


**Access to Justice:
Online Dispute Resolution**

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**Access to Justice =
Access to the Courts**





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Past

Present

Future



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Past 


**eCommerce
Internal Improvements**

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Past 



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Present 


**Look Outward to Parties
Connect to ADR**

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Present 




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Future 


**Artificial Intelligence
Broader Applications**

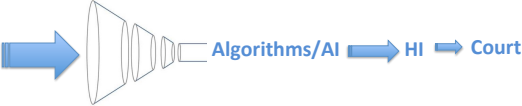
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Future 



Algorithms/AI → HI → Court



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Future




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LISTIC
UTIONS

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Future



**Beijing &
Hangzhou
Internet Courts**




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UTIONS

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Future



**Blockchain
Docs Accepted**




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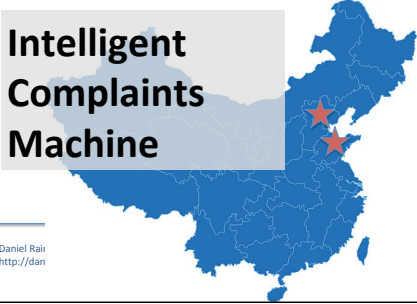
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UTIONS

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Future



**Intelligent
Complaints
Machine**




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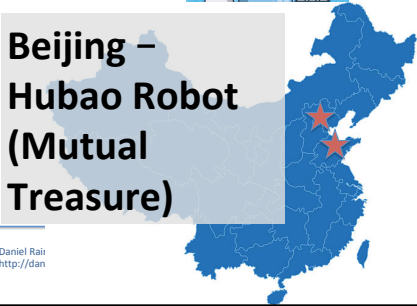
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UTIONS

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Future



**Beijing –
Hubao Robot
(Mutual
Treasure)**




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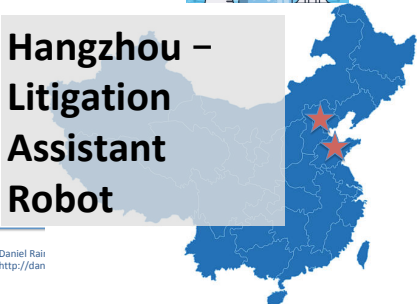
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UTIONS

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Future



**Hangzhou –
Litigation
Assistant
Robot**




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Future



**Hangzhou –
Auto-generated
Case Judgment
Document**



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Future



Some Good News

**Those who have used ODR
overwhelmingly would recommend it to
others (92%).**

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Some Good News


**Those who have used ODR
overwhelmingly think it is fair (87%).**

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Some Good News

It works – settlement rates for ODR are about the same as ADR.


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Some Good News


It does reduce caseloads and saves money in the long run.

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Some Caveats

Moving successfully into ODR means a significant investment in time and money – the payoff comes later.


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Some Caveats

AI still needs HI – there is an investment in expertise and talent – this means new areas of expertise for the courts.


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Some Caveats

Machine learning depends on big data – and it makes a difference where the big data originates.


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Some Caveats

If you build it, they will not necessarily come flocking into your ODR systems.

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