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# The Integration of Artificial Intelligence in Corporate Dispute Resolution Mechanism: Legal Frameworks and Ethical Considerations

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HERAMBH BHATIA<sup>1</sup>

## ABSTRACT

*This Article aims to analyze the Introduction and Integration of Artificial Intelligence in the field of Corporate Dispute Resolution Mechanism. The study regarding the increase in use of Artificial Intelligence by firms for Dispute Resolution is conducted through this article. The main types of Corporate Dispute Resolution Methods resorted to by Corporate Firms at mass level are Negotiation, Arbitration and Mediation. This Article scrutinizes the incorporation of various of Artificial Intelligence driven platforms and tools in the methodology of most resorted Dispute Resolution Methods. The Article also aims to highlight the benefits that are received by the use of such Tools and AI Algorithms in Dispute Resolution Mechanism, while raising concerns over certain areas. The use of AI helps in maintaining the efficacy and effectiveness of such methods while reducing the cost and time employed in the process. But the use of AI may lead to certain disadvantages. Due to absence of certain provisions governing its use, there are certain ethical and legal uncertainties which should be addressed by passing resolutions.*

**Keywords:** *Integration of AI in Mediation, Integration of AI in Negotiation, Integration of AI in Arbitration, Use of AI in Law, Integration of AI in Corporate Dispute Resolution Mechanism*

## I. INTRODUCTION

The Introduction of Artificial Intelligence has become the reason of many revolutionary changes in various fields of work. The ability of AI to complete complex tasks with accuracy within seconds has upgraded the expectations of the people<sup>2</sup>. If there is integration of Artificial Intelligence with the field of Dispute Resolution in Corporate Settings, it can transmute the whole profession. Emerging research suggests that Integration of AI in such domain which requires effective and efficient handling of complex legal issues, can lead to

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<sup>2</sup> Charlotin, Damien, Large Language Models, and the Future of Law, SSRN (August 22, 2023) <https://ssrn.com/abstract=4548258>

reduction in cost and increase in accessibility to consumers without compromising efficacy. As Integration of Artificial Intelligence has many benefits it also carries serious concerns regarding its applicability which should not be overlooked<sup>3</sup>.

## II. TYPES OF DISPUTE RESOLUTION METHODS

The Role of Artificial Intelligence in Corporate Dispute Resolution Procedures is increasing and is set to expand in the future with the progress in AI. As per the Research published by the Davis Wright Termaine LLP, the most common types of Dispute Resolution Methods resorted to by the companies for Dispute Resolution includes Negotiation, Arbitration and Mediation<sup>4</sup>.

### 1. Negotiations

Negotiations are the most flexible means of Dispute Resolution as it provides the parties with the liberty to shape the negotiations as they deem fit. As per the Dispute Resolution Reference Guide published by Department of Justice of Canada, “*Negotiation has been defined as any form of direct or indirect communication whereby parties who have opposing interests discuss the form of any joint action which they might take to manage and ultimately resolve the dispute between them*”. Essentially, Negotiations allow the parties to reach the mutually – agreeable solution<sup>5</sup>.

### 2. Arbitration

As stated in the report published by Jus Mundi, Arbitration can be defined as the formal version of Negotiations and Mediations. In the Arbitration Proceedings, the parties have the flexibility to present their own sides, decide the timings and place of the Arbitration Proceedings, finalising the Arbitration Tribunal and many other things. The factor separating the Arbitration from Mediation and Negotiations is the finality of Judgements, also known as Arbitral Awards, making it similar to a trial. Nowadays, Arbitration is mostly used for resolution of commercial disputes<sup>6</sup>.

### 3. Mediation

Mediation is a type of assisted negotiation. During the process, parties obtain the help of a

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<sup>3</sup> Vibhuti Jaswal & Shiekhar Panwar, Legal Challenges Posed by Artificial Intelligence in Consumer Online Dispute Resolution, V SML. L. REV. 289 (2022) <https://doi.org/10.70556/hpnlslr-v5-I1-2022-14>

<sup>4</sup> Adam Waks, Dispute Resolution Methods Uses of Alternative Dispute Resolution, Davis Wright Termaine LLP, (03<sup>rd</sup> July, 2025) <https://www.dwt.com/blogs/family-business-resource-center/2022/03/alternative-dispute-resolution-methods>

<sup>5</sup> Department Of Justice, Dispute Resolution Reference Guide, Government of Canada,

<sup>6</sup> Klager Roland, Arbitration, Jus Mundi, (03<sup>rd</sup> July, 2025) <https://jusmundi.com/en/document/publication/en-arbitration>

neutral third party (the mediator) to help them resolve the dispute. Mediation can be informal, where the mediator is a friend, family member, or trusted advisor. Formal mediators are trained in negotiations and help parties solve the issue to satisfy both sides. In either case, the purpose of a mediator is not to decide whether a party is wrong or right—the goal is to help the parties find a mutually acceptable resolution<sup>7</sup>.

### **III. CURRENT LANDSCAPE OF ARTIFICIAL INTELLIGENCE IN CORPORATE DISPUTE RESOLUTION METHODS**

#### **1. Negotiations**

Negotiations is the most preferred and informal form of Dispute Resolution. The art of handling negotiations is the most essential skill a lawyer must have. Now, the Art of Negotiations meets the skill of AI. As per the article published by EY Canada, the most common use of negotiations done is by the buyers for procurement purposes. The inflation and hikes in interest rates have led to increased scarcity in the market, ultimately contributing to a crisis in procurement of required goods and services. And even if acquired, the hefty amount of fees is charged for the same. In order to reduce the complexity, buyers sign the agreements which are providing the unfair edge to the sellers. The companies do not bring in a negotiator to save money. This is where the use of AI comes in<sup>8</sup>.

Artificial Intelligence (AI) uses its algorithm to combine provided data with behavioural economic principles to negotiate better deals and provide benefit to both the parties. Use of AI in negotiations has a high conversion rate of negotiations done with suppliers to a final deal. AI helps in calculating the Rate of Return that a firm would receive within its fiscal year which provides them with a powerful tool to realise cost savings and working capital quickly.

Harvard Business Review published an article, highlighting the fact that Walmart has automated the negotiation process with the human suppliers by an Artificial – Intelligence powered text-based interface. Walmart selected Pactum AI and tested it by inviting the 100 tail-end suppliers, amongst which 83% of the Suppliers found the system easy to use, 64% were reached to agreement by the chatbot<sup>9</sup>.

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<sup>7</sup> Adam Waks, Dispute Resolution Methods Uses of Alternative Dispute Resolution, Davis Wright Termaine LLP, (03<sup>rd</sup> July, 2025), <https://www.dwt.com/blogs/family-business-resource-center/2022/03/alternative-dispute-resolution-methods>

<sup>8</sup> Sandeep Bajaj, Simon Rockcliffe, Erik Raudsepp, Getting Recession Ready: How AI Chat Negotiations Are Helping Companies to Improve Working Capital and Reduce Costs, EY Canada, (03<sup>rd</sup> July, 2025) [https://www.ey.com/en\\_ca/insights/ai/how-ai-chat-negotiations-are-helping-companies-to-improve-working-capital-and-reduce-costs](https://www.ey.com/en_ca/insights/ai/how-ai-chat-negotiations-are-helping-companies-to-improve-working-capital-and-reduce-costs)

<sup>9</sup> Remko Van Hoek, Michael Dewitt, Mary Lacity, Travis Johnson, How Walmart Automated Supplier Negotiations, Harvard Business Review, (03<sup>rd</sup> July, 2025) <https://hbr.org/2022/11/how-walmart-automated->

## 2. Mediation

Mediation is the second most widely recognised alternative dispute resolution method. If compared to traditional litigation, mediation is a private, confidential, speedy, effective, efficient, and less formal form of resolving disputes. Mediation provides a party centred platform to resolve the disputes while maintaining dignity and conforming to their convenience. All the subjects matter that are discussed during a mediation proceeding cannot be disclosed and are strictly confidential. The Mediation Process is governed by a Mediator who is neutral and impartial facilitator. The Mediator plays a facilitative and evaluative role by encouraging dialogue and assisting the parties in analysing the potential outcomes of the proceedings<sup>10</sup>.

As per the Research published by INDIAai, The Integration of Artificial Intelligence in the process of Mediation eases out many complex factors making the process more convenient for the parties. AI can help in managing the Case Documentation in an effective and efficient manner. AI powered tools equipped with advanced natural language processing (NLP) can rapidly process vast amounts of data, summarise documents and highlight relevant information. AI can identify patterns within large data sets equipping it with the prowess to analyse previous cases and predicting possible resolutions for current disputes. AI can also function as impartial virtual mediator. By the utilisation of NLP and Settlement Analysis, AI can evaluate the emotional state of the disputing parties based on their communications and can facilitate preliminary discussions, propose mutual compromises, and guide parties through structured resolution process<sup>11</sup>.

The integration of AI in the Mediation process can be observed through the use of AI Models such as Modria. As per the research published by the Strikingly blog, Modria is playing a lead role in AI powered Online Dispute Resolution Mechanism. Modria Resolution Centre is a cloud-based platform that facilitated the dispute resolution between eBay and PayPal. The distinguished feature of Modria is its ability to provide a streamlined approach towards the mediation process by employing sophisticated algorithms to analyse case details and suggest tailored solutions. Modria provides users with a personalised dashboard which helps them in keeping a track of the case from the initiation to the final resolution, making the process more

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supplier-negotiations

<sup>10</sup> Mediation Mechanism compared to Traditional Litigation, Kerala State Mediation and Conciliation Centre, (03<sup>rd</sup> July, 2025)

<sup>11</sup> AI and Alternative Dispute Resolution (ADR); Automating Arbitration and Mediation, INDIAai, (03<sup>rd</sup> July, 2025) <https://indiaai.gov.in/article/ai-and-alternative-dispute-resolution-adr-automating-arbitration-and-mediation>

user centric<sup>12</sup>.

### **3. Arbitration**

Arbitration is the most favoured methods over the traditional litigation process. Arbitration is a versatile tool in the realm of Corporate Dispute Resolution. It is preferred by companies for resolving International Business Conflicts ranging from Complex Commercial Disputes to Mergers and Acquisitions Transactions. It is preferred because of its ability to provide a speedy and cost-efficient resolution which is binding in nature. As compared to Traditional Litigation Process, the parties have the autonomy to shape their proceedings by choosing governing law, duration, time and place of the proceedings and arbitrators. Arbitrators are the neutral third parties which are appointed by the parties who help in resolving the disputes by acting neutrally to all the facts of the case presented to them while keeping in minds confidentiality of the data. Unlike Mediation, the decision rendered by the Arbitral Tribunal is binding in nature. Arbitration transcends the boundaries of Traditional Litigation Process making the process Internationally Recognised and Accepted<sup>13</sup>.

The Integration of Artificial Intelligence in Arbitration is a prolific and a revolutionary step in the realm of Corporate Dispute Resolution. The Platforms empowered by Artificial Intelligence can help in easing out the Legal Research by the use of its Advanced Natural Language Tools (NLP) and Algorithms which help in analysing vast number of legal texts and determining the patterns based on the previous arbitral proceedings that helped in rendering successful arbitral awards. AI powered case management systems can help in streamlining the Arbitration process by effective organisation of case files. Automated Transcription Services offered by AI through its Speech-to-Text Tools can facilitate in keeping a record of the arguments and evidences submitted, accelerating the reviewing process of the Arbitrators while avoiding the risk of manual error. AI can help the Arbitral Tribunal by suggesting possible resolutions for the dispute on the basis of the arguments and evidences submitted by the parties by using predictive analysis tool<sup>14</sup>.

A research published by the Journal of Cloud Computing, highlighted their experiment of integrating the AI for facilitating the process of Legacy Arbitration Cases in the Cloud Arbitration Court in Liaoning Province in China. Due to many inconsistencies in the

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<sup>12</sup> Top 5 AI-Powered Online Dispute Resolution Platforms to Explore, The Strikingly Blog, (03<sup>rd</sup> July, 2025) <https://www.strikingly.com/blog/posts/top-5-ai-powered-online-dispute-resolutionplatforms>

<sup>13</sup> What Is the Purpose of Arbitration? A Comprehensive Guide, RF Arbitration, (03<sup>rd</sup> July, 2025) <https://www.rf-arbitration.com/publications/blog/what-is-the-purpose-of-arbitration-a-comprehensive-guide>

<sup>14</sup> Shakchi Verma, Dr. Taru Mishra, The Role of Artificial Intelligence in Alternative Dispute Resolution: Advancing Efficiency, Fairness, And Accessibility in Modern Dispute Resolution Mechanisms, IJLR VOLUME 5 AND ISSUE 4 1, 4 (2025) <https://ijlr.iledu.in/wp-content/uploads/2025/04/V5I430.pdf>

uploading and presentation of legacy related disputes, the data had to be entered manually wasting a lot time of the court. In order to address this problem, specific set of researchers trained AI models to replace tasks such as reading and understanding the cases, removing privacy information, composition, and upload of new case records through the system interfaces. Their research applied Optical Character Recognition (OCR), Text Classification Algorithm, Named Entity Recognition (NER) to transform legacy data into system format. The application of this approach demonstrated similar success rate as achieved from Manual Legacy Data Integration. It led to saving of 90% of the workforce and helped in achieving the 60-70% information extraction rate as compared to normal workforce<sup>15</sup>.

#### **IV. BENEFITS OF INTEGRATION OF ARTIFICIAL INTELLIGENCE IN CORPORATE DISPUTE RESOLUTION PROCEDURES**

##### **1. Increase in Efficiency**

The Integration of Artificial Intelligence in the Dispute Resolution Process contributes in the reduction of timelines from months to weeks by the automation of legal research, document analysis and case evaluation, which is valuable for businesses requiring swift outcomes<sup>16</sup>.

##### **2. Impartiality by Reduction in Human Cost**

Artificial Intelligence can help in increasing the impartiality by making and suggesting decisions to the parties acting as Mediators, Arbitrators or Negotiators, made by its use of predictive analysis algorithm on the basis of data presented by the parties<sup>17</sup>.

##### **3. Handling Large Volumes of Data**

Artificial Intelligence has the capability to rapidly analyse and extract insights from large and complex datasets, making its use very much relevant in solving corporate disputes involving voluminous details and intricacies<sup>18</sup>.

##### **4. Consistency in Application of Legal Principles**

The tools that are empowered by the Artificial Intelligence can provide consistent application of legal principles and precedents that help in ensuring fair trails and reduces the variability in their application.

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<sup>15</sup> Song, J., Fu, H., Jiao, T. *Et Al*. Ai-Enabled Legacy Data Integration with Privacy Protection: A Case Study on Regional Cloud Arbitration Court. *J Cloud Comp* 12, 145 (2023) <https://doi.org/10.1186/s13677-023-00500-z>

<sup>16</sup>“AI Dispute Resolution: Faster, Fairer & Cost-Effective”, Nexlaw AI (03<sup>rd</sup> July, 2025) <https://www.nexlaw.ai/ai-dispute-resolution/>

<sup>17</sup> Katie Shonk, AI Mediation: Using AI to Help Mediate Disputes , Harvard Law School, Supra Note 2 (03<sup>rd</sup> July, 2025) <https://www.pon.harvard.edu/daily/mediation/ai-meditation-using-ai-to-help-mediate-disputes/>

<sup>18</sup> Katie Shonk, AI Mediation: Using AI to Help Mediate Disputes , Harvard Law School, Supra Note 2 (03<sup>rd</sup> July, 2025) <https://www.pon.harvard.edu/daily/mediation/ai-meditation-using-ai-to-help-mediate-disputes/>

## **V. LOSSES AND CHALLENGES IN THE INTEGRATION OF ARTIFICIAL INTELLIGENCE IN CORPORATE DISPUTE RESOLUTION MECHANISM**

### **1. Lack of Transparency**

There are specific AI systems, termed as “Black-Boxes”, that sometimes show a lack of transparency and interpretability. This refers to decisions or suggestions which are given by AI, but lack the reasonability behind them. Such a situation can endanger the right of the parties to know the reasoning behind the decisions and question the reasoning if they feel so, raising concerns<sup>19</sup>.

### **2. Incapacity to Consider Human Emotions**

Artificial Intelligence may fail to bring into consideration the emotional responses motivated by feelings, cultural context or other abstract qualities, that play a crucial role in negotiations and dispute resolutions. Such non-consideration may lead to less satisfactory outcomes for the parties involved<sup>20</sup>.

### **3. Delusion of Artificial Intelligence**

In the context of Artificial Intelligence, Hallucination refers to the instances where AI Models produce such content which might appear to be factual but is contrary to the real data. Such phenomenon occurs in various AI Models and Chat GPT. The main objective served by such systems is to replicate the language rather than providing accurate information<sup>21</sup>.

### **4. Legal and Ethical Uncertainties**

The Dispute Resolution driven by Artificial Intelligence introduces new uncertainties. Some of the uncertainties are regarding the liability, enforceability of Artificial Intelligence Generated Decisions. There is lack of Statutes governing Integration and usage of AI in the Dispute Resolution procedures, raising serious red flags on its use<sup>22</sup>. Sometimes, it may also occur that there is a presence of bias in the data which is used to train AI Models and that bias

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<sup>19</sup> Vibhuti Jaswal & Shiekh Panwar, legal challenges posed by artificial intelligence in consumer online dispute resolution V SML. L. REV. 289 (2022) <https://doi.org/10.70556/hpnlslr-v5-i1-2022-14>

<sup>20</sup> Arno R. Ladder & John Zeleznikow, “the role of artificial intelligence in online dispute resolution: a brief and critical overview,” 26 *int’l rev. l. computers & tech.* 145 (2022), <https://www.tandfonline.com/doi/pdf/10.1080/13600834.2022.2088060?needaccess=true>.

<sup>21</sup> Vibhuti Jaswal & Shiekh Panwar, legal challenges posed by artificial intelligence in consumer online dispute resolution V SML. L. REV. 289 (2022) <https://doi.org/10.70556/hpnlslr-v5-i1-2022-14>

<sup>22</sup> Marco Giaurdo, Gianclaudio Malgieri, Eduard Fosch – Villaronga, Competing Legal Futures “Commodification Bets” All the Way from Personal Data to AI, GLJ, Vol 25 Issue 7 <https://www.cambridge.org/core/journals/german-law-journal/article/competing-legal-futures-commodification-bets-all-the-way-from-personal-data-to-ai/849A23830988B6B18A585C59CA639AF0>



may reflect in the result given by its use, leading to bias judgements<sup>23</sup>.

## **VI. CONCLUSION**

The Introduction and Integration of Artificial Intelligence (AI) in Legal Profession, has led to many transmogrifications in the Profession. The tasks that costed a fortune of money, are now done in the minimal cost of membership of various AI Platforms. Various legal tasks such as research of intricate legal doctrines, deduction of reasoning for complex legal matters, research of case laws, which are now completed within seconds by the facile help of AI Platforms. But there are certain concerns that have been raised with the integration of AI. There is lack of transparency in deduction of reasoning, contradiction in information provided by AI with the real information, and lack of statutes governing its use. This raises a high need of reforms addressing such issues. Ultimately, use of AI in Corporate Dispute Resolution will make the process easier, adaptable, and readily available for the mass public, for every dispute without compromising its efficacy, effectiveness, and efficiency, provided the introduction of certain reforms addressing its use

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<sup>23</sup> Karri Srinivasa Reddy, Legal and Ethical Challenges of AI In Corporate Decision-Making: The Need For AI-Specific Legislation in India, IJCRT <https://www.ijcrt.org/papers/IJCRT2503220.pdf>.

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