

Press Coverage | September 6, 2023

For Law Firms, Launching Generative AI Chatbots Requires More Than Just Novel Technology

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Will Gaus and Andrew Medeiros were quoted in the September 6, 2023 *Law.com* article, [“For Law Firms, Launching Generative AI Chatbots Requires More Than Just Novel Technology.”](#)

Andrew Medeiros, the firm’s director of innovation solutions told Legaltech News that “Athena, and [the] generative AI that we have rolled out, at this point, cannot be used for legal research, full stop. That’s not its capability right now,” he said. “[We are] monitoring the logs [of attorney prompts], making sure that the use cases are consistent with [our policies] and communicating that over and over to our attorneys.”

If an attorney should divert from the sanctioned use-cases of Athena, Medeiros said the firm would have a one-on-one conversation with them to understand why and remind them of the policies.

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At Troutman Pepper, the firm’s chief innovation officer Will Gaus said that attorneys have had to complete certain generative AI training and ethics training courses before they use Athena, in the form of webinars that are “seven to eight minutes long. These courses are formatted similarly to LinkedIn Learning content and can be accessed through the firm’s training system on demand.

Like Davis Wright, Troutman Pepper also did not send out a blanket notification alerting to Athena’s use, with Gaus adding that in light of the aforementioned training, it seemed to be “overkill” to send additional notices about the tool’s use to clients.

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