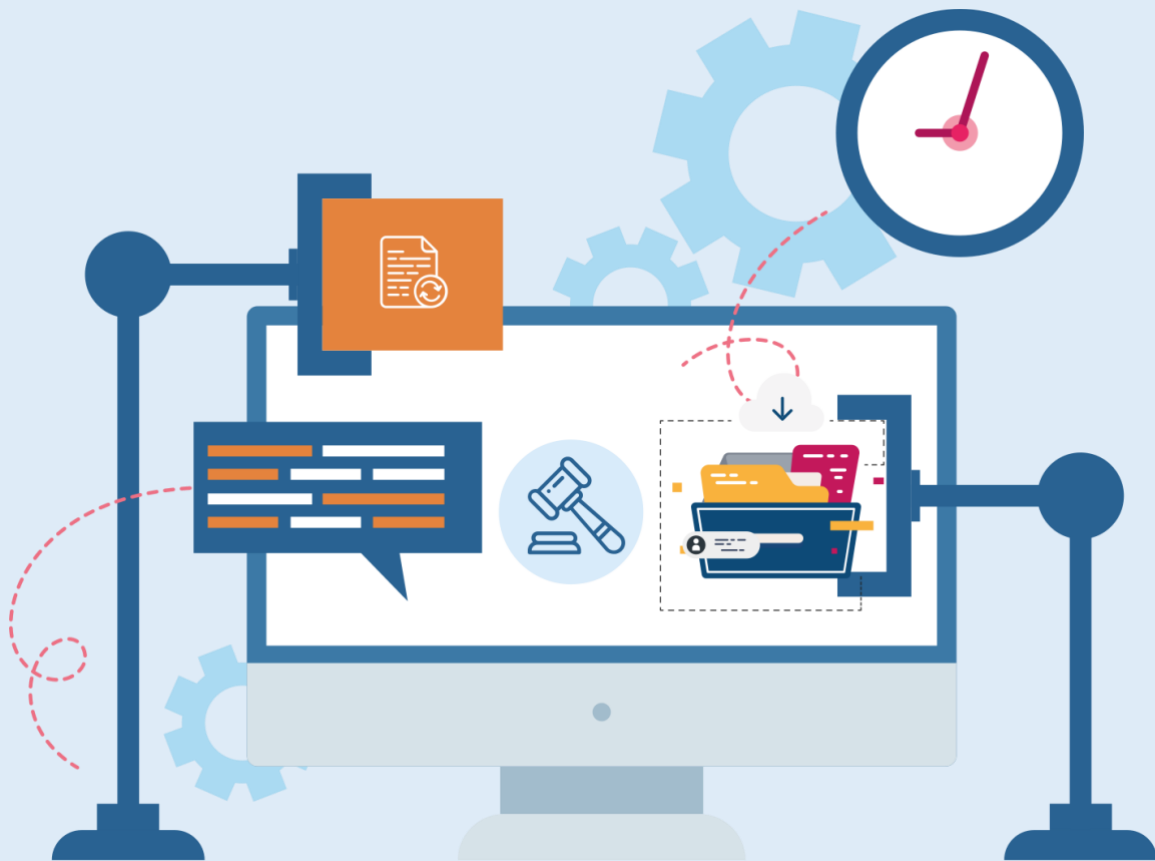# Law Firms Leveraging Chatbots for Document Automation

## Document Management – Major Issue faced by law firms

The legal industry is known for its document-intensive business processes and, combined with the low levels of digitalization, has resulted in law firms facing several challenges associated with document handling.

Rising client expectations to quickly create, edit, and share legal documents have culminated in documents management to become one of the biggest challenges faced by legal organizations.

*Documents either in digital or paper format hold the risk of being miscategorized or misplaced, if not handled properly.*

In today's highly demanding customer environment, traditional methods of handling the entire gamut of information may not be sufficient to manage legal records and contracts effectively. Hence law firms need to leverage innovative technologies for effective document and record management without compromising on security.

Another key area of concern is document creation, which entails most of the attorneys' time, causing a decline in the attorneys and a law firm's productivity.

Creating documents or contracts involves the repetition of certain tasks making this process a time-consuming activity for attorneys. At times generating a legal document can be complicated, which may increase the chances of human errors.

For instance, during contract drafting, lawyers may fail to comply with document management policies, which could affect the law firm's reputation with their clientele.

## Chatbots for the legal industry



Source : Infoholic Research

*"Chatbots in the legal industry are becoming the de-facto solution for hassle-free management of internal operations as well as customer interactions."*

Law firms mostly employ chatbots for handling customer interactions; however, these chatbots can also handle the tasks usually designated for lawyers that involve making complex decisions. One such instance is where chatbots are being used for document management.

These chatbots are leveraging AI and NLP to understand even the ambiguous client requirements resulting in faster and accurate documents.

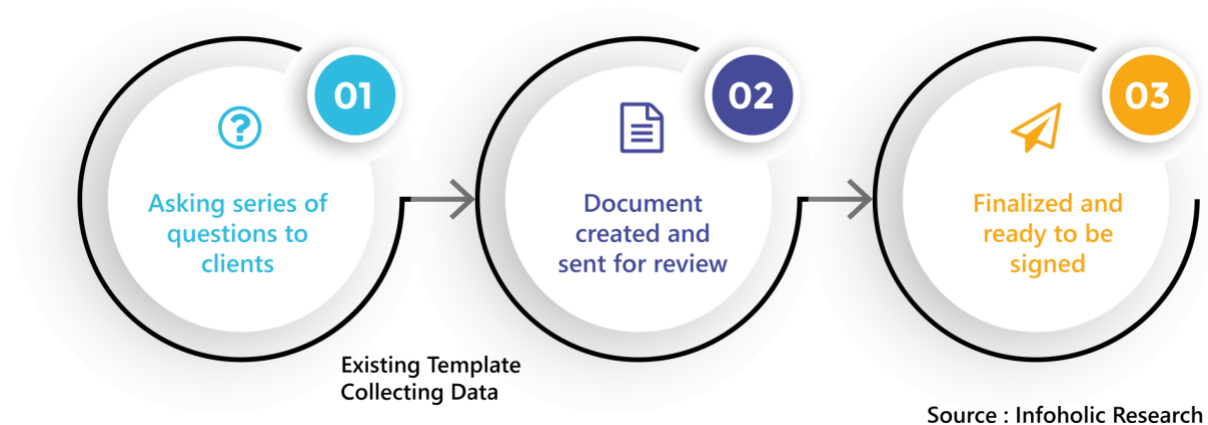## Legal Chatbots – the Cost-effective tool for generating documents

Although several document management tools are available for automating document creation, the process remains complex and time-consuming as many employees lack the relevant technical skills needed to use the software.

On the other hand, advanced legal chatbots with existing document templates can instantly generate legal contracts for business as well as the client matters. Based on the law firms' predefined policies, these chatbots can even highlight the issues in contracts as well as suggest corrections, resulting in precise documentation.

AI-based legal chatbots first collect the information from users and help law firms and attorneys in churning out essential legal documents. These automatically generated documents are saved in DMS and are further reviewed by actual attorneys to branch out the final document.

Chatbots in law firms can streamline the document creation processes by automating routine aspects of contract creation, allowing attorneys to focus on other critical areas of client cases. These chatbots can even answer client queries during the document creation process resulting in a well-coordinated and informative contract.

## How are documents created?



**01** Asking series of questions to clients

Existing Template Collecting Data

**02** Document created and sent for review

**03** Finalized and ready to be signed

Source : Infoholic Research

Now, chatbots are being considered as a cost-effective tool for document automation, and several legal firms have started utilizing chatbots to offer additional services of contract drafting and review. These AI-enabled chatbots offer substantial legal support to clients in all possible ways establishing elevated client experience.

## Chatbot approaches for automated document management

- Chatbots can be integrated into any website to help people in generating legal documents, including wills, agreements, estate planning, and other legal contracts. These chatbots collect and analyze information from several legal websites needed to finalize a document.
- The integration of a chatbot with messaging platforms will allow clients to know about a particular document exhaustively. These chatbots can analyze legal contracts and other documents explaining clients each part of a contract and highlighting missing details.
- Chatbots integration with other prominent communication and collaboration platforms are also helping clients in drafting document and contracts based on their requirements.
- Chatbots are also being used directly on the company website for dealing with the privacy policy, rental, and non-disclosure agreements. These chatbots can generate documents and analyze agreements to help clients in detecting unseen consequences. Chatbots can also provide advice on other housing as well as privacy-related matters.

# KLoBot – Simplifying Human–Machine Interactions

KLoBot is empowering attorneys to develop no-code AI chatbots to automate legal services and streamline business processes.

With KLoBot's intelligent reusable skills, law firms can deploy chatbots within hours across channels to automate internal operations and handle a huge volume of client queries. Text and voice-enabled chatbots built on the KLoBot platform can drive customer engagement, bridge the gap between attorneys and clients, and offer several benefits for attorneys as well as law firms.

KLoBot, with its robust security features, modernizes law firm operations by allowing law firms to manage all chatbots from a centralized location and providing easy & secure document access to attorneys.

KLoBot offers a holistic approach for document management, making this process swift and less complicated.

*"KLoBot is harnessing the power of AI and real-time interactions enabling chatbots to draft legal documents automatically."*

With the created document templates and client data input, chatbots built on the KLoBot platform can instantly design law contracts resulting in enhanced attorney's billability and productivity. These chatbots eliminate the efforts of manually generating documents and enable attorneys to speed up document processing and acknowledge complex client queries.