"Save-The-Day" is an NGO in a country called "Utopian land", that provides online help for tax returns. Their past records show that a high percentage of the tax filers who sought help from this NGO was not able to speak or understand English at a competent level. To help the tax filers, the NGO wants to create a chatbot. The chatbot will use the translation powers of a cutting-edge technology called HatsOff, accessible through its API. Tax filers and paralegals can log onto the system. The chatbot will provide support and help by replying to the queries of the tax filers, regarding their rights and obligations. Tax filers can save the conversation and resume the chat later. Tax filers can only chat with the chatbot, while the paralegals can check the financial state (income, child support paid/received, fringe benefits) as described by the tax filers in the form of a summary generated by the chatbot. The tax filer can stop the chatbot from saving any information for the paralegal for further processing. After reviewing the summary, the paralegal can send the cases to appropriate departments such as the taxation office, or social support office which may contact the tax filers offline for providing appropriate support.