



Research on the Construction of Legal Service Platform Based on Artificial Intelligence

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Abstract. Affected by limited resources, it is difficult for traditional public legal services to achieve inclusive services. Artificial intelligence services can help legal service platforms operate more conveniently and provide more flexible services. The premise of building an artificial intelligence legal service platform is to clarify the needs of the public, take the public demand as the basis for building an intelligent public legal service application platform, rely on the main strength of judicial and administrative organs, and use big data, cloud computing and other important artificial intelligence technical means. Provide better legal platform services for the public, realize resource sharing, and provide high-quality services such as mass information retrieval and document review. By analyzing the shortcomings of current public legal services, this paper puts forward suggestions on the construction of an intelligent legal service platform to help optimize legal services.

Keywords: artificial intelligence · legal service platform · construction

1 Introduction

At present, China's continuous socio-economic development and the gradual strengthening of the country have created a stable social situation in which the law is enforceable. This includes the construction of legal services. At the conference on the reform of the judicial system, China proposed to strengthen the construction of the era of big data, prepare for the new era of artificial intelligence, optimise the construction ideas and actively innovate the system of social legal services. The combination of these systems will promote the improvement of China's judicial accountability system and the corresponding supporting reforms, strengthen China's governance concept and social governance capacity, promote the development of social modernisation and drive the intelligent construction of China's public legal service platform. Currently, artificial intelligence, as an advanced technology, is leading China's technology into a new field of technological revolution. Traditional legal services are based on knowledge. Artificial intelligence has had a certain impact on traditional legal services and has brought certain development opportunities. Through a variety of artificial intelligence technologies such as cloud computing and big data, it can help judicial services achieve better services and

also create conditions for the development of intelligent legal services. Through artificial intelligence, the invisible value of data information can be fully explored, and a data sharing platform can be established to provide more efficient and intelligent legal services to the public [1]. Through collation, it is found that there is a relative lack of research in this area in China, and therefore, this paper will investigate this.

2 Disadvantages of Current Public Legal Services

My country's current public legal services are mainly divided into traditional service models and emerging service models. The former mainly refers to the services of public legal service centers and community neighborhood committees. The establishment of traditional service models mainly relies on human, material and financial resources, while emerging service models mainly refer to public legal services. Legal service websites or legal-related public account platforms, etc., the new service model is to combine the Internet with legal services, which can effectively enrich the legal service system and help the public to resolve legal disputes through various channels. There are some disadvantages, which are as follows:

2.1 It is Difficult to Achieve Inclusiveness and Balance of Public Legal Services

The focus of public legal services is to achieve "broadness" in the sense of the scope of public legal services, not only to enable most people to enjoy public legal services, but also to expand the breadth of legal services and to achieve a balanced distribution of legal services. Traditional public legal services are limited by resources, and it is difficult to achieve a balance between the breadth and layout of legal services. my country's legal resources are unevenly distributed. The legal resources in the east are stronger than those in the central and western regions, the resources in big cities are stronger than those in small cities, and those in rural areas are weak. There are big differences in the construction of public legal services in various regions, and it is difficult for underdeveloped areas to enjoy legal services. Service [2]. At the same time, subjective factors will also have a certain impact on traditional public legal services. Nowadays, the rapid development of intelligence can help legal services achieve the goal of inclusiveness and equal service development. In legal services, intelligent legal services and traditional manual operations In contrast, to a certain extent, it can reduce the pressure on resources, get rid of the limitation of distance, and is more conducive to achieving universality.

2.2 Emerging Public Legal Services Lack Operability

At present, there are many public legal service platforms in our country, such as Peking University Magic Weapon, Wu Li and other public service platforms. Key words are used to retrieve and organize the data, so that the transparency of the information is significantly enhanced. When the masses want to inquire about legal regulations and various case information Inquiries can be made through these platforms, which brings great convenience to the masses, especially for law-related workers, who can directly inquire about information about cases through the legal service platform, effectively

increasing the workload of such workers and improving their work. Efficiency plays a standardizing role in legal practice and ensures judicial impartiality. But on the other hand, it is difficult for people who do not have a high level of education to obtain legal services and use these legal service platforms. For example, legal service platforms need to have a website to access information, and search through keywords to get the target content they want to inquire about, which is extremely difficult for people who do not have a high level of education. There are certain restrictions on the audience, and only those with a higher cultural level can interpret and compare the retrieved information. At the same time, it should be noted that in such platforms, care must be taken when operating, otherwise operating errors are prone to occur. Although the public legal service platform can be operated in real time without geographical restrictions, it is not easy to operate, it is not suitable for the general public, and it is difficult to meet the needs of the public. However, intelligent public legal services are different. This type of platform can design more convenient operating procedures through the advantages of advanced technology, which does not require high operation requirements for the masses and is more convenient for the masses to operate.

2.3 The Current Public Legal Services are not Flexible Enough

The main means of current public legal services to provide legal services to the public is to provide legal services in the form of question-and-answer cooperation through fixed information, which is mainly achieved through navigation links. This model has great application space in the field of law and the search for legal knowledge, but it also has shortcomings. The disputes faced by the public are diverse, and this rigid model cannot provide guiding suggestions for the public. Traditional public legal services can handle this effectively, but it requires more costs, but the time for providing legal services is limited, and it is less informative to respond to the opinions of the public. In this respect, intelligent public legal services are better than emerging public legal services and Traditional public legal services can better provide guiding suggestions for the public. Intelligent public legal services mainly analyze data, mine important value from the data, and carry out analysis according to various situations. The guiding suggestions provided to the public are targeted and relevant. Scientific, more flexible, and more in line with the cost-effectiveness principle [3].

3 The Significance of Building an Intelligent Public Legal Service Application Platform

3.1 Satisfy Public Needs and Improve Legal Service Satisfaction

The distribution of resources is unbalanced, and there are large differences among individuals. Disputes are prone to occur in complex social interactions. Most disputes are basically concentrated in the civil field. The proportion of detailed dispute types is shown in Table 1. The most common disputes in daily life are loan disputes. These high-incidence disputes indicate that legal services have a large space for development. The current economy is unsatisfactory. Most citizens in our country have weak legal awareness and a low level of overall education. It is difficult to handle disputes by relying

Table 1. Types of disputes in the civil field and their proportions

civil disputes	
Dispute Type	Proportion of disputes
Loan disputes	68.74%
Traffic Accident Disputes	58.12%
Work Injury Compensation Disputes	41.65%
labor disputes	41.65%
Marriage and Family Disputes	37.40%
Intellectual Property Disputes	18.75%

on their own strength. Community committees have limited capacity and little practical experience. Various disputes require different countermeasures, which are difficult for community committees to meet. However, if citizens seek help from lawyers, they will incur large expenses, which ordinary citizens cannot afford. Therefore, it is necessary to establish a public legal service platform that can fully meet the needs of the masses.

3.2 Acceptance of Mobile Application Software

Nowadays, mobile phones are the electronic products most commonly used by the general public, and they are of great benefit to everyone. They involve multiple levels. All necessities of life are solved by a mobile phone, and various software with different functions are emerging in an endless stream. In the era of mobile phones, most people will first use mobile phones to search for software related to legal services when facing legal disputes, and rely on mobile phone software to obtain legal service help. Therefore, relying on artificial intelligence to build a new public legal service platform can start from mobile phone software., has a larger application market.

3.3 Content Design Requirements

Realizing the intelligence of public legal services is the core of building a new public legal service platform. Only by fully satisfying the needs of the public can it develop for a long time. To realize the universality of legal knowledge, the fields involved in content design are shown in Fig. 1. The intelligent platform should be able to answer the public’s legal questions. Provide the masses with timely updated information on laws and regulations, which is more convenient to operate, and can also search for real cases by themselves to provide reference. Most people hope to provide themselves with detailed legal services through an intelligent legal service platform, such as obtaining basic templates such as procedural regulations similar to prosecution, which can help them analyze similar cases, such as evaluating the probability of winning or losing case

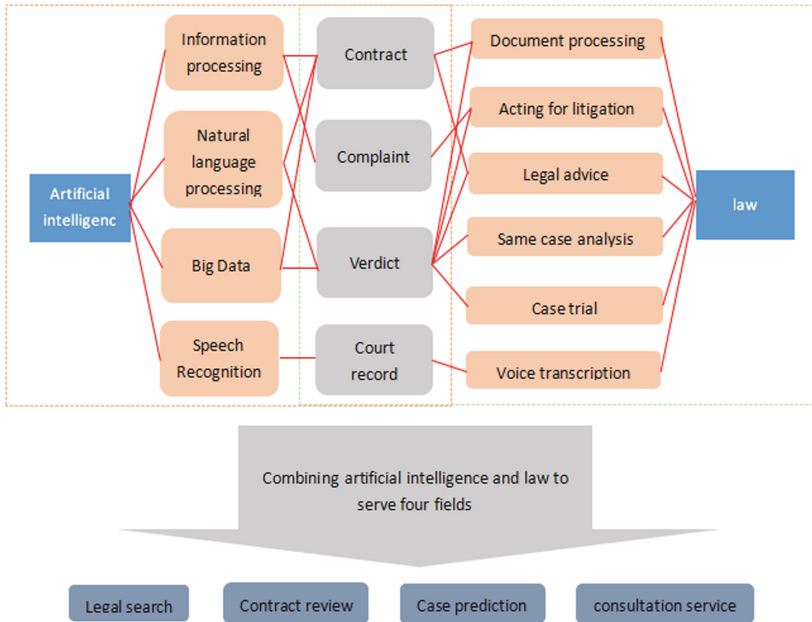


Fig. 1. Application areas of artificial intelligence public legal service

data.. The masses can make more effective decisions before dealing with cases. When designing an intelligent legal service platform, special attention should be paid to the appearance of the software, which can be generous, concise, and easy to use in order to effectively attract the public.

4 Suggestions on Building an Intelligent Public Legal Service Application Platform

4.1 Implement Software Development Under the Leadership of Judicial Administrative Organs

As a specialized agency for the administrative management of judicial work, the judicial administrative agency plays a very important role in the legal system construction of my country's judicial system. To build an intelligent legal service platform to serve the public, use the online promotion of government affairs to implement law popularization to the masses, which is convenient and effective. Inclusiveness, so the development and construction of an intelligent software platform through the leadership of judicial and administrative organs, cooperation with advanced technology companies, and the participation of professional lawyers' associations can ensure the accuracy of data, and are supported by advanced technology for different public legal needs., so that the public legal service software is continuously updated [4]. At the same time, the establishment of an intelligent platform is conducive to protecting the privacy of users. Judicial organs are the main managers to prevent the parties from being hurt by emergencies, and actively

mobilize various forces to realize the diversified development of intelligent legal service platforms.

4.2 Establish Mobile Public Legal Service Application Software

There are more and more people using mobile phones in my country, whether young people, old people or primary school students have their own mobile phones. According to the survey, there are countless mobile phone netizens. The number of Internet users / the total population of my country = the penetration rate of mobile Internet users). The Internet is developing rapidly, and they are accustomed to using mobile phone software to inquire various information. For example, students are accustomed to using mobile learning software, and adults are accustomed to using shopping software. Therefore, an intelligent public legal service platform can be built through mobile application software, which is conducive to the use of contemporary people., you can keep abreast of all kinds of information about the law, and realize the indistinguishable legal services.

4.3 Relying on Big Data and Cloud Computing Technology to Provide Accurate Legal Advice

Through big data and cloud computing technology to analyze the technology of intelligent public legal service platform, discover the hidden laws of data, and effectively realize information retrieval, provide the public with intelligent consulting services, and provide more scientific legal service guidance, according to different types of disputes, involving different consultation sections, the public can choose the project to be consulted, fully combine the question and answer method to generate legal documents, guide the public to submit the case by themselves, and implement targeted search and matching to provide the best legal advice guide.

5 Conclusion

In short, artificial intelligence provides a new development path for public legal services, and building an intelligent public legal service platform is conducive to achieving inclusiveness, without being restricted by regions, and enabling cross-regional legal assistance. Through the cooperation of judicial administrative organs with specialized legal associations and technology companies, it provides more accurate data for building an intelligent legal service platform and provides better legal services for the public.

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