Emory DataFest

Exploring Categories

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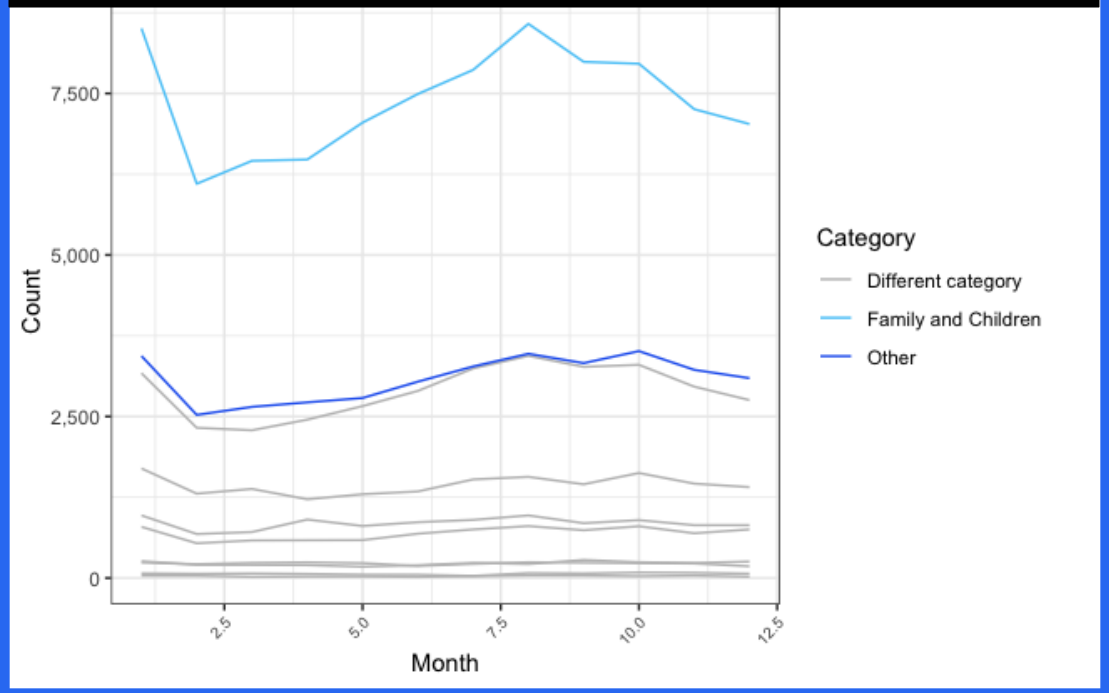
Are Free Legal Answers' Categories Informative?

*"Attorneys can sign up to receive notifications when questions are posted in **their areas of interest** as well as **sort by subject matter** and for questions that are submitted by those with senior or veteran status."*

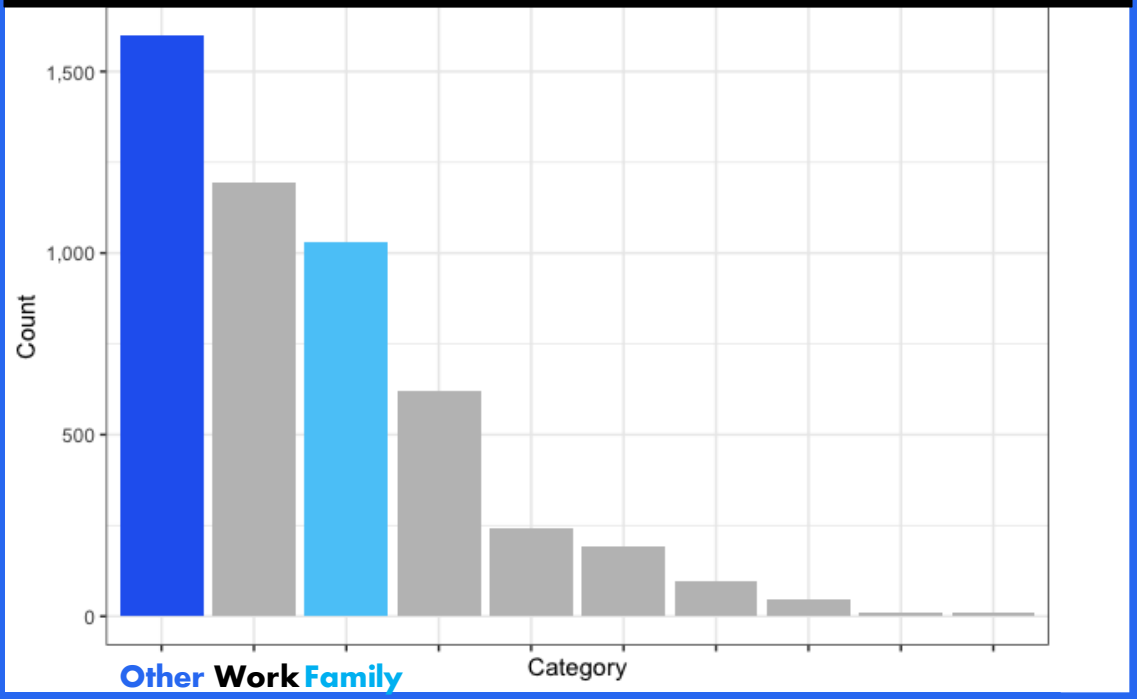
- ½ of questions with legal deadlines are closed past the deadline.
- Average Attorney Matching Time: 10d 21h
- Average Time to Close: 8d 21h

- Clients self-select categories
- Categories and subcategories act as 'tags' to match cases to attorneys with relevant expertise

Most Popular Categories are Family/Children

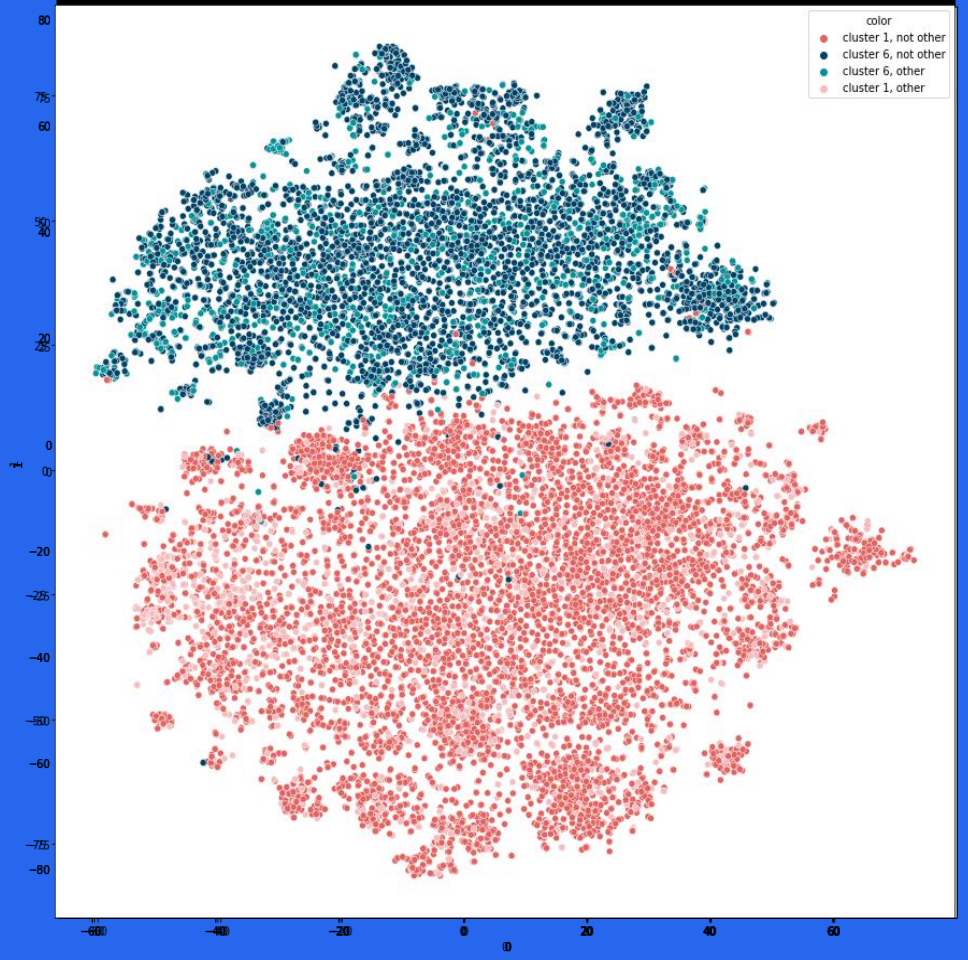


Attorney's Most Frequently Answered Category

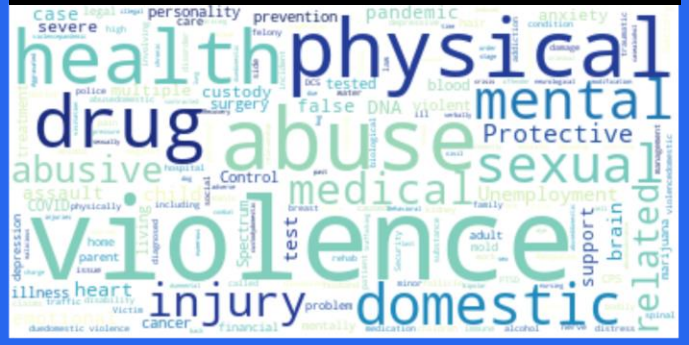


Categorizing Using Keyword Clusters Generated From Unsupervised Learning

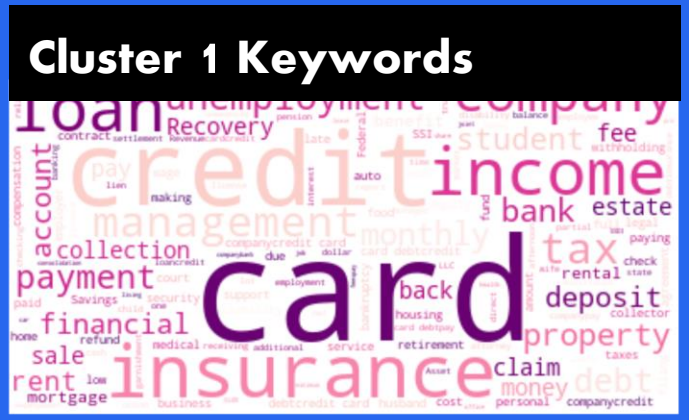
"Other" Category vs. Clustered Data



Cluster 6 Keywords



Cluster 1 Keywords



Next Steps:

Re-assess the categorization system to more effectively match attorneys to clients

- Adding a feature to the system where lawyers can re-classify categories
- Look at the most commonly misclassed categories