A man with a beard and mustache, wearing a blue suit, white shirt, and blue tie, is seated in an office chair. He is wearing a black headset with a microphone and is smiling broadly while clapping his hands. The background shows a large window with a view of a city skyline. In the foreground, there is a blurred white object, possibly a desk or a piece of furniture.

PHILIPS

Dictation

Your voice has superpowers

How it makes lawyers' lives easier

Your voice has superpowers

Developments in voice-controlled technology are growing dramatically, and in the near future it will help the legal industry eliminate trivial tasks, freeing up time and resources for what matters most: clients.

A lawyer's voice is one of their most versatile tools, whether that's utilized in court, in negotiations or with clients. The voice can do more than communicate with people: It's a powerful everyday tool on par with your keyboard or pen, and with the right solutions, can save legal professionals time and resources by utilizing their voice.

The best-known tool, of course, is dictation. For professionals, lawyers in particular have been using dictation tools such as Philips voice recorders for many years to record and then transcribe – either with a third-party provider or with the legal secretary, and in the consumer world we see digital assistants such as Siri and Google Assistant coping with simple commands.

But the voice can do much more – and voice-based technologies are evolving dramatically due to artificial intelligence

as well as a heightened level of user demand, created by an increased overall awareness and expectation for convenience, efficiency and speed in an ever evolving digital world. Renowned analyst firm IDG saw a nearly 14 % increase in the use of voice-based AI tools by 2020 – and that IT executives surveyed consider voice-based systems a focus area for the near future.

As such, firms both large and small who keep up will be ahead of the rest of the industry, removing trivial tasks and eliminating wasted time for both themselves and the rest of the law firm, and in doing so, freeing up more time for what matters most: clients.

That's why Philips has compiled a list of the trends that will hit home in 2022, and in earnest. If you are interested in learning more about intelligent voice solutions from Philips, follow the link.



Better professional digital assistants

Digital, voice-led, and not least voice-understanding, assistants and bots are also increasingly becoming part of businesses. An existing example is AI robots that run in the background of a Teams or Zoom call and, by analyzing can transcribe, note key elements, and automatically create follow-up tasks. Teams and Zoom are here to stay, and for professionals within the legal industry this means saving huge amounts of time and avoiding forgetting important tasks and details.

Likewise, in the coming period – we will see professional assistants helping us much more in the workplace – and voice control is a key piece of that.



AI will make your everyday life easier

AI – artificial intelligence – was one of the big buzzwords, with even toasters said to have built-in artificial intelligence to gauge when the bread was properly toasted.

But it's not all smoke and mirrors: Artificial intelligence technologies, including Machine Learning (the ability to learn from data) and Deep Learning (the ability to understand context) have concrete and useful use cases already today – and especially in what is called Conversational AI.



Conversational AI

In practice, this means that voice-activated apps and services are getting better at understanding the context of the ongoing conversation or command. Automatic transcriptions therefore will become more accurate, but voice commands will also be interpreted by services with a deeper understanding of conversational contexts.

For lawyers this will ensure that important details are recorded correctly, and mean numerous hours saved in terms of transcription and documentation.

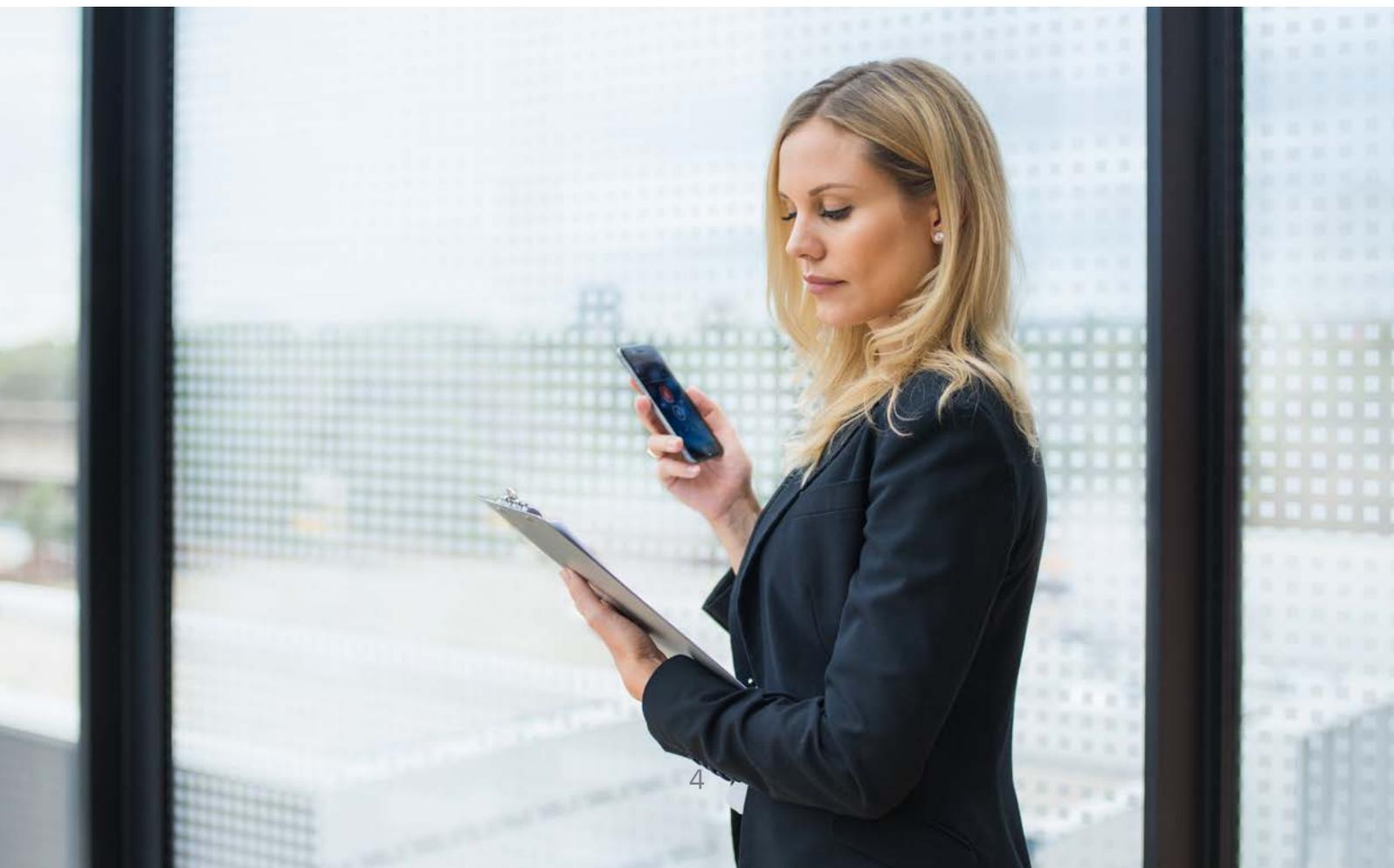
Voice can be used in several places

The use of voice is still increasing. At first, voice was a tool for users with disabilities to control computers, but quickly the capability spread to consumer devices such as smartphones. And while Siri, Google Assistant and Microsoft's Cortana all exist on computers, their capabilities for professionals are still limited to being mostly a fun gimmick.

That will change soon when voice control of our operating systems will proliferate. Microsoft released in December 2021 their latest beta version of Windows 11, where it will be much easier to command the operating

system to do certain actions to control your desktop and active windows or open new applications - and initiate dictation without touching the keyboard at all.

It's most reminiscent of the science fiction movie "Here," in which Joaquin Phoenix plays a writer who speaks and falls madly in love with his operating system, voiced by Scarlett Johansson. Whether we'll all fall in love with our operating systems in the future is doubtful, but we'll undeniably have more direct conversations with our machines – and that will start happening in 2022.



Automation in the legal profession

Automation of trivial tasks is one of the hottest trends and an absolute need in the legal industry, which often has many, monotonous tasks. Recorded audio files are still today often transcribed manually by either a legal secretary or a third-party provider, but here you can automate not only the transcription, but also the subsequent document and workflow management via Philips solutions for example.

Then there are RPA robots. RPA (Robotic Process Automation) is what you might call an office robot. It is a piece of software that automatically handles pre-programmed actions and can be deployed in a variety of situations, removing tasks that previously had to be done manually.

A thoughtful example is an RPA that can automatically search and map data for deletion in the context of GDPR compliance. Or how about an RPA solution that automatically validates expenses and employee time records before they land at the bookkeeper?

The goal isn't to save employees - but instead to free them up. There's no need for a trained legal assistant to spend time on tasks such as typing that can easily be automated. It makes for more productive and happier employees who can focus on tasks that require their skills, not just their time. And we expect to see a big increase in automation by 2022 – and there is great potential for automation of trivial tasks in the legal industry.

If you would like to learn more about Philips solutions and products, please visit our website or contact us at info@speech.com.

