

## ODR Cyberweek 2022

### Robôs, Plataformas Digitais e Metaverso: Ferramentas para a Solução de Conflitos

---

#### Robots, Digital Platforms, and Metaverse: Tools for Dispute Resolution

Alexandre Tella

Hi! Welcome to the ODR Cyber Week 2022 panel in Portuguese. I should congratulate the organizers of Cyberweek 2022 for holding the event, especially this one that would have the participation of panels in Spanish and in Portuguese. And I would also like to thank Ana Maria Gonçalves for making it possible for me to participate in this event.

#### O Uso da Tecnologia no Poder Judiciário Brasileiro

1. Digitalização dos processos em papel para o formato eletrônico
2. Desmaterialização dos procedimentos, o que possibilitou a realização de audiências por videoconferência
3. Automação de diversas tarefas com uso de algoritmos e Inteligência Artificial (IA)

#### The Use of Technology on the Brazilian Judiciary

1. Documents digitalization
2. Dematerialization of procedures, which makes it possible to carry out hearings using video platforms
3. Automation of various tasks using algorithms and Artificial Intelligence (AI)

I would like to talk to you about the Brazilian government's initiatives using technology in conflict resolution. I would like to talk about the use of technology by the Brazilian Judiciary. The use of technology marked three moments. At first, the Judiciary began to digitize physical processes into digital processes. So, they began to transform those paper processes into an electronic format. The second moment was the dematerialization of the procedures. With dematerialization, it was possible to move the processes forward using technology. For example, judgment sessions and hearings were conducted using videoconferencing platforms. And, in a third moment, the use of artificial intelligence and activities to perform some tasks that help judges with their administrative activities.

### **Pesquisa – FGV – 2021 – IA**

- 64 ferramentas de IA espalhadas por 44 Tribunais + CNJ
- Organização - 4 Grupos
  1. Atividades administrativas
  2. Fluxo de processos internos e auxílio aos juízes
  3. Ajudam a elaborar minutas das decisões
  - 4. Resolução de Conflitos**

### **Research – Getulio Vargas Foundation - 2021 - AI**

- 64 AI tools in 44 different Tribunais + National Council of Justice
- Organization - 4 Groups
  1. Administrative Activities
  2. Process flow and helping judges with administrative activities
  3. Draft court orders, decisions
  - 4. Dispute Resolution**

In 2021, Getúlio Vargas Foundation researched and mapped 64 tools that use artificial intelligence by Brazilian courts. These 64 tools are used by 44 different courts and the National Council of Justice. The researchers organized these tools into four groups. The first group placed the tools that help the Judiciary in administrative activities. The second group identified tools that help judges carry out internal processes. The third group highlights tools that help judges draft opinions and court decisions. And in the fourth group, the researchers grouped tools that help judges in dispute resolution.

## 1º Grupo – Atividades Administrativas

- TJ-SP - **Judi Chatbot** - fornece orientação ao cidadão para ajuizamento de ações de competência do Juizado Especial Cível

## 1<sup>st</sup> Group - Administrative Activities

- São Paulo Court of Justice (TJ-SP) - **Judi Chatbot** - guides citizens in filing lawsuits related to the Small Claim Courts

I want to highlight an initiative of São Paulo's State Court that created a chatbot that helps citizens ask questions about how to file a case in a small claim Court. If citizens want to file a lawsuit but do not know how to do it, they log in and use this chatbot. Other initiatives include tools that identify similar cases so they can be decided in groups. There is also a tool that assists judges in finding jurisprudence to reason their decisions.

## 4º Grupo – Resolução de Conflitos

- Tribunal Regional do Trabalho da 4ª Região (TRT-4) – **Icia**
- Tribunal Regional do Trabalho da 12ª Região (TRT-12) - **Concilia JT**
- Estimam a probabilidade de acordo no estágio em que o processo se encontra.

## 4<sup>th</sup> Group – Dispute Resolution

- Labor Tribunal - 4<sup>th</sup> Region (TRT-4) - **Icia**
- Labor Tribunal – 12<sup>th</sup> Region (TRT-12) - **Concilia JT**
- Both apps estimate the probability of an agreement at the stage in which each process is.

Now I want to highlight two examples of tools that use artificial intelligence in dispute resolution. Regional Labor Courts use two tools. The Regional Labor Court of the 4th Region has a tool called Icia, and the Regional Labor Court of the 12th Region has a tool called Concilia JT. In both cases, the robot identifies the stage of the process and the probability of the parties reaching an agreement. Then, the robot notifies the judge, and the judge decides or not, whether to send for a conciliation session.

### Mediação realizada no Brasil com mediador nos Estados Unidos

### Mediation placed in Brazil with a mediator in the US

**Cejusc de Atibaia realiza sessão de conciliação inédita e desperta a curiosidade da imprensa local**

23/07/2020



novidade da audiência internacional.

*Conciliadora conduziu reunião dos EUA.*

O Centro Judiciário de Solução de Conflitos e Cidadania de Atibaia realizou, ontem (22), sessões de conciliação que fugiram do formato tradicional. Além de ocorrerem virtualmente, com o uso da plataforma Teams, na primeira, a conciliadora, que conduziu os trabalhos, estava na cidade de Indianápolis, nos Estados Unidos, onde vive atualmente. Na segunda, o juiz responsável pelos Cejuscs de Atibaia, Janiru e pelo Posto do Cejuscs na 3ª Companhia da Polícia Militar de Atibaia, Rogério Aparecido Correia Dias, junto com os conciliadores, concedeu entrevista, também pelo Teams, para os jornalistas Marta Alvim e Luiz Gonzaga Neto, já que ambos queriam noticiar a

In addition to the tools cited before, I would also like to mention some initiatives adopted by some judges. For example, in 2020, during the pandemic, Dr. Rogerio Dias, who is a judge in a city in the interior of the state of São Paulo, the city of Atibaia, held a mediation session in which the parties were in Brazil, and the mediator was in the United States. That same judge is an ADR. He also held, using a videoconferencing platform, a hearing in which one party was in Brazil, and the other was in Japan. So, thanks to these video tools, even during the pandemic, the Judiciary was able to keep moving.

## Plataforma Digital para Consumidores Resolverem Conflitos

## Online Platform to Solve Consumers' Disputes



I would also like to highlight a platform the Brazilian government created in 2014 called Consumidor.Gov.br. It is a platform that helps Brazilian consumers to resolve their disputes. A platform that is easy to use, easy to access, and even has resources that help people with special needs. Since the platform was created, it has received more than 4,800,000 consumer complaints, and 78% of the complaints were resolved with an agreement. Furthermore, the use of this platform is so approved by Brazilian consumers that 85% of users approve of this platform.

## Audiência de Conciliação no Metaverso

## Settlement Hearing in the Metaverse



<https://youtu.be/8fgHBhWnv3M>

In addition, I would like to highlight two initiatives in which judges used Metaverse to resolve disputes. In this case, that appears here on the screen. First, we have a picture of a conciliation hearing. A Federal Court of the State of Paraíba held a hearing session in a process that began in 2018. The parties decided to negotiate at a conciliation hearing but agreed that the session would be held in the Metaverse. The Judiciary helped parties to create the avatars and the audience room. And this is a picture from when the hearing happened. A process that had dragged on for four years was solved in ten minutes. In ten minutes, the parties reached an agreement. The Federal Court of Paraíba intends to expand these hearings in the Metaverse if the parties agree.

## Juíza usa Metaverso para Conversar com Partes e Advogados

## Judge Uses Metaverse to Talk to Parties and Lawyers



Juíza Aline Vieira Thomaz usa tecnologia do metaverso para reuniões em Anápolis — Foto: Tribunal de Justiça/Divulgação

<https://g1.globo.com/go/goias/noticia/2022/09/21/juiza-usa-metaverso-em-reunioes-e-atendimentos-a-advogados-em-anapolis.ghtml>

In another case, a judge from Anápolis, a city in the state of Goiás, Judge Aline Vieira Thomaz, created her avatar to talk to the parties and lawyers. The initiative came from a lawyer who asked her to make this avatar. She built it and started using it. And she has had very positive experiences using this avatar because she ensures that the parts are present and interacting. In the past, using videoconference platforms, it was typical for a party to turn off the camera when the other party was talking. So the judge wasn't sure if the part was present and listening. Now she indicates that with avatars, she is confident that the parties are online and interacting. Her idea is to start soon holding hearings in the Metaverse as well.

# Obrigado

## Thank you

Alexandre Tella  
alexandretella@hotmail.com

I hope you enjoyed my presentation. Thank you for participating, and here is my contact in case you want to keep in touch with me and ask any questions. Thank you very much!

### Referências

### References

- **Cejusc de Atibaia realiza sessão de conciliação inédita e desperta a curiosidade da imprensa local.** Tribunal de Justiça do Estado de São Paulo - Notícias. Disponível em: <<https://www.tjsp.jus.br/Noticias/Noticia?codigoNoticia=61687&pagina=1>>. Acesso em: 22 out. 2022.
- FUNDAÇÃO GETULIO VARGAS CENTRO DE INOVAÇÃO ADMINISTRAÇÃO E PESQUISA DO JUDICIÁRIO. **Inteligência artificial: tecnologia aplicada à gestão dos conflitos no âmbito do poder judiciário brasileiro.** 2022.
- SALOMÃO, Luis Felipe; SOMESOM TAUk, Caroline. **Objetivos do sistema de inteligência artificial: estamos perto de um juiz robô?** Consultor Jurídico. Disponível em: <<https://www.conjur.com.br/2022-mai-11/salomaotauk-estamos-perto-juiz-robo>>. Acesso em: 22 out. 2022.
- SANTANA, Vitor. **Juíza usa metaverso em reuniões e atendimentos a advogados em Anápolis.** G1 - Goiás. <https://g1.globo.com/go/goias/noticia/2022/09/21/juiza-usa-metaverso-em-reunioes-e-atendimentos-a-advogados-em-anapolis.ghtml>
- SEÇÃO DE COMUNICAÇÃO SOCIAL DA JFPB. **Justiça Federal na Paraíba realiza primeira audiência real do Brasil no metaverso.** Disponível em: <https://www.trf5.jus.br/index.php/noticias/leitura-de-noticias/?id=324393>. Acesso em: 22 out. 2022.