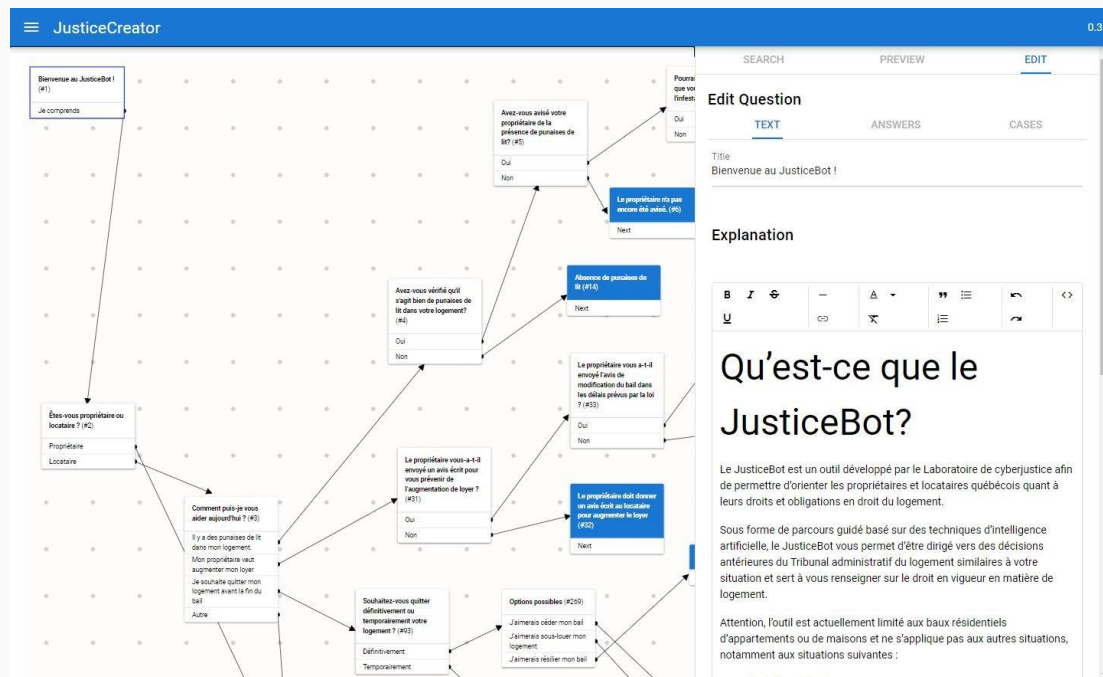
JusticeCreator

We have also developed a tool called JusticeCreator, which allows for the **visual editing** and **graphical creation of decision trees** needed to link questions posed to JusticeBot users with possible legal consequences. This tool was used by a team of legal experts from the Cyberjustice Laboratory to code JusticeBot content focused on landlord and tenant disputes.

In addition, this tool allows the association of **previous judicial decisions** with each legal issue or consequence to help the user understand how an issue has been dealt with previously. To do this, the tool relies on **advanced deep learning methodologies.**

JusticeCreator offers an end-to-end solution for developing legal decision support tools in any field.

The Cyberjustice Laboratory

The Cyberjustice Laboratory is a recognized leader in the production of software aimed at improving access to justice.

Created in 2010 by Professor Karim Benyekhlef (Université de Montréal), it is also a centre for reflection and creativity where justice processes are modelled and reimagined to improve access to justice. **Specializing in online dispute resolution, the Laboratory analyzes the impact of new technologies on access to justice, and develops platforms, software, and legal tools.**

The Laboratory's multidisciplinary team brings together students, researchers, and computer scientists from around the world, including 20 universities and research centres, and more than 50 public and private partners.

The Cyberjustice Laboratory also houses one of the world's first all-digital courtrooms.

To learn more about the Cyberjustice Laboratory, visit www.cyberjustice.ca.

Contact us!

If you have any questions or would like to explore the possibilities of collaboration, do not hesitate to contact us!

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You can also follow the Cyberjustice Laboratory online:

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Twitter: https://twitter.com/cyberjusticelab

Facebook: https://www.facebook.com/LaboratoireCyberjustice/

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