



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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OC Clerk-Recorder Hugh Nguyen Upgrades CRBot With Multilingual 24/7 Customer Support

(Santa Ana, CA) Orange County Clerk-Recorder Hugh Nguyen announced today that CRBot, the department's interactive chatbot on OCRecorder.com, is now available in multiple additional languages to better serve Orange County's diverse communities. Customers can now use CRBot in Spanish, Vietnamese, Korean, Simplified Chinese, Traditional Chinese, Arabic, and Japanese, in addition to English.

CRBot provides fast, convenient answers to common questions about Clerk-Recorder services, including vital records, marriage licenses and ceremonies, passport services, and property recording. By helping customers get quick answers online, CRBot also reduces phone calls to the Clerk-Recorder call center, allowing staff to focus on more complex requests that require live assistance. The new language options are designed to help more residents get accurate information at any time, without having to wait for office hours.

To use CRBot in another language, customers should switch their device or computer keyboard to that language (or use their device's language input feature) and type their questions in the language they prefer. CRBot will respond in the same language.

“Language should never be a barrier to accessing county services,” said Clerk-Recorder Hugh Nguyen. “This update is about respect and real-world convenience, especially for working families, seniors, and residents who feel most comfortable communicating in another language.”

CRBot is available 24/7 and works on smartphones and mobile devices. When needed, customers can also be directed to live chat support during business hours for more complex questions.

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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SANTA ANA, CALIFORNIA 92701

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