

Tango Legal  
216 E Lenoir St  
Raleigh, NC 27601  
ATTN: Sam Tate, Co-Founder

Dear Sam,

I would like to briefly share the impact of your technology on our office. Similarly, like the rest of the state, our office is inundated with calls. Tango's chat feature allows a large percentage of our clients to obtain information on the most frequently asked questions without having tied up one of our team members. In a resource-poor working environment anything that frees up resources is a benefit.

Tango and Google Business Messages created a tangible help feature in an area where I could only empathize with their plight of answering call after call about the same or similar issue. The tangible chat help feature unintendedly benefited the morale of my "headset warriors."

I am looking forward to working with the Tango chatbot to help us with our upcoming planned staff shortages due to eCourts training as well as our additional eCourts implementation responsibilities.

Given that the Clerks Statewide have a complex multifaceted job that involves serious responsibilities any asset or tool that allows my team to focus on uniqueness and the details rather than being worn out by the routine and repetitive questions is positive.

With an eye toward the future of our Courts, as the demographics of our clients change, the percentage of Chat users will only increase.

Thanks for your team's work on this project as well as allowing me an opportunity to share my feedback.



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