

Contents

Preface	ix
Acknowledgments	xiii
Introduction	1
1. The Impact of Cyberspace on Disputes and Dispute Resolution	17
2. A Brief History of ODR	45
3. Understanding the ODR Process	71
4. Introducing the Fourth Party: The Critical Role of Technology	93
5. Facilitating Agreement: ODR and Offline Dispute Resolution	117
6. How Mediators Can Facilitate “Screen to Screen” Agreement: A Primer for Conflict Resolution Professionals Entering ODR	135
Appendix 1: Online Literature and Resources About ODR	163

Appendix 2: ODR Programs and Ventures	169
Appendix 3: CPR Institute for Dispute Resolution: Sample Domain Name Dispute Decision	171
Appendix 4: SquareTrade Direct Negotiation Process	179
Appendix 5: Online Ombuds Office Dispute Transcript	185
Notes	211
About the Authors	217
Index	219