

Episode Summary

Episode number: 111
Episode name: The Digital Assistant Paradigm: The Future of AI Digital Assistants in Legal Practice Management
Guest(s): Jack Newton

What area(s) of law does this episode consider? AI and practice management systems.

Why is this topic relevant? AI is currently dominating conversations in legal tech – as in just about every digital industry - with opinions ranging from the belief that AI could replace lawyers to concerns about its safety in practice.

While AI may enhance various aspects of legal practice, there are constraints we need to address, and we should caution against the notion of "magical thinking" - the belief that AI can replicate the intricate and strategic reasoning applied by lawyers in their practice.

What are the main points?

- Jack, and Clio more broadly, firmly believe in AI's potential to enhance efficiency in legal practice.
- But he cautions against overestimating AI's current ability to replicate complex legal reasoning. Current AI can play a role in streamlining processes and automating tasks.
- The potential of AI includes automating workflows, providing strategic business insights, and creating legal documents.
- Integrating AI into practice management systems is important for improving legal service delivery by lawyers, as well as access to justice.
- Conversational AI interfaces simplify user interaction with legal software, both from a lawyer's perspective and a client's perspective.
- Clio's *Duo* is a new AI product that aims to create a conversational interface, enabling lawyers to manage practice management tasks through natural language commands.
- Jack notes that there is a need to balance AI's innovative potential with cautious and ethical implementation to avoid malpractice.
- However, the safety and reliability of AI remains a subject for cautious optimism, with a balance between trust and healthy skepticism necessary to full use the products.
- Jack reckons that, in future, AI could transform personal and professional lives through digital assistants.

**What are the
practical
takeaways?**

- At a personal and career level, lawyers who adopt AI may outpace those who don't.
- Lawyers must adapt to AI advancements to stay competitive and provide streamlined services.
- Lawyers should engage with AI and tech-forward conversations, conferences, and resources to stay competitive.