



HUGH NGUYEN

CLERK-RECORDER

BIRTH AND DEATH RECORDS
FICTITIOUS BUSINESS NAMES
MARRIAGE LICENSES/RECORDS
NOTARY REGISTRATION
ORANGE COUNTY ARCHIVES
PASSPORTS
PROPERTY RECORDS

NEWS RELEASE

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Clerk-Recorder Celebrates One Year Anniversary of Interactive Chatbot for Instant Customer Support

(Santa Ana, CA) Orange County Clerk-Recorder Hugh Nguyen is proud to mark the one-year anniversary of CRBot, the department's interactive chatbot that has transformed how the public accesses information about essential services. Since its launch on March 21, 2024, CRBot has provided instant, around-the-clock answers to frequently asked questions on topics like birth certificates, marriage licenses, and property records.

In its first year, CRBot served 7,187 users, with 6,651 receiving immediate answers without needing live assistance, helping to reduce call volume and wait times for more complex inquiries. Only 536 users were redirected to a live chat agent during business hours, highlighting the chatbot's effectiveness in resolving routine questions. The program's success reflects the Clerk-Recorder's commitment to modernizing public services and improving the customer experience.

"CRBot has been a game-changer for our office," said Clerk-Recorder Hugh Nguyen. "It reflects our commitment to innovation and to making our services more accessible to the residents of Orange County, anytime, anywhere."

CRBot is available 24/7 at OCRecorder.com and is fully compatible with smartphones and mobile devices. The chatbot's success stems from its ability to ease staff workload while increasing convenience for users, especially those with busy schedules or urgent questions outside business hours.

Key Milestones in CRBot's First Year:

- 7,187 total users accessed CRBot
- 6,651 resolved their inquiries through the chatbot alone
- 536 required live agent support for more complex matters

To explore CRBot and get instant answers, visit OCRecorder.com. For additional assistance, call the Clerk-Recorder's information line at (714) 834-2500, Monday through Friday from 8:00 a.m. to 4:30 p.m. For media inquiries, please contact Billy Le at (714) 834-2248.

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OLD ORANGE COUNTY
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