Enhancing Contract Lifecycle Management through AI and Collaborative Tools: A Comprehensive Investigation

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Abstract

This project is in collaboration with Amplifi that has developed a novel approach to intelligibility of legal language with suggestions, fostering better understanding for all stakeholders involved. The purpose of this study is to explore possible design solutions by integrating collaborative features of a 'Contract Lifecycle Management (CLM)' tool within the ambit of Amplifi's AI-based 'intelligibility' application.

Research Question - What are some of the collaborative features that may be incorporated to streamline the contract lifecycle management process, to create an intuitive experience for legal teams in organizations?

Assignment and review of documents → Document creation → Collaborative Writing → Approvals → Execution - Signed
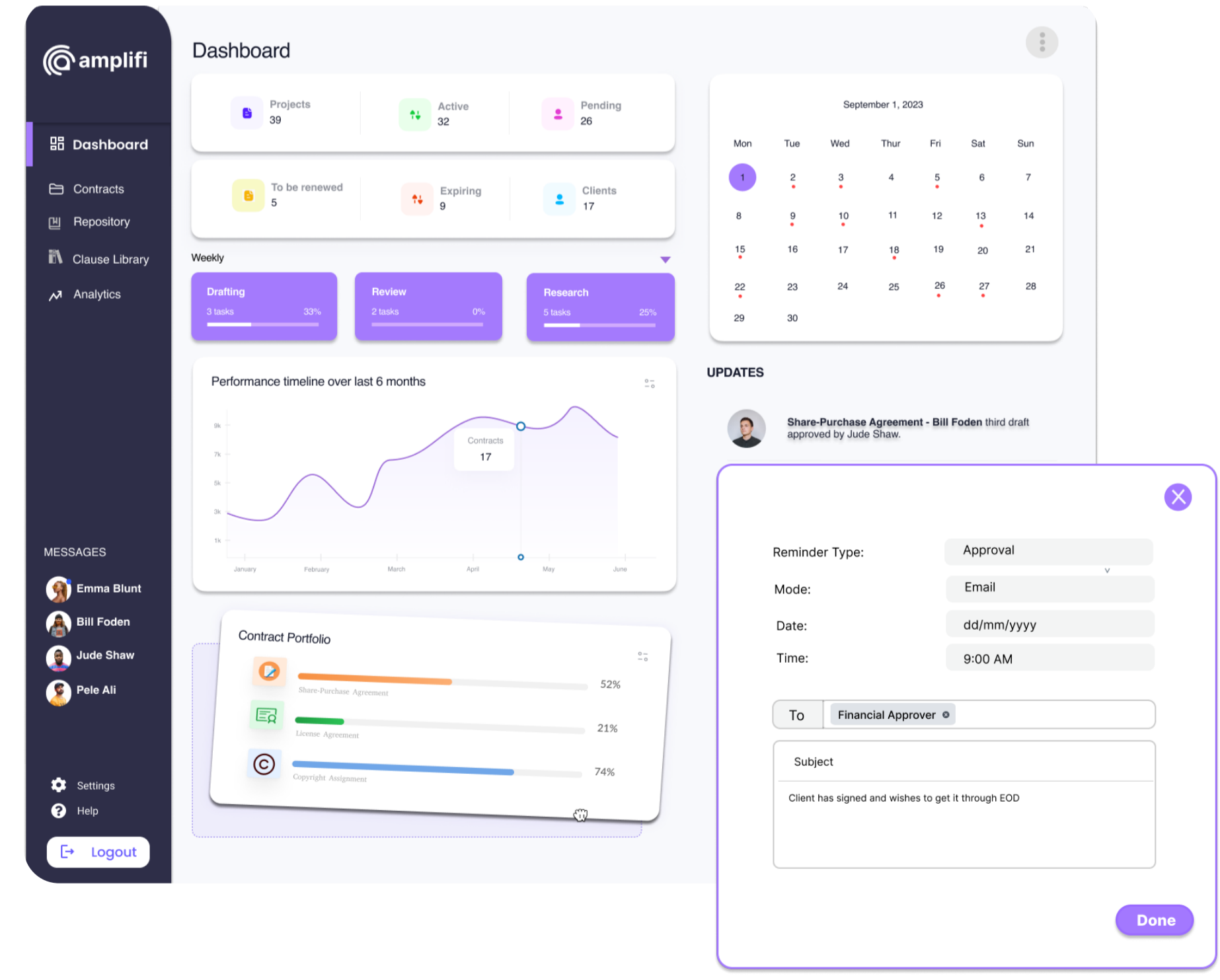

Methodology

The methodology employed to investigate the development of a 'collaborative' legal documentation workflow includes identifying user pain points and conducting a comprehensive investigation in the form of literature review, participatory design focus groups and usability tests using eye-tracking technology.

Findings

The findings provide the **usefulness of communication** to facilitate collaboration in contract management. They also bring to light the importance of **intuitive and familiar designs** to promote uninterrupted experience and the need for automation to streamline various mundane tasks.

Conclusion

In order to make a state of the art intelligibility tool, Amplifi must incorporate impactful features such use of AI for enabling seamless collaboration such as automated metadata tagging, clause library and reminders.