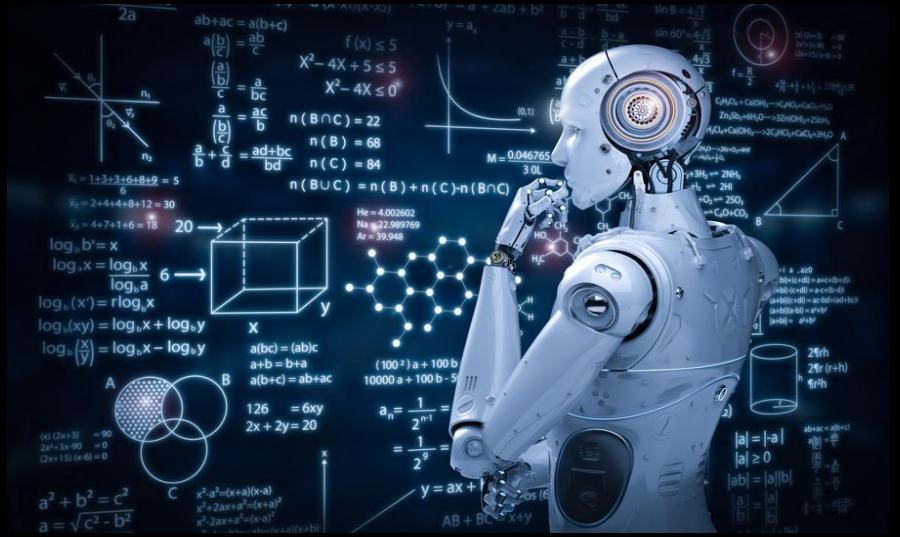
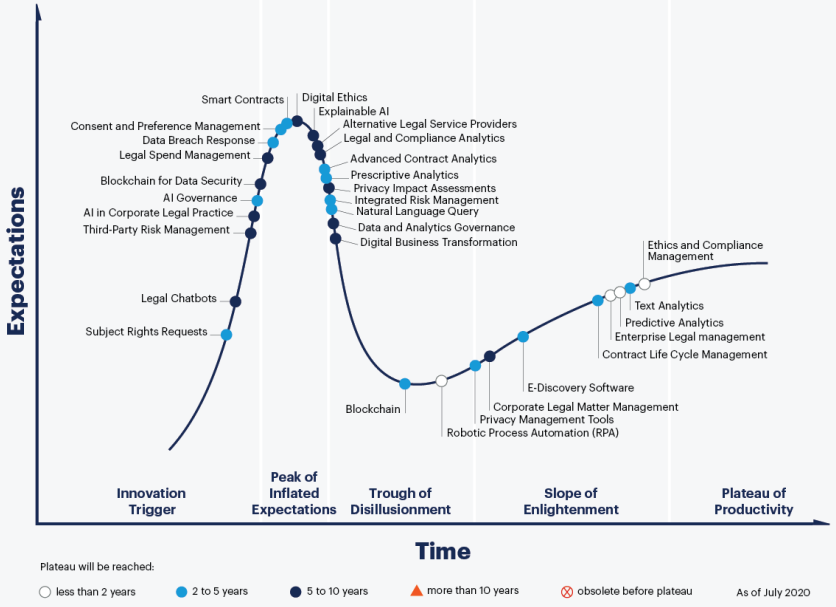
Rola technologii w transformacji pracy radcy prawnego



Piotr Beńke
CTO & Technical Sales Leader
IBM Poland & Baltics

Hype Cycle for Legal and Compliance Technologies, 2020



gartner.com/SmarterWithGartner

Source: Gartner

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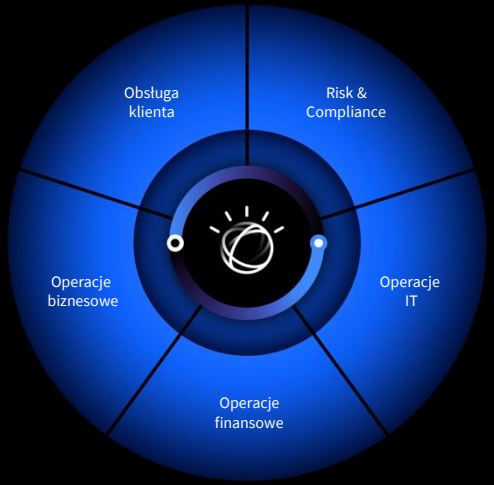
Gartner

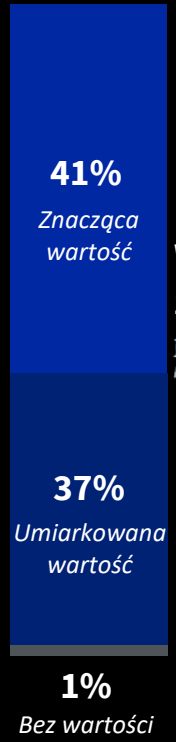
AI w pracy prawnika

- Due diligence
- Przewidywanie sporów sądowych
- Analiza prawna
- Własność intelektualna
- Równość prawna

Liderzy zamieniają aspiracje AI w wyniki



- **60%** krótsza obsługa klientami
- **40%** zwiększona produktywność pracowników
- **70%** mniej fałszywych alertów dot. fraudów
- **40%** redukcja pracy administracyjnej
- **6X** Szybsza odpowiedź na zdarzenia IT



Wartość z użycia AI

McKinsey&Company
Notes from the AI Frontier

Collection selector

Discovery search

What octane rating is recommended for a Pontiac G8?

597 answers found in **6** documents

Service Manual for 2008 Pontiac G8.pdf
confidence **51%**
Gasoline Octane
" If your vehicle has a V8 engine, use regular unleaded gasoline with a posted octane rating of 87 or higher. If the octane rating is less than 87, you might notice an audible knocking noise when you drive, commonly referred to as spark knock. If this occurs, use a gasoline rated at 87 octane or higher as soon as possible. If you are using gasoline rated at 87 octane or higher and you hear heavy knoc ..."
best performance | V8 engine | posted octane rating | octane rating | ...

Service Manual for 2008 Pontiac G8.pdf
confidence **39%**
Using the Maintenance Schedule
" 2008 - Pontiac G8 Owner Manual 2008 - Pontiac G8 Owner Manual on. But we do not know exactly how you will drive it. You might drive very short distances only a few times a week. Or you might drive long distances all the ti ..."
maintenance work | maintenance needs | genuine parts | use of genuine parts | ...

Service Manual for 2008 Pontiac G8.pdf
confidence **36%**
Gasoline Specifications
"At a minimum, gasoline should meet ASTM specification D 4814 in the United States or CAN/CGSB-3.5 or 3.511 in Canada. Some gasolines contain an octane-enhancing additive called methylcyclopentadienyl manganese tricarbonyl (MMT). We recommend against the use of gasolines containing MMT. See Additives on page

Traditional search

octane rating Pontiac G8

Search

6 documents found

Service Manual for 2008 Pontiac G8.pdf
2008 Pontiac G8 Owner Manual GENERAL MOTORS, GM, the GM Emblem, PONTIAC, the PONTIAC Emblem, are registered trademarks of General Motors Corporation, and the name G8 is a trademark of ...

Pontiac G8 Sensor Malfunction.pdf
F/CMVSS NONCOMPLIANCE RECALL SUBJECT: Brake Lamps Stay On / Cruise Control Inoperative MODELS: 2008-2009 Pontiac G8 CONDITION General Motors has decided that certain 2008-2009 model year Pontiac G8 v ...

Recall Bulletin for Pontiac.pdf
PRODUCT SAFETY RECALL SUBJECT: Front Passenger Air Bag Inflator Module MODELS: 2003-2005 Pontiac Vibe Currently Registered or Previously Registered in Alabama, Florida, Georgia, Hawaii, Lo ...

Braun Entervan Gasoline Component.pdf
06V050000 BRAUN ENTERVAN 2006 FUEL SYSTEM, GASOLINE Record: On certain minivans (Buick Terraza, Chevrolet uplander, and Pontiac Montana sv6) built on platforms by Braun, a fuel hose can rupture allowi ...

Pontiac G8 Tire Pressue Monitoring - Brake Sensor Recall.pdf
09V172000 PONTIAC G8 2009: TIRES:PRESSURE MONITORING AND REGULATING SYSTEMS Date Owners Notified: 2009-05-21 Record: GM IS RECALLING 35,038 MY 2008-2009 PONTIAC G8 VEHICLES FOR FAILING TO ...

FEEDBACK

Obsługa klienta jest coraz bardziej wymagająca…

91%

klientów niezadowolonych z marki odejdzie po prostu bez narzekania

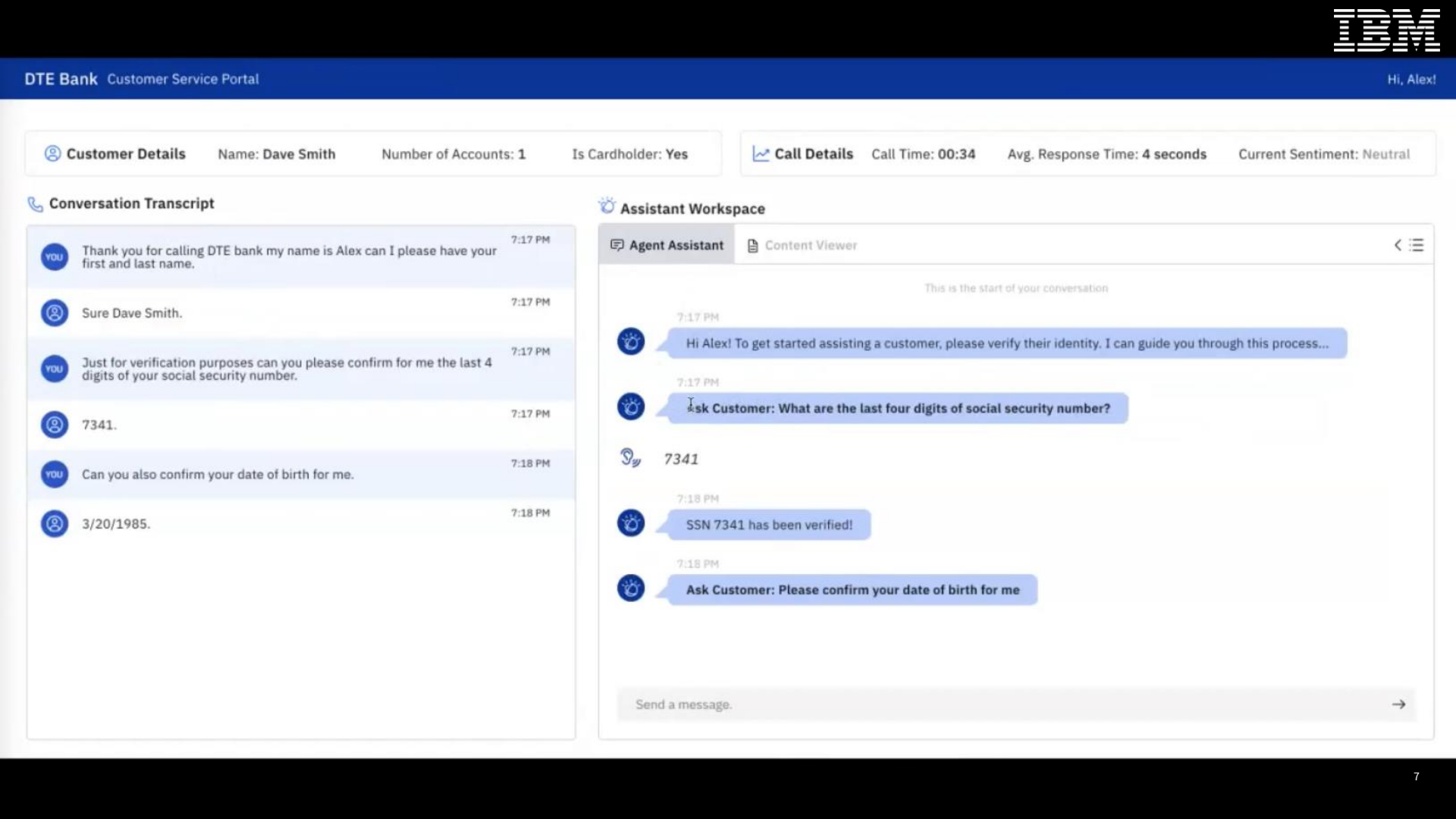
72%

konsumentów postrzega konieczność wyjaśniania problemu wielu osobom jako kiepską obsługę klienta

67%

rezygnacji klientów można zapobiec, jeśli problemy zostaną rozwiązane podczas pierwszego kontaktu

IBM Watson / © 2020 IBM Corporation


DTE Bank Customer Service Portal
Hi, Alex!
Customer Details
Name: Dave Smith
Number of Accounts: 1
Is Cardholder: Yes
Call Details
Call Time: 00:34
Avg. Response Time: 4 seconds
Current Sentiment: Neutral
Conversation Transcript
YOU
Thank you for calling DTE bank my name is Alex can I please have your first and last name.
7:17 PM
Sure Dave Smith.
7:17 PM
YOU
Just for verification purposes can you please confirm for me the last 4 digits of your social security number.
7:17 PM
7341.
7:17 PM
YOU
Can you also confirm your date of birth for me.
7:18 PM
3/20/1985.
7:18 PM
Assistant Workspace
Agent Assistant
Content Viewer
This is the start of your conversation
7:17 PM
Hi Alex! To get started assisting a customer, please verify their identity. I can guide you through this process...
7:17 PM
Ask Customer: What are the last four digits of social security number?
7341
7:18 PM
SSN 7341 has been verified!
7:18 PM
Ask Customer: Please confirm your date of birth for me
Send a message.

Customer Details Name: **Dave Smith** Number of Accounts: **1** Is Cardholder: **Yes**

Call Details Call Time: **01:03** Avg. Response Time: **5 seconds** Current Sentiment: Negative

Conversation Transcript

YOU	Thank you for calling DTE bank my name is Alex can I please have your first and last name.	7:17 PM
	Sure Dave Smith.	7:17 PM
YOU	Just for verification purposes can you please confirm for me the last 4 digits of your social security number.	7:17 PM
	7341.	7:17 PM
YOU	Can you also confirm your date of birth for me.	7:18 PM
	3/20/1985.	7:18 PM
YOU	Thank you very much Mister Smith how can I help you today.	7:18 PM
	I looked at my monthly statement and something seems wrong I spent 2 weeks in Italy last month and I had to use my silver credit card for shopping now I see extra charges on my statement I'm not sure what those are.	7:18 PM
YOU	Let's take a look at the statement charges.	7:18 PM

Assistant Workspace

Agent Assistant | Content Viewer

I looked at my monthly statement and something seems wrong I spent 2 weeks in Italy last month and I had to use my silver credit card for shopping now I see extra charges on my statement I'm not sure what those are.

7:18 PM

This is what I found...

7:18 PM

Statement for 02/2021

Account:	xxxxxxxx9999
Type:	DTE Silver Credit Card
Previous Balance:	$1000.25
Payments and Credits:	$600.00
Purchases:	$1471.81
Fees:	$40.05
New Balance:	$1912.11

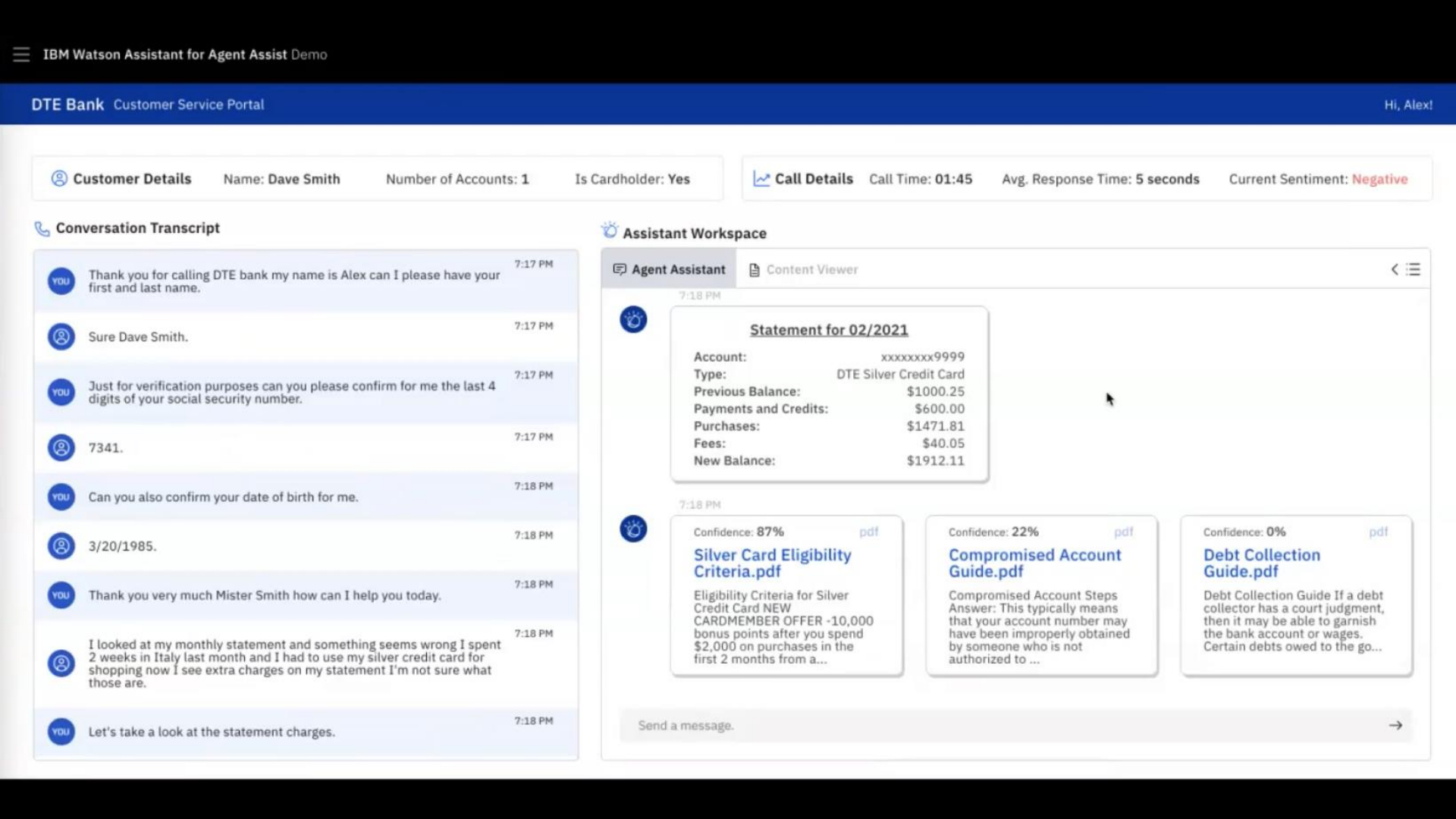
7:18 PM

Confidence: **87%** pdf

Confidence: **22%** pdf

Confidence: **0%** pdf

Send a message.



IBM Watson Assistant for Agent Assist Demo

DTE Bank Customer Service Portal

Hi, Alex!

Customer Details Name: **Dave Smith** Number of Accounts: **1** Is Cardholder: **Yes**

Call Details Call Time: **01:45** Avg. Response Time: **5 seconds** Current Sentiment: Negative

Conversation Transcript

YOU	Thank you for calling DTE bank my name is Alex can I please have your first and last name.	7:17 PM
	Sure Dave Smith.	7:17 PM
YOU	Just for verification purposes can you please confirm for me the last 4 digits of your social security number.	7:17 PM
	7341.	7:17 PM
YOU	Can you also confirm your date of birth for me.	7:18 PM
	3/20/1985.	7:18 PM
YOU	Thank you very much Mister Smith how can I help you today.	7:18 PM
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Assistant Workspace

Agent Assistant | Content Viewer

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Fees:	$40.05
New Balance:	$1912.11

7:18 PM

Confidence: **87%** pdf

Silver Card Eligibility Criteria.pdf

Eligibility Criteria for Silver Credit Card NEW CARDMEMBER OFFER -10,000 bonus points after you spend $2,000 on purchases in the first 2 months from a...

Confidence: **22%** pdf

Compromised Account Guide.pdf

Compromised Account Steps Answer: This typically means that your account number may have been improperly obtained by someone who is not authorized to ...

Confidence: **0%** pdf

Debt Collection Guide.pdf

Debt Collection Guide If a debt collector has a court judgment, then it may be able to garnish the bank account or wages. Certain debts owed to the go...

Send a message.

Catalog

Search the catalog...

IBM Cloud catalog

Featured

Services

Software

Consulting

Category

- [ ] Compute
- [ ] Containers
- [ ] Networking
- [ ] Storage
- [x] AI / Machine Learning
- [ ] Analytics
- [ ] Blockchain
- [ ] Databases
- [ ] Developer Tools
- [ ] Logging and Monitoring
- [ ] Migration Tools
- [ ] Integration
- [ ] Internet of Things
- [ ] Security
- [ ] Mobile

Provider

- [ ] IBM
- [ ] Third party

Display a menu

Watson Assistant
IBM • AI / Machine Learning
Watson Assistant lets you build conversational interfaces into any application, device, or channel.
Lite • Free • IAM-enabled

Watson Studio
IBM • AI / Machine Learning
Embed AI and machine learning into your business. Create custom models using your own data.
Lite • Free • IAM-enabled

Annotator for Clinical Data
IBM • AI / Machine Learning
Analyze text to extract medical codes and concepts such as diseases, lab values, medications, procedures and more.
Lite • Free • IAM-enabled • Service Endpoint Supported

Compare and Comply
IBM • AI / Machine Learning
Process governing documents to convert, identify, classify, and compare important elements
Lite • Free • IAM-enabled

Discovery
IBM • AI / Machine Learning
Add a cognitive search and content analytics engine to applications.
Lite • Free • IAM-enabled

Knowledge Studio
IBM • AI / Machine Learning
Teach Watson the language of your domain.
Lite • Free • IAM-enabled

Language Translator
IBM • AI / Machine Learning
Translate text, documents, and websites from one language to another. Create industry or region-specific translations via the service's customizatio...
Lite • Free • IAM-enabled

Machine Learning
IBM • AI / Machine Learning
IBM Watson Machine Learning - make smarter decisions, solve tough problems, and improve user outcomes.
Lite • Free • IAM-enabled

Natural Language Classifier
IBM • AI / Machine Learning
Natural Language Classifier uses advanced natural language processing and machine learning techniques to create custom classification models...
Free • IAM-enabled

Natural Language Understanding
IBM • AI / Machine Learning
Analyze text to extract meta-data from content such as concepts, entities, emotion, relations, sentiment and more.
Lite • Free • IAM-enabled

Personality Insights
IBM • AI / Machine Learning
The Watson Personality Insights derives insights from transactional and social media data to identify psychological traits.
Lite • Free • IAM-enabled

Speech to Text
IBM • AI / Machine Learning
Low-latency, streaming transcription
Lite • Free • IAM-enabled

Text to Speech
IBM • AI / Machine Learning
Synthesizes natural-sounding speech from text.
Lite • Free • IAM-enabled

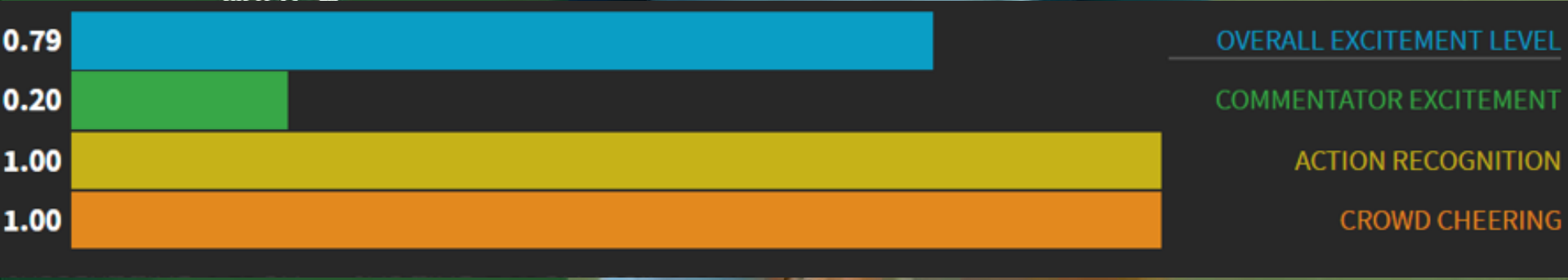
Tone Analyzer
IBM • AI / Machine Learning
Tone Analyzer uses linguistic analysis to detect three types of tones from communications: emotion, social, and language. This insight can the...
Lite • Free • IAM-enabled

Visual Recognition
IBM • AI / Machine Learning
Find meaning in visual content! Analyze images for scenes, objects, and other content. Choose a default model off the shelf, or create your own...
Lite • Free • IAM-enabled

Voice Agent with Watson
IBM • AI / Machine Learning
Create a cognitive voice agent that uses Watson services to speak directly with customers using natural language over the telephone
Lite • Free • IAM-enabled

FEEDBACK

COGNITIVE HIGHLIGHT DETERMINING FACTORS
READ
ONSCREEN ANALYSIS
LISTEN
CROWD NOISE
IBM
adidas


0.79
OVERALL EXCITEMENT LEVEL
0.20
COMMENTATOR EXCITEMENT
1.00
ACTION RECOGNITION
1.00
CROWD CHEERING

Project Debater

Project Debater to pierwszy system AI, który potrafi debatować z człowiekiem na złożone tematy.

Projekt Debater, rozwijany od 2012 roku, to kolejny kamień milowy IBM w dziedzinie sztucznej inteligencji, po wcześniejszych przełomach, takich jak Deep Blue (1996/1997) i Watson on Jeopardy! (2011).

https://www.research.ibm.com/artificial-intelligence/project-debater/

Thank you

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IBM Poland&Baltics
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piotr.benke@pl.ibm.com
https://www.linkedin.com/in/piotrbenke/

+48 601 670 215

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