

## ALL IN ONE INTELLIGENCE CONTRACT EDITING TOOLS

#high efficiency #collaboration #readable

Mingxuan Jiang  
No.33669996

### Background

At present, many fintech products on the market provide users financial services such as credit cards and online loans. In order to expand the number of users, the registration process of many products has been simplified, including the privacy regulations, terms and conditions, etc. The users can directly start using the financial services without read them completely, but also increases many potential risks.

### Introduction

In order to resolve potential conflicts between users and financial companies and protect the legitimate interests of both parties, Amplifi has decided to provide a series of solutions in contracts and terms to reduce the risks.

In the Field Project working with Amplifi, I am responsible for the to business part: use NLP technology to help staff write more understandable and standard terms or contracts with efficient.

Amplifi NLP is based on the desktop software/web design, and is designed for the staff/lawyers and other stakeholders in financial institutions.

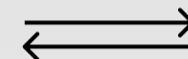
### Design & Diagram

Working process in writing a contract/terms & conditions:

Organize  
reference files



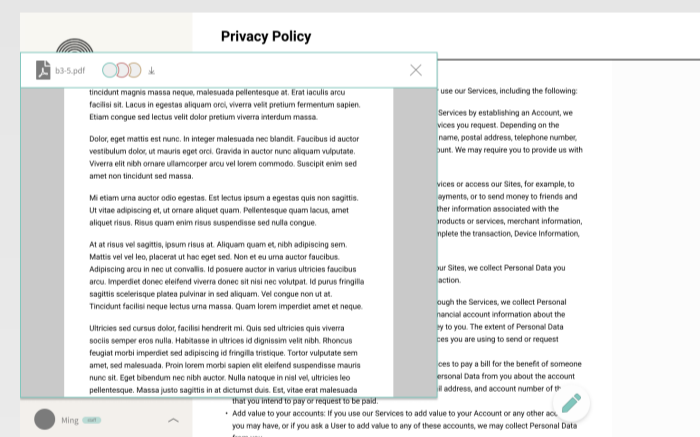
Staff & legal affairs  
participate in writing



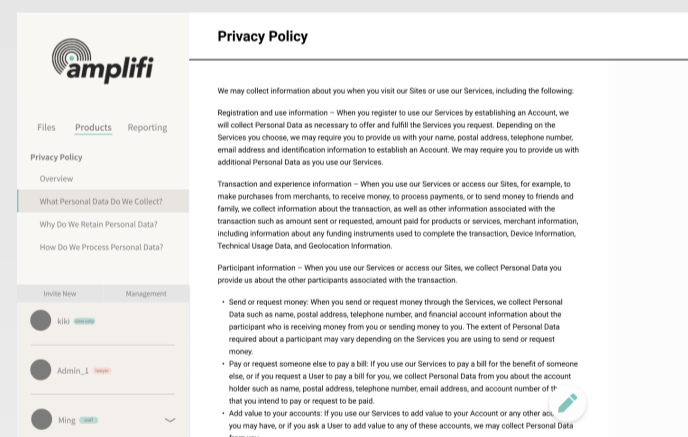
Approval



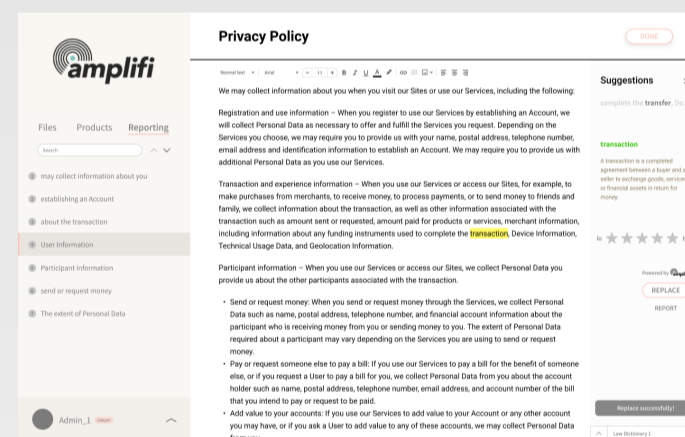
Final  
Document



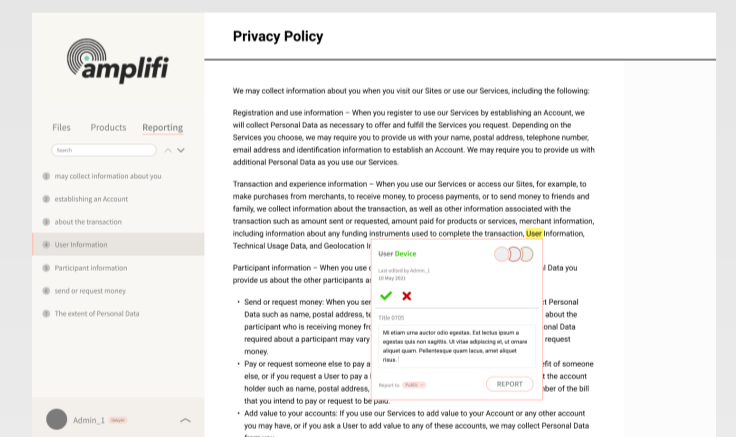
Online File Browser



Identity Switch



Taxonomy & Dictionary



Problem Report

### Research Methodology

This project is to redesign the existing Amplifi NLP function. The users of this product are staff who write contracts and terms. The use scene is a commercial work scene, which requires multi-person and multi-departmental cooperation. Therefore, it is necessary to conduct in-depth exploration and analysis of user needs in this scenario before designing. I interviewed 8 staff or lawyers in financial institutions to learn about their work process and tools when writing contract terms. After designing the solution, I invited some users to conduct usability testing to help my design plan to improve quickly.

### Results of Research & Test

Problems & painpoints from staff/lawyers:

1. Too many tools and complicated to use.
2. Difficult to organize reference files
3. Collaborate with others.
4. Lack of professional writing suggestions.

The conclusions found in the test:

1. Users want stronger visual feedback (eg. changing the theme color)
2. The scoring/star rating system is more accurate than yes/no in obtaining user feedback
3. The operation methods should same as user perception/mainstream operation method

### Future Work

I hope the project can be developed and launched, so that can obtain user feedback from real environment, or ABtest in different ways for the same function to help further optimize the solution to improve user experience.