How might contract review be modelled and progress be presented to the legal teams

Han Guo

Goldsmiths UNIVERSITY OF LONDON × amplified

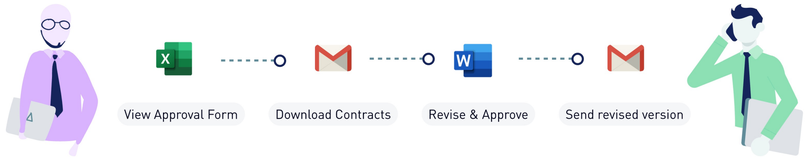
Abstract

Inefficiencies in contract reviewing processes have a negative impact on the organization, including potential loss of business. Amplifi aims to develop a tool for editorial teams to collaborate efficiently and seamlessly around the contract process. The project used a UX design approach to explore how the collaboration activities and revision process could be presented to users. The final outcome is a high fidelity prototype with improving collaborative experience suggestions.

Introduction & Background

Amplif is based on the desktop software safeguarding consumer rights from the contract drafting stage: by simplifying less understandable terms, the risk of consumer intelligibility can be reduced. As legal documents are the result of a collaborative process involving editorial teams with different seneriority and responsibility, users face challenges that inefficient communication, hard-to-record activities and hard-to-track changes due to the need for iterative revisions across the multiple tools.

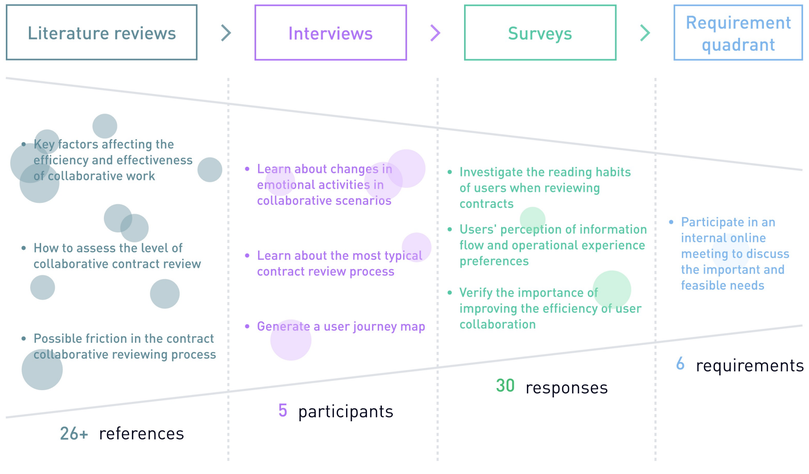
State of the art



Purpose

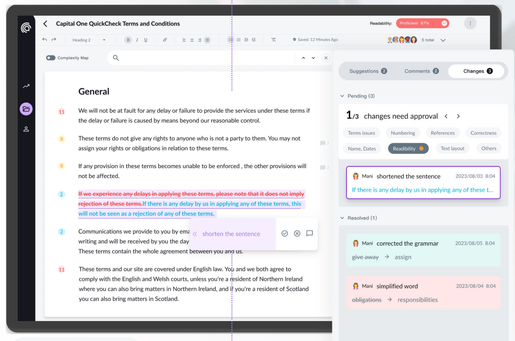
This project aims to help the legal teams understand activity history clearly during contract reviews and to make better communication and approvals of revisions.

Study Method



Prototype with hypotheses

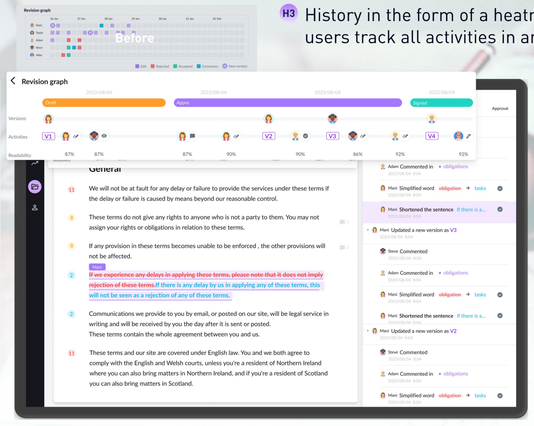
H1 Displaying all changes in a document in a cumulative manner can help users navigate to them faster.



Track changes page

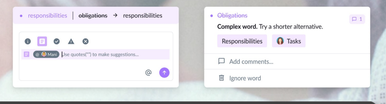
H2 Displaying how editors modified can help users approve changes more quickly.

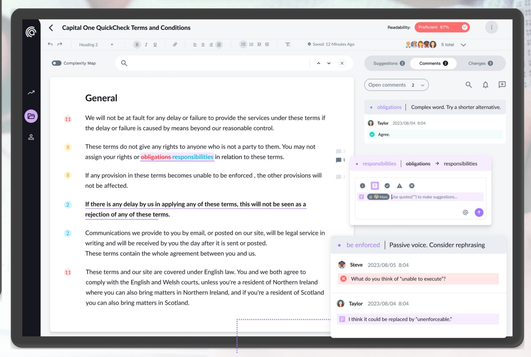
H3 History in the form of a heatmap bar can help users track all activities in an intuitive way.



Version control page

H6 The "Suggestions" of the comments is applied directly, which improves the information flow.





Comment page

H5 Categorizing comments improves the efficiency of users' understanding of ideas.

Testing & Evaluation

First-Round of Usability Testing

- *To find out whether the interaction and instruction of interface is suitable for users' focus and gaze in the contract reviewing.*
- *Gain more insight from participants and develop hypotheses.*

3 funtional task tests with eye gaze tracking → Interview

Task completion, time, eye movement are the metrics used in the test

Overall interface facilitates understanding of collaborative activities (Prove H1, H2).

Revision graph and rollback changes are not clear (Disprove H3). It would be more effective to use the suggestions in the comments directly.

Second-Round of Usability Testing

- *To evaluate the updated prototype*
- *Validate the hypotheses.*

2 funtional task tests with subject scale → Interview

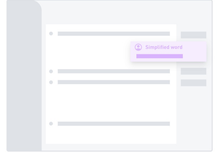
Time, Satisfaction are the metrics used in the test

Timeline is clearer than heatmap bar. Optimized comment function improves efficiency (Prove H4, H5).

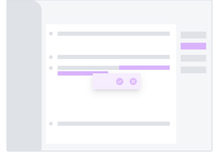
The entry point for rolling back changes is not clear.

Research Result

How to help users track changes faster?



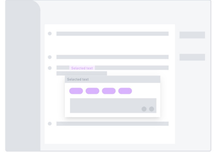
- Extract users action



- Cumulative manner and approve in its text

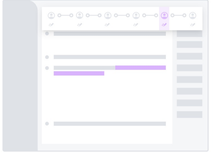
How to go back and forth on changes via comments?

- Show Selected text



- Add category tags in the comments

How to make users understand collaborative activities faster?



- Timeline visualization

- Structured user activity history

Conclusion & Future Work

The project optimized the efficiency of the editorial team's collaboration and the smooth flow of review information. However, the contract review included multiple risks, including terms issues, and the project was designed and evaluated on only a representative selection of content. Moreover, The project focused on how to communicate and collaborate with the internal editorial team. As the contract progresses, how to negotiate and sign contracts with external partners and how to jointly fulfill the contracts are the next topics to be discussed.