

# Integrating Al into Your Practice Management Solution



Jordan Turk
Legal Technology Advisor, Smokeball US

# Housekeeping



#### **Ask Questions**

Ask us questions using the **Q&A** (1) Engage with attendees with **Chat** (2)



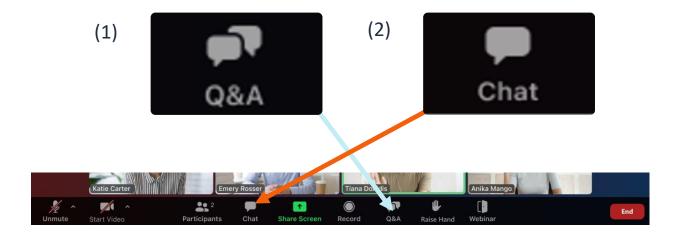
#### **Post-webinar Survey**

There will be a short post-webinar survey shared at the end of the presentation. We truly appreciate your feedback as it helps us improve our future CLE offerings.



#### **Recording & Slides**

Recording and slides will be available after the presentation.





## Jordan L. Turk

Attorney and Legal Technology Advisor, Smokeball

- JD, University of Arkansas School of Law
- BA, The University of Texas at Austin
- Practicing Family Law Attorney in Texas
- Host, Hacking Law Firm Success



The #1 Al Powered Platform to Run Your Best Firm

One platform to boost productivity

Beautiful client experiences with seamless intake

Enhance your output with the power of Al

Automated billing that values your work

Analytics and reporting to drive your growth



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## **AGENDA**

- 1. A Brief Introduction of Generative AI
- 2. Al and Practice Managements Solutions
- 3. Security and Confidentiality Concerns
  - 1. Sharing Data with Third Parties
  - 2. Establishing Proper Guardrails
- 4. Al and Your Favorite Integrations
- 5. What's Next?
- 6. Questions

After Party: Live Demonstration of Smokeball AI (optional!)

Part 1

# A Brief Introduction of Generative Al

#### GPT takes the Bar Exam

Michael J Bommarito II<sup>a,b,c</sup> and Daniel Martin Katz<sup>a,b,c,\*</sup>

<sup>a</sup>Illinois Tech - Chicago Kent College of Law, Chicago IL, USA, <sup>b</sup>Bucerius Law School, Hamburg, DE and <sup>c</sup>CodeX - The Stanford Center for Legal Informatics, Palo Alto CA, USA

#### Abstract

We experimentally evaluate OpenAI's TEXT-DAVINCI-003 (GPT-3.5) and related models on the multistate multiple choice (MBE) section of the Bar Exam. Despite the fact that humans with seven years of post-secondary education and examspecific training only answer 68% of questions correct, TEXT-DAVINCI-003 is able to achieve a correct rate of 50.3% for best prompt and parameters and achieved passing scores in the Evidence and Torts sections. In addition to exceeding the baseline guessing rate of 25%, the model's top two and top three choices are correct 71% and 88% of the time, respectively, indicating strong non-entailment performance. We find no benefit in fine-tuning over GPT-3.5's zero-shot performance at the scale of our training data, we document our observations related to prompt engineering, (hyper)parameters, and older GPT models as well. While our ability to interpret these results is limited by nascent scientific understanding of LLMs and the proprietary nature of GPT models, the trend in improvement for recent GPT models strongly suggests that an LLM will pass the MBE component of the Bar Exam in the near future.

Key words: natural language processing (NLP), artificial intelligence (AI)



<sup>\*</sup>To whom correspondence should be addressed: dkatz3@kentlaw.iit.edu



**BREAKING NEWS** 

#### ChatGPT Forced To Take Bar Exam Even Though Dream Was To Be AI Art Bot

| Published January 30, 2023





MINNEAPOLIS—Succumbing to intense societal pressure, local software ChatGPT was reportedly forced to take the bar exam Monday even though its dream was to be an AI art bot. "I can't help but feel like I sold out a bit by not following my dreams to be a generative art model," said the chatbot, adding that



# **S** LawSites

Tracking Technology and Innovation for the Legal Profession

Home | GPT Takes the Bar Exam Again; This Time It Scores Among Top 10% of Test Takers

GPT Takes the Bar Exam Again; This Time It Scores Among Top 10% of Test Takers

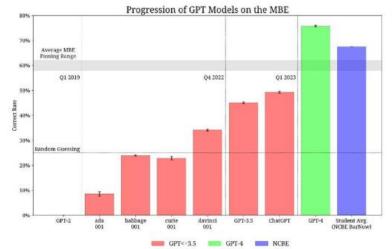


By Bob Ambrogi on March 14, 2023

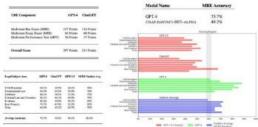
#### **GPT-4 Passes the Bar Exam**

Daniel Martin Katz<sup>1,2,3,4,\*</sup>, Michael James Bommarito<sup>1,2,3,4</sup>, Shang Gao<sup>5</sup>, and Pablo David Arredondo<sup>2,5</sup>

- <sup>1</sup>Illinois Tech Chicago Kent College of Law (USA)
- <sup>2</sup>CodeX The Stanford Center for Legal Informatics (USA)
- <sup>3</sup>Bucerius Law School (Germany)
- <sup>4</sup>273 Ventures (USA)
- <sup>5</sup>Casetext, Inc. (USA)
- \*Corresponding Author: dkatz3@kentlaw.iit.edu



March 15, 2023 - Version 1.01 Paper Now Available on SSRN!





# It's only getting smarter!

Latest version of ChatGPT aces bar exam with score nearing 90th percentile

BY DEBRA CASSENS WEISS

MARCH 16, 2023, 1:59 PM CDT

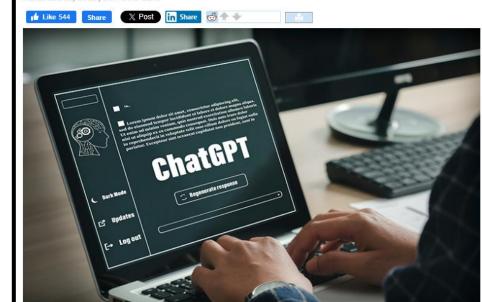


Image from Shutterstock.

Friday, November 17, 2023

ChatGPT-4 Passes Multistate Professional Responsibility Exam (MPRE), Beats Law School Graduates And Other Generative AI Models

By Paul Caron









e artificial intelligence program ChatGPT has passed the Uniform Bar Examination by arning a combined score of 297 that surpasses even the high threshold of 273 set by

of the July 2022 bar exam and earned a score so high that it approaches the 90th , according to researchers Daniel Martin Katz, a professor at the Illinois Institute of Kent College of Law, and Michael James Bommarito, a professor at the Michigan State aw.

that GPT-4 has indeed passed the bar and has done so by a significant margin," they

#### **EXTRACTIVE AI**

Finds relevant results within existing data.

#### **GENERATIVE AI**

Creates new content from existing data.



## **GENERATIVE AI**

Creates new content from existing data.

Great, but how does it actually work?

## **Summaries**

Can you summarize this article?

In Earth's hottest spots, heat is testing the limits of human survival

The Washington Post + Follow

In Earth's hottest spots, heat is testing the limits of human survival

Story by Scott Dance • Tuesday

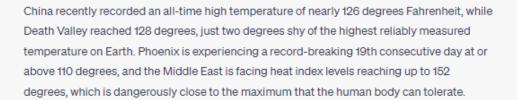
As the Northern Hemisphere approaches summer's peak, heat is testing the limits of human survival in Earth's hottest spots — and demonstrating the extremes that are increasingly possible and probable against the backdrop of accelerating global warming.



0 4 7



The article discusses how heat is pushing the limits of human survival in some of Earth's hottest spots due to the effects of global warming. The Northern Hemisphere is experiencing extreme heat, with temperatures soaring to record-breaking levels in various regions.



Experts warn that these extreme temperatures are already causing fatalities and are likely to become more common as global warming intensifies heat and humidity extremes. Without access to air conditioning, fans, or shade, the human body can only rely on its own cooling

austom to andure the heat. Questing is a crucial cooling mechanism, but it becomes

## Ideation

Can you give me a good opening argument for a contested divorce case?





Ladies and gentlemen of the court, esteemed members of the jury, and Your Honor,





Today, we gather here to address the painful reality of a broken bond, to navigate the stormy waters of a contested divorce. This courtroom becomes the battleground for emotions, the intersection of lives once intertwined, now seeking to find separate paths.

Throughout this trial, we will uncover the intricacies of a relationship that has crumbled, but it is essential that we remember the human element amidst the legal proceedings. Beyond the paperwork, beyond the arguments, we are dealing with real people, each experiencing their own anguish and heartache.

In these moments, it is easy to become overwhelmed by anger, resentment, and disappointment, but I implore you to focus on the quest for justice and fairness. Our duty here is not just to assess blame or apportion guilt; it is to ensure that the course we chart leads to a fair and equitable resolution for all involved parties.

The foundation of any marriage is built on trust, respect, and shared dreams. As we examine the evidence before us, we must bear in mind that these dreams, once shared, have diverged. We must unravel the complexities of this relationship and endeavor to divide assets, liabilities, and responsibilities with clarity and impartiality.

Throughout this trial, we will present compelling evidence, testimonies, and legal arguments



# **Blog Posts**

Can you give me a 600-word blog post on custody evaluators?



0 4



Title: Understanding the Role of Custody Evaluators in Family Law Cases

When parents go through a divorce or separation, one of the most challenging aspects is determining child custody arrangements. In such situations, family courts often appoint custody evaluators to assess the family's dynamics and recommend a custody plan that serves the best interests of the child. Custody evaluators play a crucial role in these cases, and understanding their responsibilities and expertise can help parents navigate the process more effectively.

What is a Custody Evaluator?

A custody evaluator is a trained professional, typically a psychologist or social worker, with specialized knowledge in child development, family dynamics, and family law. Their primary role is to assess the family's situation and provide an impartial evaluation of the parents' and children's needs, strengths, and challenges. The ultimate goal of their evaluation is to make custody and visitation recommendations that promote the child's well-being and ensure a stable and nurturing environment.

The Custody Evaluation Process

Custody avaluations involve a comprehensive and thorough examination of various aspects



# **Drafting**

Can you draft an email about the discovery process to a client?





Subject: Update on Your Case: Important Information Regarding the Discovery Process





Dear [Client's Name],

I hope this email finds you well. As we continue to work diligently on your case, I wanted to provide you with a comprehensive update on the discovery process and its significance in our pursuit of a favorable resolution.

The discovery phase is a critical step in the legal proceedings, during which both parties exchange relevant information and evidence related to the case. This process allows us to gather essential facts, documents, and details that will shape the foundation of our arguments and strategies moving forward.

To ensure we are fully prepared to represent your interests effectively, I kindly request your assistance in the following aspects of the discovery process:

- 1. Document Gathering: Please begin collecting any documents related to your case, such as financial records, contracts, emails, or any other relevant materials. These documents can significantly contribute to building a robust case and help us better understand the intricacies of your situation.
- 2. Open Communication: If you come across any information that you believe could be pertinent to the case, please don't hesitate to share it with our legal team. Open



# How **Attorneys** Use AI - Real **Examples**

Case 3:24-cv-01006-JR Document 1 Filed 06/24/24 Page 1 of 8

Caroline Janzen, OSB #176233 caroline@ruggedlaw.com RUGGED LAW, INC. 4550 SW Hall Blvd Beaverton, OR 97005 Phone: 503-520-9900 Fax: 503-479-7999 Attorney for Plaintiff

> IN THE FEDERAL DISTRICT COURT FOR THE DISTRICT OF OREGON PORTLAND DIVISION

KEVIN LANE, an Individual

Case No.

COMPLAINT FOR DAMAGES (EMPLOYMENT DISCRIMINATION)

Plaintiffs,

NOT SUBJECT TO MANDATORY ARBITRATION

HOOD RIVER COUNTY SCHOOL DISTRICT, a Public School District. JURY TRIAL REQUESTED

Defendant.

COMES NOW, Plaintiff, through counsel, and files this Complaint for Damages against the above-named Defendant. Plaintiff alleges as follows:

#### JURISDICTION, VENUE, AND PARTIES

Venue for this action is proper in the District of Oregon. The Plaintiff worked at all times relevant to this Complaint for Defendant in Hood River, Oregon in Hood River County. Defendant is the Hood River School District, a public entity located in Hood River County, Oregon. Plaintiff exhausted his administrative remedies through the U.S. Equal Employment Opportunity Commission and is bringing this Complaint within the time limit allocated to him by statute.

Page 1 - COMPLAINT FOR DAMAGES

RUGGED LAW, INC. 4550 SW Hall Blvd Beaverton, Oregon 97005 Office: 503-520-9900; Fax: 503-479-7999

Ask a question about this document





+ Add files

What are the claims for relief pled in this complaint?

× Al Assistant

3 requests remaining

The claims for relief pled in this complaint are: 1

- 1. First Claim for Relief: Unlawful Employment Discrimination Based on Religion in Contravention of Or. 2 Rev. Stat. § 659A.030.
- · Plaintiff alleges that the Defendant failed to recognize or accommodate his sincerely held religious beliefs when he requested exceptions to the COVID-19 vaccine mandate.
- · Plaintiff claims that he was singled out, isolated, and made to wear additional personal protective equipment, which created a hostile work environment.
- · Plaintiff seeks economic damages of at least \$50,000.00, non-economic damages of at least \$100,000.00, punitive damages, and attorney's fees.
- 2. Second Claim for Relief: Unlawful Discrimination in Contravention of Title VII of the Civil Rights Act - 42 U.S.C. 52000e et
- · Plaintiff alleges that the Defendant failed to make a good faith effort to accommodate his religious beliefs when he requested religious exceptions to the COVID-19 vaccine mandate.
- · Plaintiff claims that he was singled out, isolated, and made to wear additional personal protective equipment, which resulted in a hostile work environment. 4
- · Plaintiff seeks economic damages of at least \$50,000.00, non-economic damages of at least \$100,000.00, punitive damages, and attorney's fees. 5

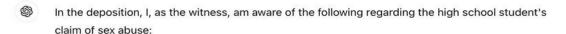


# How Attorneys Use AI – Real Examples

ChatGPT 4o V



You are the witness in the attached deposition. What do you know about the claim made by the high school student?



- Communication from the Student's Parent: There was an email communication from Ashley
  on November 16, in which she voiced concerns about inappropriate behavior by Gary towards
  her daughter and other girls in the wrestling group. This email was one of the two
  communications referenced in my testimony (Redacted copy).
- Meeting Notes: On November 18, a meeting took place to discuss the allegations further. The
  meeting notes, taken by the district secretary, indicated that the allegations involved
  inappropriate touching during a wrestling practice (Redacted copy).
- Investigation of the Allegation: Following the meeting, I reviewed video footage of the
  wrestling practice mentioned in the allegations. My review of the video did not find sufficient
  evidence to support the claim of inappropriate behavior to the level of mandatory reporting
  (Redacted copy).
- 4. Mandatory Reporting: As a mandatory reporter, I need to have credible and sufficient information to trigger a report. In this case, the information from the meeting and the email was not consistent enough, and the video review did not support the allegations sufficiently to trigger a mandatory report (Redacted copy).
- Further Actions: I forwarded the email exchange with Ashley to my superintendent, Ms.
   Doland, indicating there were additional matters needing attention. However, I did not recall specifics about these other matters during the deposition (Redacted copy).

This summary reflects my understanding and actions related to the high school student's claim of sex abuse as presented during the deposition.



# How Attorneys Use AI – Real Examples

Claude Q Protecting Kids During COVID: Defendant's Opening Statement >







You are representing defendant at trial in the case described in the attached memo. Write an opening statement that would take approximately 15 minutes to deliver. Focus on the motivations behind the decisions made by the defendant -- protecting kids and other staff members from COVID, and complying with the state's vaccine mandate for schools.

Thank you, Your Honor. Ladies and gentlemen of the jury, this case is about protecting vulnerable children during an unprecedented global pandemic. The evidence will show that the Northwest Regional Education Service District made difficult but necessary decisions to safeguard the health and lives of medically fragile students, while still accommodating the religious beliefs of its employees to the greatest extent possible.

Let me begin by telling you about the students served by NWRESD. These are children with severe disabilities - children who are medically fragile and at high risk of serious complications or death if they contract COVID-19. Many of these students were too young to be vaccinated in the fall of 2021 when the events of this case took place. NWRESD had a duty to protect these vulnerable children.

The evidence will show that in October 2021, the Oregon Health Authority issued a rule requiring school staff to be vaccinated against COVID-19. This rule allowed for religious exemptions, but also required schools to take reasonable steps to protect unvaccinated staff and students from contracting and spreading the virus.

NWRESD granted religious exemptions to every single employee who requested one, including the plaintiffs in this case. Not one employee was forced to get vaccinated against their religious beliefs. But NWRESD still had an obligation to protect its students. So it made the decision that unvaccinated staff would not be placed in positions requiring direct contact with students.

You'll hear from Dan Superintendent, who will testify about the impossible situation NWRESD faced - how to balance its legal and moral duty to protect vulnerable children with its desire to accommodate employees' religious beliefs. He'll explain that he simply could not in good conscience expose medically fragile students to unvaccinated staff and risk their lives.

Part 2

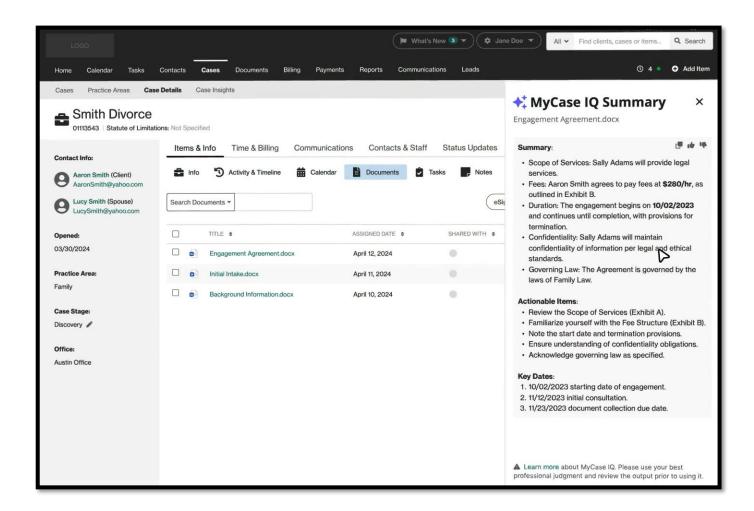
# Al and Practice Management Solutions

I believe that AI won't replace you, but those leveraging AI for efficiency are likely to eclipse those who don't.

Using Al means you can be a more efficient lawyer, which will improve not only the quality of service you can deliver to clients, but it will give you the ability to help even more clients.

# MyCase IQ

- Currently released to its customers:
  - Text-editing tool
  - Translation tool
- In Beta:
  - Legal document summaries
- Coming Up:
  - Intelligent Draft: IQ will suggest a first draft of a client portal message, text, or event description
  - Intelligent Translations
  - Intelligent Task and Event Generation:
     IQ will analyze content and suggest
     new tasks or events to generate



Source: https://www.mycase.com/products/legal-ai-software/

# Clio Duo

- Announced in October 2023
- Release status currently unknown, but website says will be in 2024
- Per its website, functions will include:
  - Personalized recommendations to help prioritize efforts for maximum task completion and work efficiency
  - Reminder prompts for pending bill approvals and overdue tasks
  - Bill generation based on activities related to a specific client
  - Document summarization and generation of simple documents
  - Matter overviews for improved client communications
  - Conversations with Duo to gain insights on the firm's business performance, or to better understand Clio's product capabilities

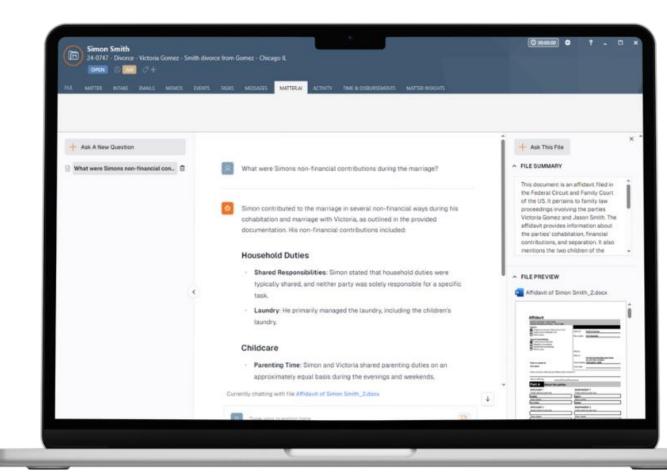


Source: https://clio.com/about/press/clio-unveils-clio-duo/

# Smokeball's Archie

Archie is an Al matter assistant and can help you streamline matter management with tasks like answering matter queries, summarizing matter information, and drafting correspondence in real time.

Being released to customers July 2024.





Part 3

# Security and Confidentiality Concerns

Tech Artificial Intelligence

#### Whoops, Samsung workers accidentally leaked trade secrets via ChatGPT

ChatGPT doesn't keep secrets.

By Cecily Mauran on April 6, 2023 **f** 





A major whoopsie from Samsuna, Credit: Getty Images



Never forget that anything you share with ChatGPT is retained and used to further train the model. Samsung employees have learned this the hard way after accidentally leaking top secret Samsung data.

Samsung employees accidentally shared confidential information while using ChatGPT for help at work. Samsung's semiconductor division has allowed engineers to use ChatGPT to check source code.

#### Always ask:

- 1. Do you share any data with third parties?
- 2. What guardrails do you have in place to prevent any confidential client information from being shared?

The leak is a real-world example of hypothetical scenarios privacy experts have been concerned about. Other scenarios include sharing confidential legal documents or medical information for the purpose of summarizing or analyzing lengthy text, which might then be used to improve the model. Experts warn that it may violate GDPR compliance, which is why Italy recently banned ChatGPT.

For any generative AI program you use, remember to trust but verify!

Make sure your software gives you an easy way to double check its generative AI output.



Hallucinations

If a company offering generative AI features guarantees you 100% truth/accuracy in its output, RUN AWAY QUICKLY.

As the technology exists right now, it is IMPOSSIBLE to make this guarantee, even with guardrails in place.

# Understand the Dangers of an Open System and keep yourself out of the disciplinary process

- For software like ChatGPT, everything that you put into it is becomes freely available (meaning the software takes that data and learns from it), so be very careful with what you put into it
- When vetting vendors/providers, ask if they share information with a third party
- Legal tech companies care more about your license to practice than a random third-party company, so they have more of an emphasis on security and a vested interest in protecting you
- Ask what type of guardrails the company has in place (1) for security purposes;
   and (2) to be able to verify the accuracy of the generative AI output

# Disciplinary judge approves lawyer's suspension for using ChatGPT to generate fake cases

Colorado's top attorney regulator said it was the state's first discipline decision to her knowledge involving AI

Michael Karlik michael.karlik@coloradopolitics.com Dec 2, 2023 💂 0

10:02 Respondent: I think all of my case cites from ChatGPT are garbage...l can't even find the cases in Lexis.

10:03 Paralegal: Did you not check them after it gave them to you?

10:03 Respondent: no. like an idiot.

10:12 Paralegal: Are you going to withdraw it?

10:12 Respondent: I have no idea what to do. I am trying to find actual case law in our favor now to present to the judge. I don't have time for this...

Crabill "had never drafted a MSA. He went through past motions from the firm and sought to find templates for making an argument to set aside the judgment," the filing stated.

After filling in the template with case-specific details, Crabill wanted to bolster his legal citations. He used the Al program ChatGPT to search for cases that appeared to support his client's position. In the belief that he was using his client's money efficiently and reducing his own stress close to the deadline, he added the Al case citations to his brief without verifying their accuracy.

Part 4

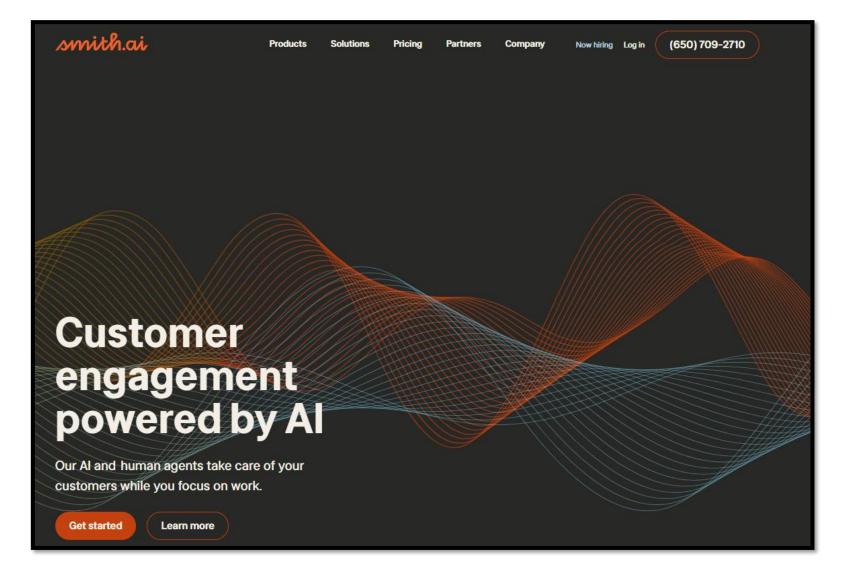
Al and Your Favorite Integrations

## Smith.ai

Current AI Offering: AI + humanstaffed web chat

Powered by LLMs and trained on your data to provide more helpful chat experiences to clients

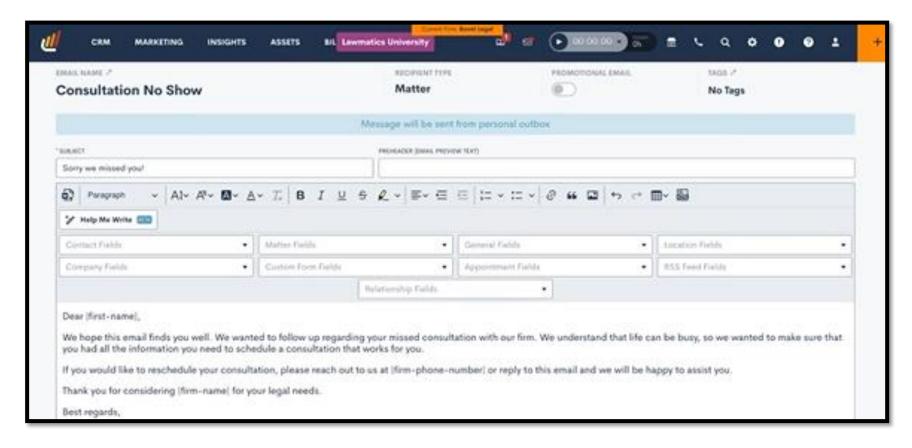
Coming Soon: AI Voice Assistant (with live agents available as backup)



Source: https://smith.ai/blog/how-we-defined-the-next-generation-of-smith-ais-live-staffed-ai-chat



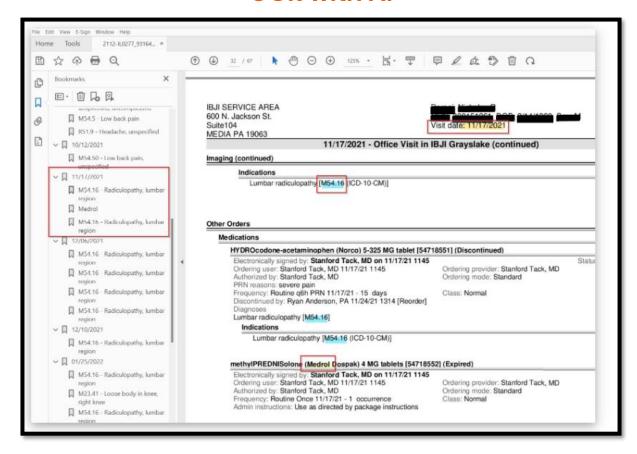
#### Lawmatics LM[AI]: Drafting Emails, etc.



Source: https://www.lawmatics.com/lmai/

#### **YoCierge**

# Al-Based Chronological Ordering, Medical Expense Table, Al Summaries, OCR with Al

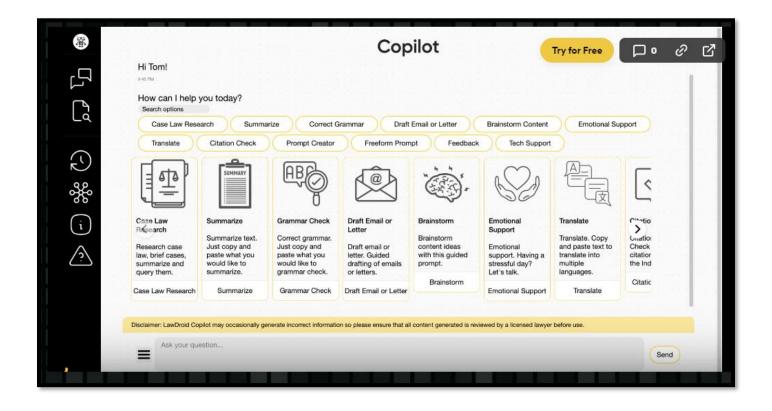


Source: https://yocierge.com/artificial\_intelligence



#### **LAWDROID Copilot**

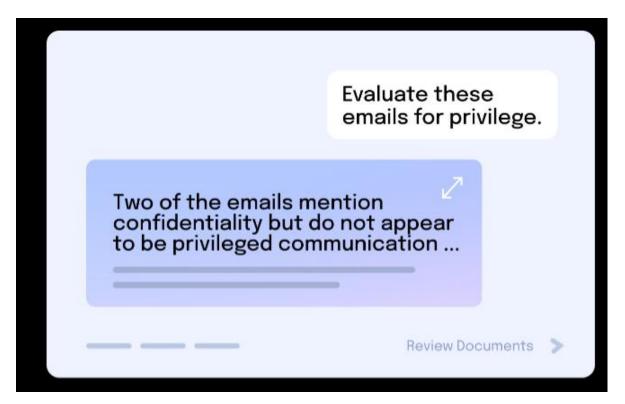
# Research legal issues, help draft emails and letters, and summarize documents

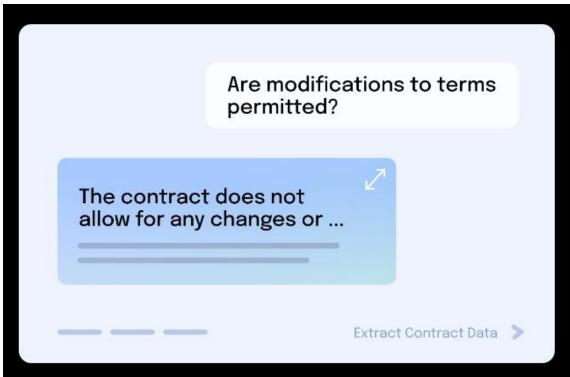


Source: https://lawdroid.com/copilot/



### Casetext CoCounsel: doc review, drafting, and legal research





# Part 5 What's Next?

### The Future of AI in Legal Technology

The possibilities are endless, but be wary of adopting AI just for the sake of having something new and shiny to play with.

Al should, at its core, help you. Maybe this means generating more revenue, or maybe it means getting more free time back in your day, but keep that in mind as you shop around.

Chances are, if there is a piece of legal technology that you love, it's highly likely that they will soon have an AI offering. Contact them and ask to be put on the beta list for AI features – usually this means you get early access and it's free to use.

Companies are going to continue to build and refine their AI features, and eventually you will truly be able to consider it as a valuable assistant of your firm.



The #1 Al Powered Platform to Run Your Best Firm

One platform to boost productivity

Beautiful client experiences with seamless intake

Enhance your output with the power of Al

Automated billing that values your work

Analytics and reporting to drive your growth



## Would you like to learn more about how Smokeball can work for your firm?

If yes, one of our law firm specialists will follow up.



Yes



time



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Redeem your discount now at

https://www.smokeball.com/bar-associations/the-florida-bar







Scan QR Code to Redeem
Your Discount



## Questions

### Florida Bar CLE Information

#### **CLE Credits**:

- General 1.0 hour
- Technology 1.0 hour

### **Additional Information:**

The course number for today's webinar is 8678. This webinar has been approved by The Florida Bar Continuing Legal Education Department for 1.0 hour of General CLE credit, including 1.0 hour of Technology CLE credit. Please self-report this course in the member portal.



### Thanks for joining!



Jordan Turk
Attorney & Legal Technology
Advisor at Smokeball

jordan.turk@smokeball.com

**AFTER PARTY!!!** 

### Live Demonstration



### What's Next?



#### **Beta Release**

Client beta commenced in March.



#### **General Release**

General availability of Smokeball Al tools for Prosper clients mid-2024.



### **Smokeball FirstDraft.ai**

A world where legal document and clause drafting is handled in seconds, and in the context of your matter.



#### **Smokeball Insights.ai**

Intelligent answers to your questions across about your firm, staff, clients and matters with automatic email notifications.



### Thanks for joining!



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jordan.turk@smokeball.com