



Civil Resolution Tribunal

ADR and ODR Schemes Towards the Challenges of New World

Yerevan, Armenia

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October 2019



@shannonnsalter

@CivResTribunal

1

DIAGNOSIS, INFO
& SELF-HELP



2

PARTY-TO-PARTY
NEGOTIATION



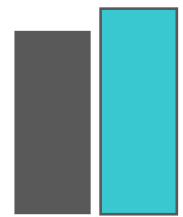
3

FACILITATION



4

DECISION



■ Dispute Volumes ■ Automation

Civil Disputes

Motor Vehicle Accidents and Injuries

Quit

Save and exit

Your Exploration Information

 66%

ⓘ Access code: **a2t6QXMTD** ✉ Email 🖨 Print



Information You Provided

1. I'm not an insurance adjuster
2. I've reported the accident to an insurer
3. The accident happened on or after April 1, 2019
4. I was injured in the accident

Resources

- [INFO: The CRT and Motor Vehicle Accidents](#)

Additional External Resources

- [Limitation Periods](#) 
- [CRT Decisions](#) 



Select issues to explore

Select as many issues as you'd like. We'll take you through them one at a time.

Which issues would you like to explore?

- Accident benefits
- Compensation ("damages") for things not covered by benefits
- Whether my injury is considered minor

Not finding an option you were expecting? Help us improve our site and [tell us what's missing](#).

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Next ⏩



How do we design for users?

- Ask them what they want
- User test things we build
- Plain language
- Follow up with them



ex·pert sys·tem

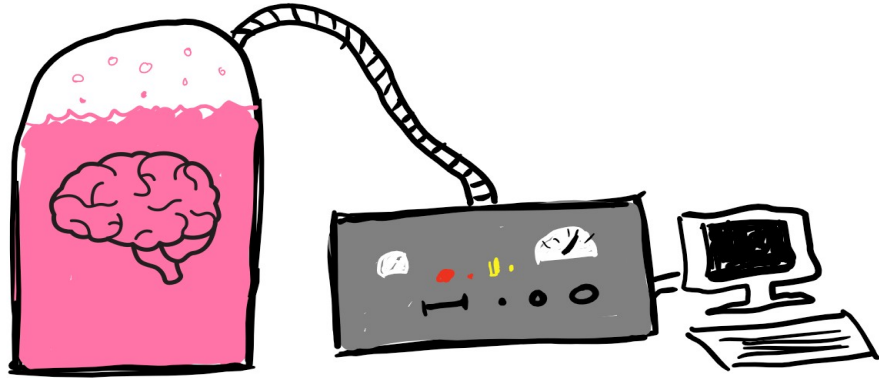
noun COMPUTING

noun: expert system; plural noun: expert systems

a piece of software programmed using artificial intelligence techniques. Such systems use databases of expert knowledge to offer advice or make decisions in such areas as medical diagnosis and trading on the stock exchange.

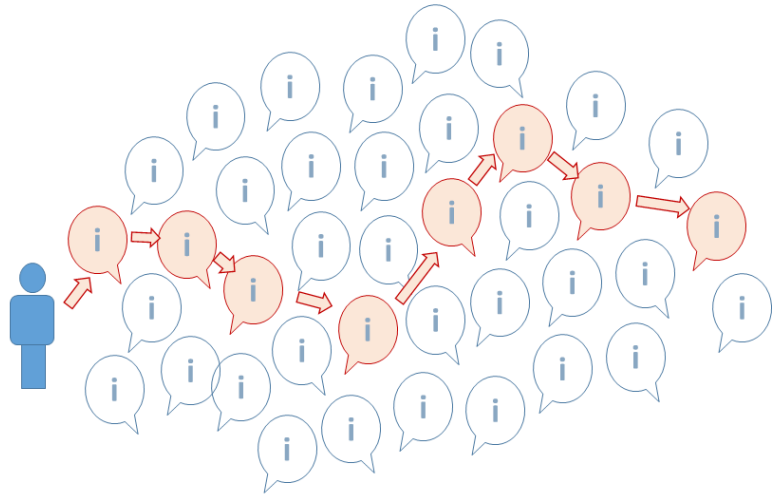
Expert systems

- Imitate or emulate interactions with human expert
- Not replacing human expert
- “1st wave” artificial intelligence
 - Logical rules & reasoning
 - Handcrafted knowledge



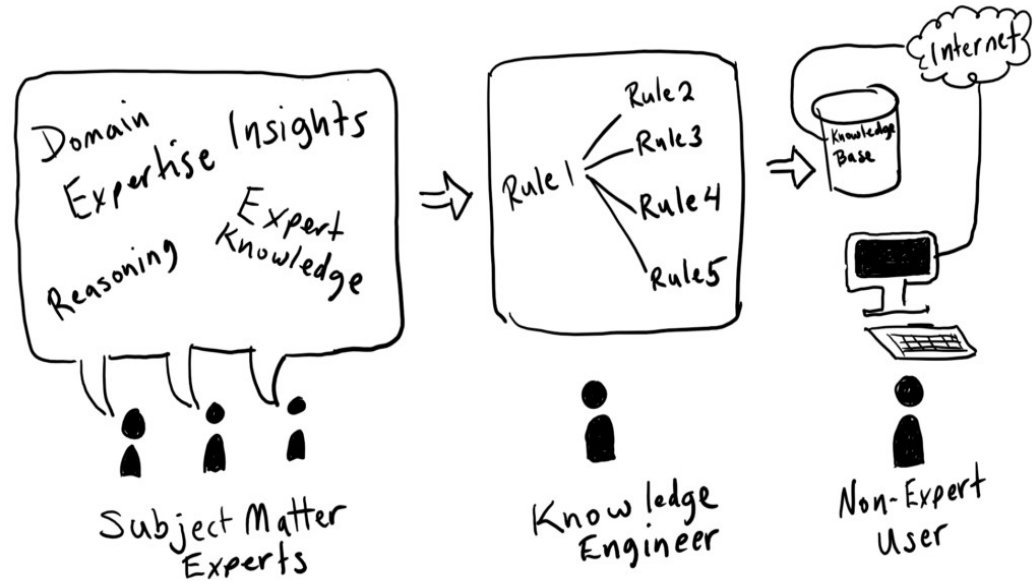
What does an expert system do?

- Models expert knowledge, reasoning, and guidance
- Applies law/rules to facts
- NOT an information website about another service or process



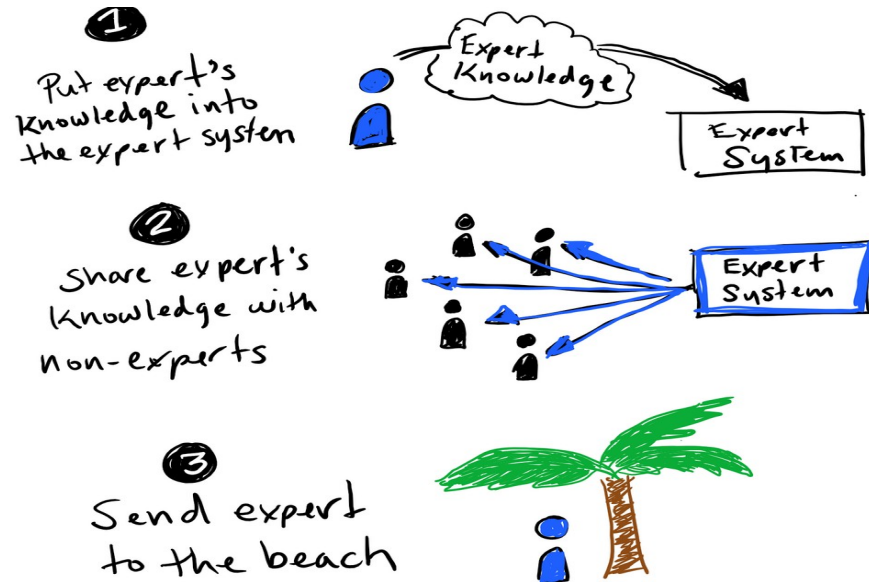
What's Knowledge Engineering ?

1. Take knowledge from the real world (from humans)
2. Put it into a machine



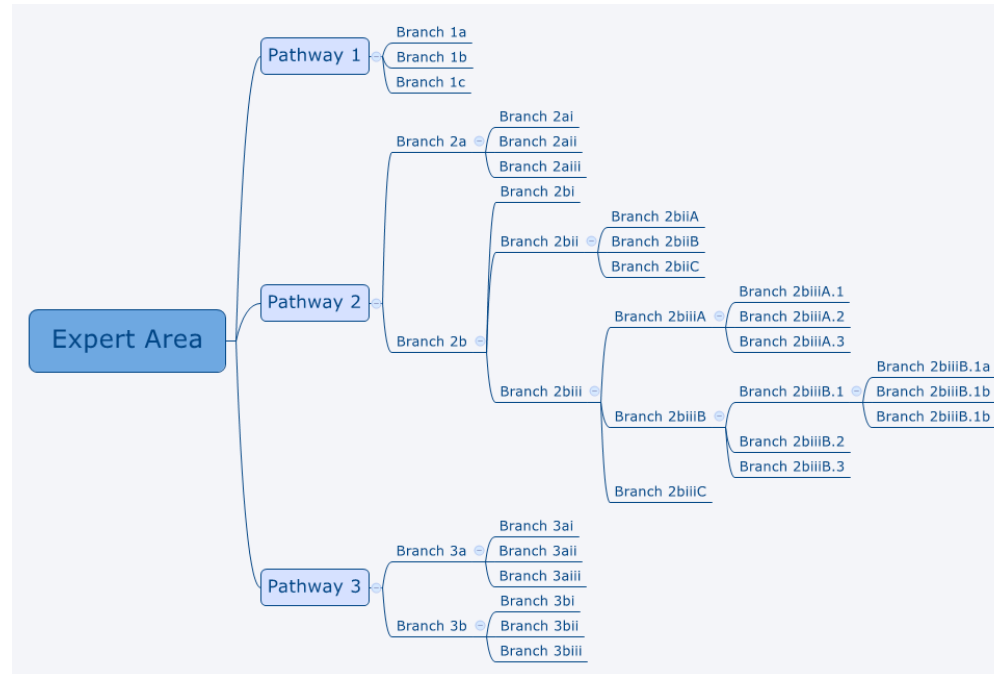
What's the value of knowledge engineering?

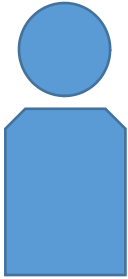
- Collect expert knowledge
- Put it in a machine
- Deliver it to non-expert users (while you're doing something else)



The Solution Explorer Knowledge Base

- Decision trees
- Logic-based rules
- Conditional “if... then...” structure





Subject Matter Expert

- Provides expert knowledge
- Explains how to diagnose
- Explains info to provide
- Identifies and explains self-help tools



Knowledge Engineer

- Facilitates acquisition of expert knowledge
- Determines structure of content, pathways, tools
- Find solutions to problems and challenges

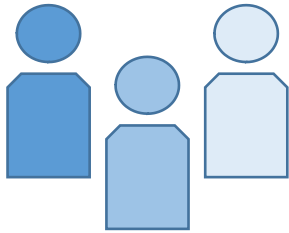


Content Specialist

- Records all information
- Completes information
- Refines content

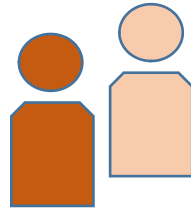
Knowledge Base Creation – Work Phases

Content Creation



- Subject Matter Expert
- Knowledge Engineer
- Content Specialist

Review & Approval



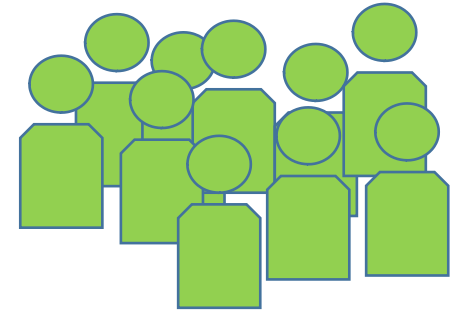
- Designated Approver
- Content Specialist

Extract, Transform & Load



- Expert System Analyst

User Test



- “Friends and Family”
- Public

A faster road
to resolving
your ICBC
dispute starts
online



EXPLORE

Your options with free legal information and tools



NEGOTIATE

Facilitation to help you reach an agreement



GET A DECISION

If you can't reach an agreement, an independent CRT member will make an enforceable decision

Take the online road to resolution!

Visit: civilresolutionbc.ca



Civil Resolution Tribunal

More Information

Email

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Twitter

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[@shannonnsalter](https://twitter.com/shannonnsalter)

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