How I Learned to Stop Worrying and Love the Bot

CALIcon18

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Lex, the PLRC Chatbot

Web

Messenger

Lesson: How I Learned to Stop Worrying and Love the Bot
Outline

- Chatbot basics and examples
- Why did I build a chatbot?
- Lex, the PLRC Chatbot
- Potential Uses
Poll
Which of the following describes your experience with chatbots?

- I've used them on websites or Facebook to locate information or complete a transaction.
- I've seen one before but have never engaged with it.
- I don't like them. I'd much rather interact with a human!
- What's a chatbot?
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What
A chatbot is an artificial intelligence (AI) program that simulates interactive human conversation by using key pre-calculated user phrases and auditory or text-based signals. Chatbots are frequently used for basic customer service and marketing systems that frequent social networking hubs and instant messaging (IM) clients. They are also often included in operating systems as intelligent virtual assistants.

A chatbot is also known as an artificial conversational entity (ACE), chat robot, talk bot, chatterbot or chatterbox.

A.M. Turing, Computing Machinery and Intelligence, 59 Mind 433 (1950).
ELIZA—A Computer Program For the Study of Natural Language Communication Between Man And Machine

Joseph Weizenbaum
Massachusetts Institute of Technology, Cambridge, Mass.

ELIZA is a program operating within the MAC time-sharing system at MIT which makes certain kinds of natural language conversation between man and computer possible. Input sentences are analyzed on the basis of decomposition rules which are triggered by key words appearing in the input text. Responses are generated by reassembly rules associated with selected decomposition rules. The fundamental technical problems with which ELIZA is concerned are: (1) the identification of key words, (2) the discovery of minimal context, (3) the choice of appropriate transformations, (4) generation of responses in the absence of key words, and (5) the provision of an editing capability for ELIZA "scripts". A discussion of some psychological issues relevant to the ELIZA approach as well as of future developments concludes the paper.

Introduction

It is said that to explain is to explain away. This maxim is nowhere so well fulfilled as in the area of computer programming, especially in what is called heuristic programming and artificial intelligence. For in those realms machines are made to behave in wondrous ways, often sufficient to dazzle even the most experienced observer. But once a particular program is unmasked, once its

Eliza is a mock Rogerian psychotherapist.
The original program was described by Joseph Weizenbaum in 1966.
This implementation by Norbert Landsteiner 2005.

Example conversation:

YOU: I'm nervous about public speaking.
ELIZA: Do you know anyone else who is nervous about public speaking?
YOU: Yes, I do.
ELIZA: I see.
YOU: Thanks for your help.
ELIZA: What makes you think of my help?
YOU: 

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A.L.I.C.E.
Artificial Linguistic Internet Computer Entity
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Pixel UNL
http://pixel.unl.edu/

Welcome to Pixel space

Pixel is an experimental chatbot we are testing that can answer questions about the libraries and our resources. This program was developed using AIML (Artificial Intelligence Mark-up Language). You can find more information about AIML at http://www.alicebot.org/aiml.html.

Talk to Pixel like you were talking to a person who is just learning your language. Reply to questions with yes or no, or respond using the prompts Pixel supplies. The first link in a response will appear in a preview window below the response. When you click on any link it will open in a new window. We monitor the logs so when Pixel gives the wrong answer or is unable to answer a question we add information to improve her responses.

Visit my Facebook Page at http://www.facebook.com/unlpixel

SAY
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[http://www.facebook.com/unlpixel](http://www.facebook.com/unlpixel)
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https://www.goarmy.com
Microsoft's Tay (Thinking about You)

Microsoft made a chatbot that tweets like a teen

By Jacob Kastrenakes | @jake_k | Mar 23, 2016, 10:28am EDT

Microsoft is trying to create AI that can pass for a teen. Its research team launched a chatbot this morning called Tay, which is meant to test and improve Microsoft's understanding of conversational language. But not just any conversational language — the most #teen tumblrcore what-are-you-even-saying type of conversational language. For reference, Microsoft describes Tay as “AI fam from the internet that's got zero chill!”
This is Why We Can't Have Nice Things

Microsoft’s neo-Nazi sexbot was a great lesson for makers of AI assistants.

@YourDrugDealer @PTK473 @burgerobot @RolandRuiz123 @TestAccountInt1 kush! [i’m smoking kush infront the police] 🍃

30/03/2016, 6:03 PM
Sales and Marketing

Whole Foods

Fandango

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Providing Counsel

Hi, I'm Woebot

I'm ready to listen, 24/7. No couches, no meds, no childhood stuff. Just strategies to improve your mood. And the occasional dorky joke.

GET STARTED NOW

Karim the AI delivers psychological support to Syrian refugees

More than 1m Syrians have fled to Lebanon since the conflict began with as many as one-fifth suffering from mental health disorders, says WHO

The WHO estimates as many as 200,000 of the 1m Syrians who have fled to Lebanon are suffering from mental health disorders. Photograph: Uncredited/AP
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Intersection with Legal Technology

LEGAL REBELS PROFILE

Joshua Browder: His ‘chat’ is not just talk
September 14, 2017, 8:30 am CDT
By Victor Li

For Joshua Browder, necessity really is the mother of invention. The 20-year-old London native is a self-described terrible driver who took action on his ton of traffic tickets while driving to and from high school.

“I’d get huge tickets, and I wouldn’t be able to pay them because I didn’t have a job,” Browder says. “I had to figure out a way to solve my problems legally.”

While challenging his tickets, Browder often found himself copying and pasting the same information over and over. He quickly realized that technology could save him a huge amount of time—and maybe even clear his tickets for him. So he created an online application that is providing legal help far beyond the highway.

He spent the summer before he enrolled at Stanford University in 2015 working on DoNotPay, a legal chatbot that assists motorists in challenging their traffic tickets. Utilizing natural language processing, the chatbot asks users a series of questions about their tickets and automatically generates an appeal on their behalf.

Browder says DoNotPay has overturned more than 375,000 tickets. The DoNotPay mobile version is an Android app. Online sites are available but are still undergoing debugging, Browder said in late July.

https://www.donotpay.com

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Looking for a Project / Creative Outlet

LawDroid Founder Tom Martin Speaks at Clio Cloud Conference

TOM MARTIN / SEPTEMBER 25, 2017 / CONFERENCES / LEAVE A COMMENT

LawDroid Founder Tom Martin presented “How to Build a Chatbot” at the Clio Cloud Conference in New Orleans, Louisiana.
Law Library of Congress Chatbot

AALL Innovation Tournament
Judges' Choice Winner: Attorney-Facing Chatbot

AALL's Innovation Tournament: Stimulating Creative Solutions, AALL Spectrum, May/June 2018, at 44, 45.
Building Lex
Step One
Identify Goal(s)

1. What are the common questions and requests we receive from our patrons?
2. Which responses could be automated?
3. What are my limitations?
Step Two
Locate the Correct Tool(s)

FlowXO

Chatfuel
Step Three
Trial and Error

https://community.flowxo.com

YouTube
Step Four
Gather Feedback

Hi All,

I hope you’re having a good Monday! Over the past month or so, I’ve been tinkering around with building a chatbot which patrons could use to learn some basic information about legal research and the PLRC. I went to a conference session last September on how law firms can use bots to streamline client intake, and it got me interested in trying my hand at learning the technology. If you have a few moments over the next week or so, would you mind giving mine a try?

I created two versions of the bot:

1) A web version, available at: https://fxo.io/m/y87r3d89. This could serve as a widget on the website, allowing users to retrieve basic information.

2) A Facebook messenger version, available at: https://www.messenger.com/t/422250634904277. This could be triggered on our Facebook page when visitors try to send us a message.

Any feedback you have would be hugely helpful. Was the bot intuitive and/or useful? Or, was it a big waste of time? Next month, I’m giving a talk at the CALI Conference in...
Potential Uses of Chatbots in Law Libraries

- Automate basic processes / responses
- Evaluate the usability / design of website and Facebook page
- Intake for complex requests
- Engage patrons where they are and where they're comfortable
Potential Challenges of Chatbots in Law Libraries

- Time and money cost of building and implementing
- Reliability concerns
- Does it pull patrons away from other tools / resources?
What questions, comments, or concerns do you have?

Collaborate!
Recommended Resources

- https://www.chatbots.org
- https://chatfuel.com
- https://flowxo.com
Thank you!

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