



# HUGH NGUYEN

## CLERK-RECORDER

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

## NEWS RELEASE

For Immediate Release  
March 21, 2024

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### Clerk-Recorder Launches Interactive Chatbot for Instant Customer Support

How do I obtain my birth certificate? What do I bring for my marriage appointment? These are just a few examples of questions that can be answered on your screen right away! Orange County Clerk-Recorder Hugh Nguyen is launching a chatbot named CRBot to the Clerk-Recorder website allowing customers to get their questions answered instantly during any hour of the day and seven days a week. Starting on March 21, 2024, customers may use this chatbot to input questions about the department's services and receive immediate answers. The launch of CRBot is anticipated to reduce the number of calls to the department's information line and result in quicker wait times for customers who need to speak with staff on more complex questions.

***“CRBot will be a convenient tool for customers who need information about our services and want quick responses without waiting on the phone,” said Clerk-Recorder Hugh Nguyen. “I understand our customers have busy schedules, and I am committed to implementing innovative technologies to make accessing information on our services efficient as possible.”***

To experience CRBot, visit [OCRecorder.com](http://OCRecorder.com) and tap on the chat bubble icon on the lower right of the screen. A chat window will appear allowing the user to type in their intended question and receive an instant response. CRBot is also mobile device compatible for users accessing our website from their smartphones.

#### Key features:

- CRBot is knowledgeable of customers' most asked questions regarding department services and is accessible 24/7.
- More complex questions may be directed to a live chat agent who will be available during normal business hours.

For any questions, please call the department's information line at (714) 834-2500 during normal business hours Monday through Friday from 8 a.m. to 4:30 p.m., except holidays. For media inquiries, please contact Billy Le at 714-834-2248.

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