

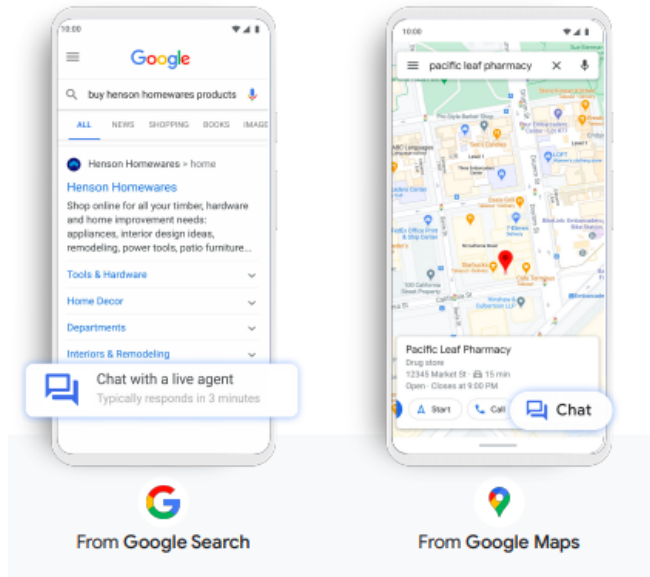
About Tango Technology

Tango Technology is a software company in Raleigh, NC that specializes in enterprise conversational artificial intelligence (AI) technologies for the public sector. Our virtual assistant connects citizens directly with agencies online services, answers questions based on the agency's knowledge base all within a secure, familiar chat interface - **greatly reducing phone calls, costs and improving customer service through automation.**

Services

Google Business Messages

Tango Technology offers full Integration with [Google Business Messages](#) - an automated smart messaging service that allows users to engage organizations 24/7 via Google Search, Google Maps, and other online channels.



Features

- Built-in web querier
- FAQ Knowledge Base
- Legacy application integration
- Appointment Scheduling

Wake County Courts Pilot

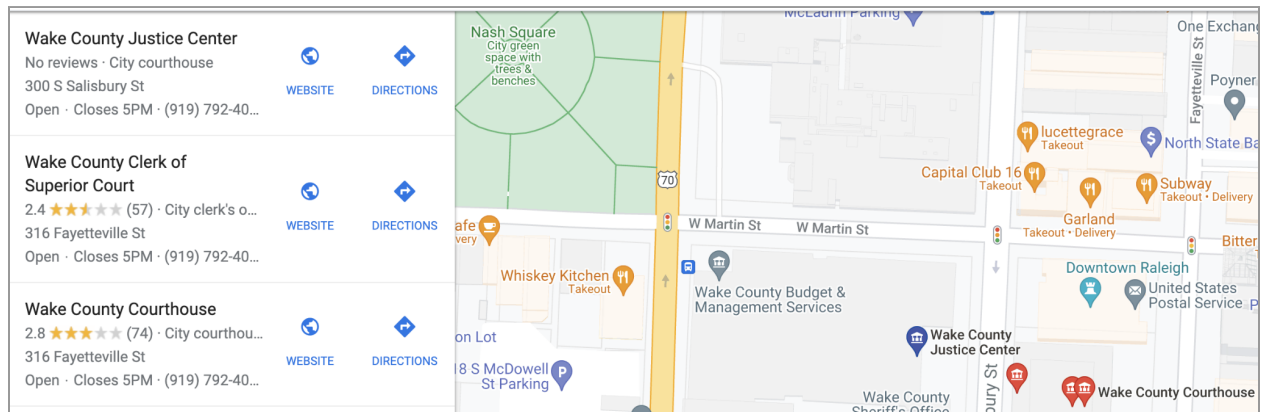
In April 2021, Tango Technology rolled out a Chatbot pilot with Wake County Courts. This pilot consisted of a custom AI application capable of handling requests from the public and attorneys going to court. The application, launched via a new mobile conversational channel from Google, allows users to engage directly from Google Maps, Google Search, and Google Business Profiles.

Ultimately, the goals of the pilot were to

- Support Wake County Courthouse staff during the COVID-19 pandemic
- Provide information more efficiently to the public and attorneys during the COVID-19 pandemic
- Drive courthouse phone call volume down to increase efficiency of clerks
- Deflect and answer frequently asked court questions using AI through a chatbot interface

Pilot Locations

The following locations launched Tango Technology Agents (Google Business Messages Chatbots) on their Google Business Profiles.



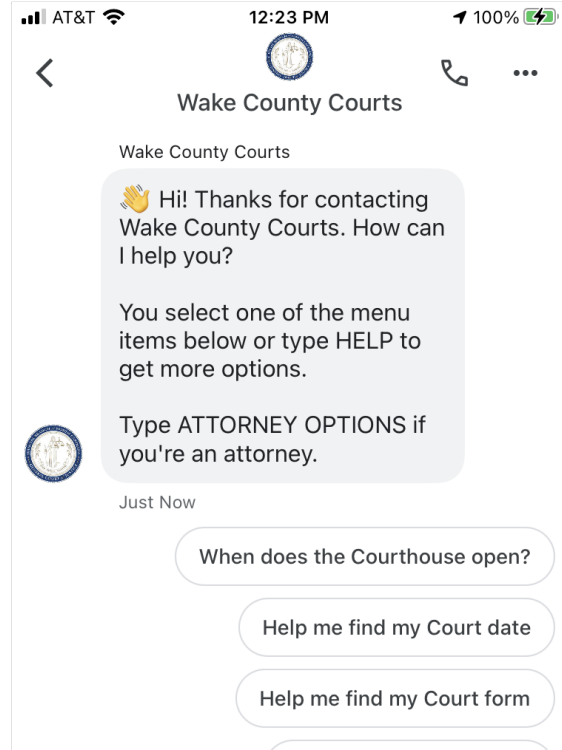
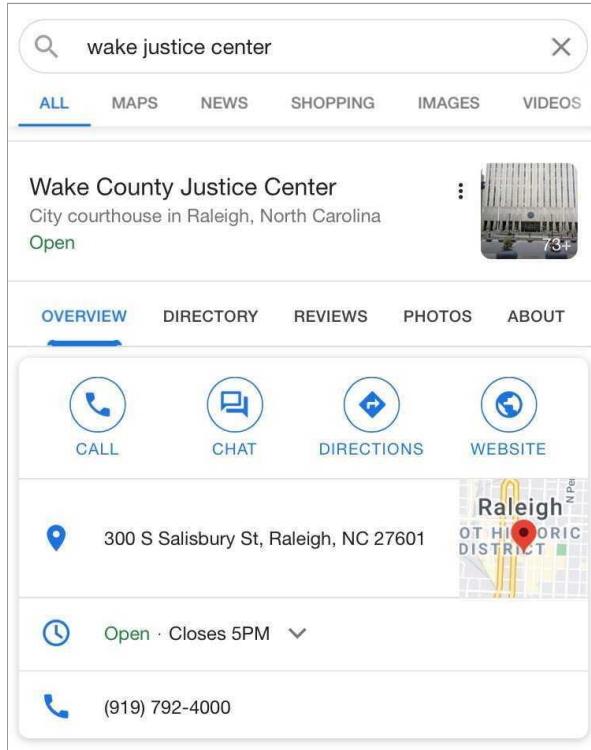
Wake County Justice Center - <https://goo.gl/maps/MVKvnEmQCwGZ9EnT9>

Wake County Courthouse - <https://goo.gl/maps/DE7kbxHmMibgLugM6>

Wake County Clerk of Superior Court - <https://goo.gl/maps/3GgJpqqevikHPF57a9>

Pilot Insights

The following insights are from one of three pilot locations (Wake County Justice Center) from March - August, 2021.



April 1, 2021 Google Business Message chatbot launched.

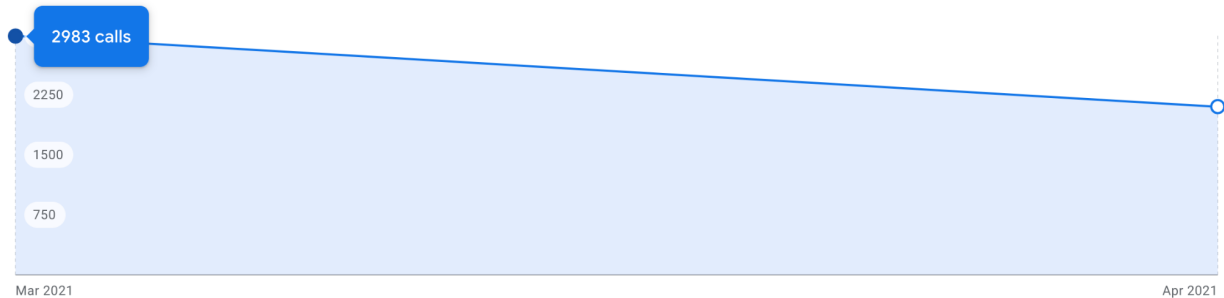
14,690 Conversations served to date.

Top Conversation Intents

1. Search Help Topics
2. Search for Court Date
3. Hours of Operation
4. COVID-19 Information
5. Attorney Menu (Find Court Calendars)

2,983 phone calls made in March 2021 via Business Profile (pre Bot launch)

Calls made from your Business Profile



1,894 phone calls made in August 2021 via Business Profile (post Bot launch)



1089 (-37%) decrease in call volume observed from the Wake County Justice Center Business Profile.



Statewide Insights for Clerks of Court

The following Insights represent total views and actions made per county to Google Business Profiles from 2/2020 - 2/2021.

- **Views** - the total amount location surfaced in Google Search results.
- **Searches** - the total times a user searched for this location
- **Phone Calls** - the total number of times “Call” button was clicked by users
- **Total actions** - the total number of times the following buttons were clicked by users from Google Business Profile - Call, Directions, or Website.

	Views	Searches	Phone Calls	Total Actions
TOTAL	16,083,084*	9,725,086	1,090,998	2,028,825

*NCcourts.gov received 4,943,767 views during the same time period.

Projected Statewide Savings for Clerks of Court

37% decrease in current call volume equals **398,298 less phone calls** to courthouses.

Other Government Agencies

Tango projects that any public sector agency that has high levels of call volumes would experience similar decreases in call volume. These include:

- Consumer Protection
- Corrections
- Department of Labor
- Department of Revenue
- Department of Transportation / Motor Vehicles
- Employment Security
- Environmental Quality and Health
- Health and Human Services
- Justice
- Military and Veterans Affairs
- Parks and Recreation
- Public Instruction
- Utilities Commissions
- Wildlife Resources



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