

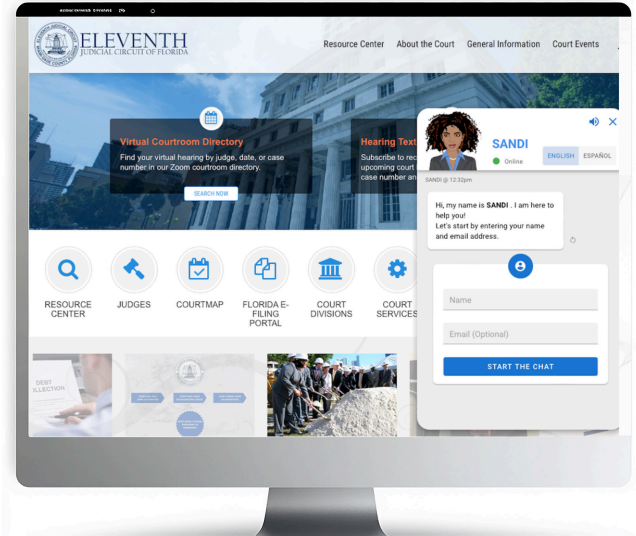
Web Agent Expands Access to Court Information in Miami-Dade County, FL

THE CHALLENGE: High Demand for Court Information

The Eleventh Judicial Circuit of Florida faced challenges in providing accessible information to the public, particularly for self-represented litigants in family court. Website navigation was complex, and staff handled an average of about 950 live chats per month.

THE SOLUTION: SANDI, The Web Agent Built for Courts

Advanced Robot Solutions worked with the 11th Judicial Circuit and the National Center for State Courts (NCSC) to deploy SANDI (Self-Help Assistant Navigator for Digital Interactions), a multilingual web agent for the Miami-Dade Court's website.



OPERATIONAL IMPACT

Reduced Staff Workload:

Live chats reduced from 950 to 55/mo

Strong Public Adoption:

First month: 1,229 unique users

6 months later: 3,661 unique users/mo

12 months later: 4,500 unique users/mo

24/7 Access to Information:

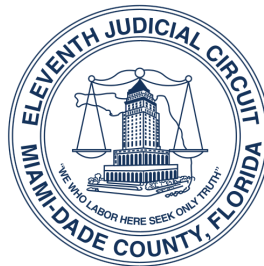
Residents can access court information from any device, helping those who cannot visit during operating hours.

Expanded Language Access:

SANDI supports English and Spanish and can expand to additional languages to better serve the diverse community.

Future Expansion

1. Add knowledge bases for increased division-specific information
2. Add Creole as a third language option for text and speech
3. Implement self-service kiosks in public spaces across Miami-Dade
4. Integrate SANDI with Miami-Dade's CMS and hearing platform



Features & Applications

The 11th Judicial Circuit of Miami-Dade County deployed SANDI to provide capabilities, including:

- Multilingual speech and text conversations
- A.I.-powered natural language processing
- Guided navigation to information and resources
- Live chat escalation for complex inquiries
- Continuous learning for improved responses
- Plain-language explanations of legal terminology



Read the National Center for State Courts case study on SANDI at Eleventh Circuit Court of Miami-Dade County.



An ARS Connect Solution

The Modern Public Access Ecosystem for Courts and Local Government

Learn more: advancedrobotsolutions.com | Call: 1 (860) 845-1440 | Email: info@robotaisolutions.com