

NOTICE TO THE BAR

Judiciary Adds Chatbot to Its Website – Launching the Judiciary Information Assistant (JIA) – Expanding the Use of Technology to Provide Quality Service

As part of the Judiciary's ongoing efforts to ensure access to the courts and provide quality customer service, we have launched a chatbot.

The chatbot – named the Judiciary Information Assistant, or JIA – is a tool designed to enhance the customer service experience for Judiciary website users by quickly providing answers to commonly asked questions. Customers can access JIA on the Judiciary's web page at <https://www.njcourts.gov> by selecting the "Chat" icon at the bottom right portion of the page. JIA uses artificial intelligence to interpret the customer's question and to provide the best pre-defined answer. Over the past year, JIA has been programmed to respond to the most common questions presented to the courts. JIA currently has more than 10,000 question/answer pairings that cover topics such as how to file for an expungement, how to contact Judiciary personnel, how to request copies of Judiciary records, the landlord/tenant process, the foreclosure process, and attorney registration, to list a few.

Questions or comments regarding JIA may be directed to the Superior Court Clerk's Office by email to SCCO.mailbox.@njcourts.gov or by telephone to 609-421-6100.



Hon. Glenn A. Grant, J.A.D.
Acting Administrative Director of the Courts

Dated: September 9, 2019