

Widening Access to Justice Using AI: A Case Study in Legal Services Chatbot

Session Description

Explore how some Legal Aid Online Services in US & QED42 leveraged the power of AI and Drupal to develop an innovative chatbot that revolutionises access to legal information and services for the larger low-income and vulnerable populations.

We will delve into the unique challenges we faced in designing a solution appropriate for an NGO serving a huge, diverse user base with complex legal needs and how the integration of AI within their Drupal-based website proved to be a game-changer. The session will cover the critical aspects of the project, including:

- The collaborative effort between legal experts, Drupal developers, and AI specialists in designing and implementing the chatbot.
- Drupal provides a robust content management system for the chatbot's knowledge base and seamless integration with the existing website.
- The impact of the chatbot on enhancing access to justice for underserved communities and its potential for scalability and replication.

Through this case study, attendees will gain valuable insights into the practical application of AI within a Drupal-based project, the challenges and opportunities involved, and the transformative potential of technology in addressing critical social issues.

Whether you are a Drupal developer looking to explore the possibilities of AI, a content manager seeking to enhance user engagement, or a social impact organisation aiming to leverage technology for good, this session will provide inspiration and actionable takeaways for your projects.

Additional Notes

- The final application went beyond another RAG application or a simple flow-based chatbot. We covered topics such as adaptive surveys, passive feedback collection, etc.
- The project involved closely collaborating with the Legal organisation's subject matter experts, who provided the legal content and guidance, and the technical team comprising Drupal developers and AI specialists. This interdisciplinary approach ensured that the chatbot was accurate in its legal information and user-friendly in its design and interaction.

- The chatbot's integration with Drupal was a critical aspect of the project, as it allowed for seamless content management, updates, and maintenance.
- The project has demonstrated the potential for AI assistance and Drupal as a pure CMS to transform access to justice and inspired interest from other organisations looking to replicate the model.

As a case study, this session will provide a detailed look at the technical architecture, design decisions, and lessons learned from the project, offering practical guidance and inspiration for attendees looking to embark on similar initiatives. We will also discuss the ethical considerations and best practices for developing AI-powered tools in the social impact sector.