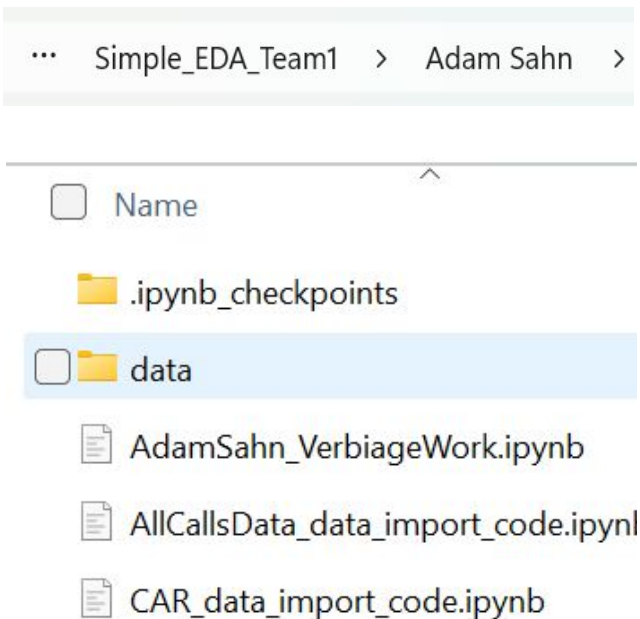


# Adam Updates

## Data and file organization!



## Initial Verbiage Ideas

- “Thank you for calling Legal Aid Chicago. Para continuar en español, presione 2. To continue in English, press 1”
  - *Efficient if the majority of callers speak Spanish, but not if there are more English than Spanish speakers!*
- “If you are calling for help with a legal problem that you have not talked to us about yet, press 3. If you would like to hear about how to meet with a free lawyer in one of our neighborhood clinics, press 4”
  - *Wouldn't people who should be routed through #4 be likely to click #3 after hearing the prompt of 3?*

## Next Steps

1. Take and implement any feedback
2. Test my verbiage ideas/hypotheses with the given data to either confirm or reject my current hypotheses (Initial Verbiage Ideas)
3. Continue looking through the “Legal Aid Chicago Contact Center Prompt List Verbiage” to identify potentially confusing or inefficient verbiage, design data-backed methods to test my hypotheses, and make actionable recommendations to Cynthia