

Urban Court Modernizes Service Delivery In Ingham County, MI

The Challenge – Modernize Court Services & Navigation

The 30th Judicial Circuit Court in Lansing, Michigan recognized that court visitors struggled to navigate the complex 20th-century courthouse. This challenge resulted in litigants arriving late to hearings, getting lost in the building, and asking staff repetitive questions, which took staff focus away from higher-priority tasks.

The Solution – Agent-Guided Wayfinding Kiosk Platform

Ingham County partnered with Advanced Robot Solutions to deploy a self-service kiosk platform in the main courthouse lobby. Here, a trained A.I. agent assists users by providing up-to-date wayfinding information as well as answers to Frequently Asked Questions (FAQs), and a list of the day's hearings.

By streamlining staff workload and reducing interruptions, the kiosk program promotes efficient completion of higher-priority tasks.

Benefits and Outcomes

- **Improved Accessibility:** Self-represented litigants can easily access court information and services.
- **Reduced Wait Times:** Kiosk helps distribute visitor traffic and encourage completion of court tasks.
- **Streamlined Operations:** Allows court staff to focus on tasks in need of human expertise.
- **Enhanced User Experience:** Intuitive interfaces with avatar guidance for navigation and FAQs.



Conclusion

The implementation of Advanced Robot Solutions' kiosk in the 30th Judicial Circuit Court in Lansing, MI, demonstrates a significant step towards modernizing court services and delivering user-centric access to justice. ARS is proud to have partnered with the Court to provide an instant touchpoint for information and services upon entry, the court is better equipped to serve all residents, regardless of their legal representation status.

How it Works:

ARSConect is the brain behind the court's custom kiosk. Integrated with court systems, it delivers accurate data and services to end-users via specialized "hard-tech". Data can be accessed via text or voice prompts in "plain talk."

► Wayfinding Assistance

The lobby kiosk offers interactive maps and step-by-step directions, guiding visitors efficiently through the courthouse complex.

► Frequently Asked Questions (FAQs)

End-users can speak or type questions, and the system instantly retrieves answers. The system learns and captures session data to enhance its knowledge base with each interaction.

► Today's Hearing Look-Up

Users can access a list of the day's hearings upon entering the court. This allows visitors to quickly access where a hearing is located, the judge, and other relevant information.

► Hardtech Kiosk Experience

ARS kiosks are engineered for robust performance, even in noisy courthouse lobbies. Our front-facing media bar delivers quality audio and captures audio and video for a more personal approach.

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A.I. Self-Service Kiosks



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