

NEWS RELEASE

Arizona Supreme Court
Administrative Office of the Courts



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Gavel Chatbot Now Answering Court Questions

PHOENIX – Arizona’s Administrative Office of the Courts (AOC) recently starting using a chatbot called *Gavel* on its website, <https://azcourts.gov>. A chatbot is an interactive screen where users can type questions and get answers. Chatbots are one way courts are using artificial and augmented intelligence to improve service.

Gavel is an entry-level chat service that is programmed to answer the questions most frequently asked through the AOC’s website. Previously, the website had a search feature that could display thousands of potential matches based on the keywords used. Through improvements in technology, *Gavel* will compare the search terms or questions for similarities to other questions that have been asked, the most popular searches on the webpage, and other factors to improve its answers.

Users can enter key words or sentences into the chatbot. The chatbot will narrow the answers it gives based on those key words or questions and the user can quickly select which responses meet their needs. The chatbot will then take the user to the information within the website.

The AOC’s website contains nearly 2,000 separate pages and receives approximately 31,000 page views each day from an average of 7,000 visitors. Within the website are links to local and statewide information for the AOC, the Arizona Supreme Court, Division One of the Court of Appeals, and numerous regulatory and other divisions and services, such as process servers, defensive driving schools, committees, attorney admissions, probation, and court forms. The chatbot will improve the speed and accuracy of finding information within the website 24 hours a day, 365 days a year.

Gavel's abilities and functions will improve over time and may include a customer-service bypass feature. If the automated technology can't answer a question or a user chooses, the chatbot could transfer the question to a subject matter expert who can locate the information or provide the answer.

Chief Justice Robert Brutinel praised the feature, saying “*Gavel*, the new chatbot for the website, will start out as a helpful tool for the public and will only get better. This is one item directly out of the Technology Initiatives in my strategic agenda and it will be one new way the courts promote access to justice. The faster and easier people can get answers to their questions, the better the court system works for everyone.”

The *Gavel* chatbot, which is available in English or Spanish, can be found in the bottom right corner on the main page at <http://azcourts.gov>.

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