

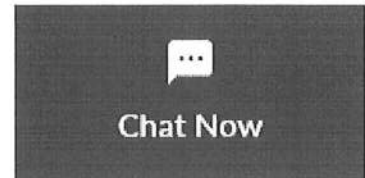
Information Technology

Announcement | Virtual Customer Service Center (VRCS) Expands to Additional Case Types

The court has recently launched the Virtual Customer Service Center (VRCS) for public access. Chatbots are now accessible on the court's website for various case types, including Small Claims, Name Change and Gender Recognition, Eviction, Family Law, Guardianship, and Traffic. Small Claims and Name Change cases also have the option for Live Chat.

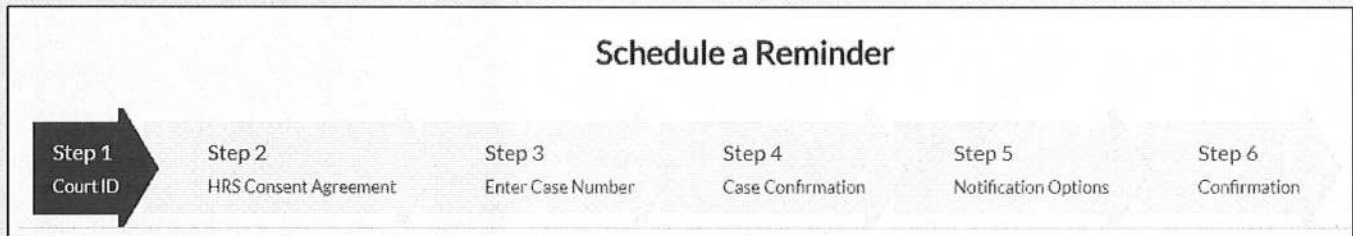
Benefits of Customer Service Bots:

- Provide prompt customer service 24/7
- Ensure consistent support
- Decrease public phone inquiries



It's important to note that bots are not intended to replace customer service staff. Instead, they serve as a valuable tool to enhance public experiences. While customers will always prefer speaking to a human, especially for issues requiring a personal touch, chatbots excel at quickly providing answers to simpler questions.

As a JCC pilot court, Jaudean Reavey and the Civil team did a great job in being the first CA court to go-live with these new features.



Announcement | Hearing Reminder Service is Live

The San Luis Obispo Superior Court is pleased to introduce a new service now available to the public on our website - The Hearing Reminder Service (HRS). This innovative application allows a court user to subscribe to receive electronic notifications about upcoming court dates on non-confidential case types. This service is designed for user convenience, allowing subscribers to personalize their experience by selecting either 2-day and/or 2-week reminders delivered via email or text before scheduled court hearings. There is no fee to sign up. If you sign up for text messaging reminders, standard text messaging rates may apply. A case number is the only requirement to utilize this service. If you do not have a case number, you can conduct a case search on the Court's website using re:Search.

We anticipate that the Hearing Reminder Service will significantly reduce the occurrence of missed court dates, enabling litigants to better prepare for their court appearances. This technology marks an exciting step forward in our commitment to advancing access to justice and ensuring a more informed experience for all court users. For additional details or to create an account, we invite you to visit our website or use the following link: <https://hrs.courts.ca.gov/sl>. Flyers advertising the service have been posted around the courthouse and are attached.

Thank you to Stephanie Douglas, Dave Dunbar and Sara St. Cyr for their hard work on this project!

SUPERIOR COURT OF CALIFORNIA
COUNTY OF SAN LUIS OBISPO



WANT A HEARING REMINDER?

Sign up at
hrs.courts.ca.gov/sl
or scan this QR code

