

# Partner Whitney Smith and Special Counsel Ioana Gorecki Win 2024 Burton Award for Achievement in Legal Writing

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Kelley Drye Partner [Whitney Smith](#) and Special Counsel [Ioana Gorecki](#) have been selected as winners of the 2024 Burton Awards for Legal Achievement, which honors excellence in legal writing. The winning submission, "[Customer Service Chatbots: What You Need To Know](#)," was published by *The Computer & Internet Lawyer* on August 28, 2023.

While generative AI dominated the conversation in 2023, one particular aspect receiving increased scrutiny is AI-powered customer service chatbots. This article looks at the increased scrutiny that AI-powered customer service chatbots are receiving.

William Burton, Founder and Chair of the awards program, said "The recipients are truly exemplary, skillful, and effective writers. The highest standard of excellence in legal writing."

The 2024 honor was given to only 20 articles, selected from entries submitted by the country's 1,000 largest law firms. [The Burton Awards](#), a non-profit program run in association with the Library of Congress, is sponsored by Law360 and the American Bar Association.