



# THE SINGAPORE MINISTRY OF LAW AND LEGAL AID BUREAU INCREASE EFFICIENCY AND IMPROVE SERVICE DELIVERY

Knowledge-based chatbots – AskJamie and iLAB – providing faster document/information retrieval and tailored guidance on various legal topics



The Singapore Ministry of Law (MinLaw) aims to advance access to justice, the rule of law, the economy and society, through policy, law and services.<sup>1</sup>

The Legal Aid Bureau (LAB) is a department under MinLaw.

LAB ensures access to justice to persons of limited means, by providing them legal aid, advice and assistance in civil matters. This includes representing applicants in many kinds of court proceedings. LAB cases are handled by LAB's in-house lawyers and assigned solicitors with applicants qualifying for legal aid through satisfying both means and merit tests.

## THE CHALLENGE

MinLaw handles numerous public enquiries every month. It also welcomes high volumes of visitors to its website searching for information and assistance on various legal matters.

Previously, a LAB applicant only had the option to go to the LAB in person to seek legal consultation.

With other institutions becoming digitally enabled, and with the population of Singapore becoming more and more 'tech-savvy', MinLaw's aim was to work towards offering easier and more efficient access to its services digitally, as well as improve its level of service and user experience.

<sup>1</sup> For more information about MinLaw, visit [www.mlaw.gov.sg](http://www.mlaw.gov.sg)



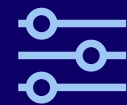
## EFFICIENCY

AskJamie virtual assistant provides faster information retrieval and query resolution for users on the Ministry website.



## SERVICE DELIVERY

Creation, completion guidance and generation of many court documents by iLAB, removes the need for a user to physically go to LAB's premises.



## BESPOKE

The iLAB bot provides tailored information on various legal topics.

## THE SOLUTION

MinLaw approached Sabio Group to design and set-up two knowledge-based bots, each being highly customised to manage intricate virtual assistant conversation workflows.

AskJamie would provide faster information retrieval for users from the Ministry website, enabling them to source information on legal matters, such as divorce, and removing the need to speak with a physical human.

Alongside it, its sister iLAB (also known as the 'Intelligent Legal Assistance Bot) would provide tailored information on various legal topics based on the users' responses to certain questions regarding their circumstances and the issues they are interested in. It can also generate court documents such as the Memorandum of Appearance (MoA). The MoA is an important legal document in Singapore which provides notice to the court and the defendant (or Plaintiff) of an intention to contest a divorce.

Sabio's team of developers and chatbot specialists, led by the Project Executive overseeing the programme, engaged with the team at LAB via workshops to understand the nuances of each virtual assistant and the complexities of the conversation workflows required.

Taking advantage of an online web-based workflow design tool, Sabio and LAB successfully transferred and optimised hundreds of workflows into digital format for certain areas of legal services that LAB offered. LAB provided the substantive content to the flows, while Sabio translated it into "chatbot" format.

A second piece of customisation involved the automatic creation of the MoA, which provided an intelligent digital guidance service for MoA generation and completion. On completion, the document is automatically sent via email to both the user and LAB – quickening the process and removing the need for a user to physically go to LAB's premises to seek advice on how to fill in the MoA.

## THE RESULT

Implementing both AskJamie and iLAB has helped MinLaw increase efficiency and improve service delivery, with Sabio bringing expertise and technology to the project.

Using Console, Sabio's own platform which simplifies the management of AI powered customer interactions across multiple channels, the team's CX, chatbot and conversational AI workflow specialists delivered MinLaw the customised solution they required.

Sabio provided integration and customised modules between its intelligent virtual assistants (VA) and MinLaw. AskJamie acts as a virtual assistant to manage and resolve website queries, while iLAB helps users obtain information and assistance on various legal matters, such as divorce, family violence, custody/guardianship, civil cases or general information, amongst other services.

The introduction of the bots has helped MinLaw maintain a consistent level of service in the midst of the COVID-19 pandemic. The project continues to evolve, with new flows required regularly depending on MinLaw's updated requirements.

