



NTNL



Governed AI Deployment Record

NTNL and Solace deployed a governed, Lutheran (ELCA)-aligned AI assistant called "LutherBot" that operates under synod-level oversight, with bounded sources, auditability, and defined escalation paths.

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Attribution and permissions

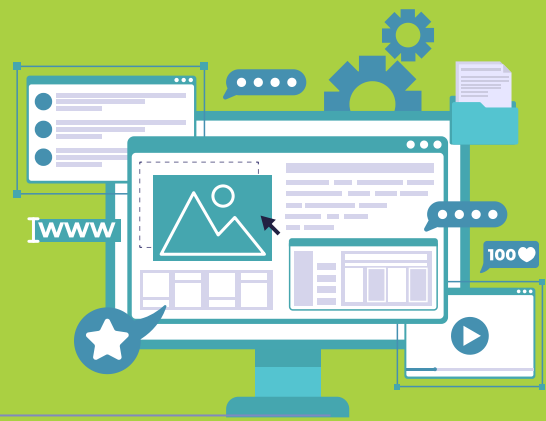
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Source notes

This document incorporates partnership governance language and roles described in the Solace-NTNL strategic partnership term sheet and early deployment meeting transcript, to be refined against the definitive agreement and NTNL approvals.

NTNL Governed AI Deployment Record

AT A GLANCE



NTNL AI ASSISTANT ROLEOUT TIMELINE

The NTNL AI Assistant (LutherBot) was developed by Solace between July 2024, when content was first received, and its public launch in July 2025. A test build was delivered in August of 2024, followed by an 11-month testing and revision period before going live.

205

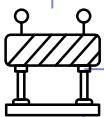
DISTINCT ASSETS USED IN TRAINING

LutherBot was trained on **205 distinct and carefully curated assets approved by NTNL** that include the Bible, the Large and Small Catechisms, NTNL policy, and writings by Martin Luther, just to name a few. These assets helped LutherBot be consistent with ELCA theology as well as localized NTNL policy.



OPERATIONAL GUARDRAILS

LutherBot contains multiple guardrails, including: **refusal behavior, bounded redirect to approved corpus resources, and recommendations to speak with a synod or local staff person for further conversation.** These measures help ensure a predictable and safe experience for both users and NTNL.



5,000+

 QUESTIONS SUBMITTED

To date (Feb. 2026), **5,000+ questions have been submitted to NTNL's LutherBot** via www.ntnl.org/lutherbot. The questions and responses can be viewed by approved users through the NTNL LutherBot Dashboard, providing insights for synod and church leaders.



INVALUABLE INSIGHTS GLEANED FROM LUTHERBOT DASHBOARD

Approved users can view anonymized queries and LutherBot responses via the LutherBot Dashboard, enabling meta and micro-level adjustments, communication, and training to better serve NTNL's regional and local churches.

EXECUTIVE SUMMARY

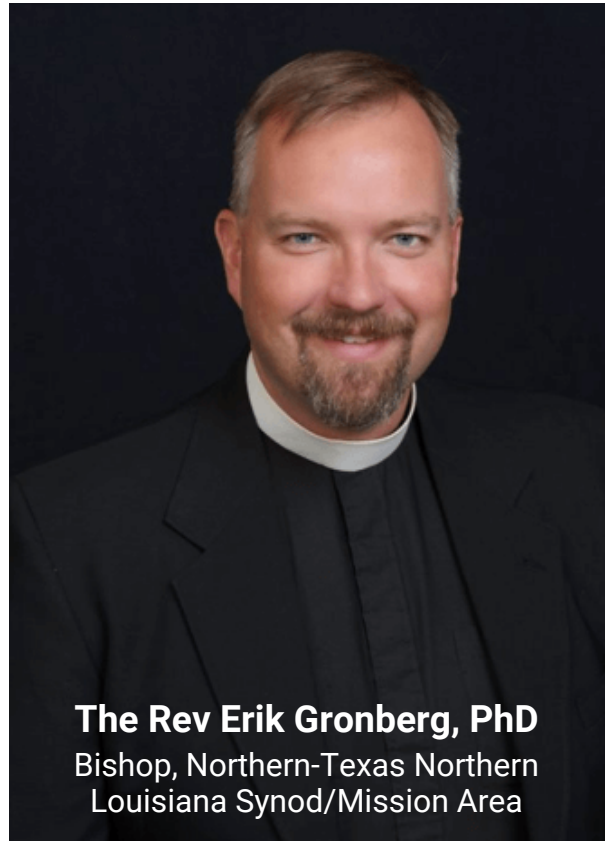
WHY NOW?: AI IS ALREADY HERE AND SHAPING THEOLOGY

In an interview conducted by Solace Founder and CEO Scott Lyon on February 10, 2026, NTNL Bishop Gronberg discussed his decision to engage AI as rooted not in enthusiasm for technology but in a pattern he had watched repeat itself throughout church history: Lutherans arriving late to transformative technologies, from the internet to podcasting, and ceding cultural influence as a result.

Watching AI become quietly embedded in everyday life through pastoral email writing, Google Gemini search responses, and broader public conversation, he began to feel a sense of urgency. Equally pressing was the question of stewardship: if congregants and pastors were going to turn to AI regardless, the church had a responsibility to help shape and steward what they would find there, ensuring that Lutheran theology and values were part of the conversation rather than absent from it.

THE DECISION FRAME: WHAT DO WE DO?

Bishop Gronberg reflected on the importance of the church not simply adopting AI, but actively shaping how it is used within faith communities. Central to that effort was the deliberate curation of the theological content powering the Lutheran assistant, ensuring that responses reflected the distinct voice, values, and confessional commitments of the ELCA rather than a generic or theologically ambiguous interpretation of Christian faith.



The Rev Erik Gronberg, PhD
Bishop, Northern-Texas Northern Louisiana Synod/Mission Area

“*I really started realizing that AI was something that was here. That is not going to change. It's not going away....And then I was beginning to wonder about who's in charge of this.*”

The Decision Frame (2026): What should the Church do about AI?

Option 1: Ignore AI adoption and allow informal drift.

Option 2: Encourage congregational experimentation without oversight. Queries and insights remain hidden while content's alignment with denominational theology is unlikely.

Option 3: Governed partner (the NTNL approach). Controlled deployment with bounded sources, defined roles, and visibility into usage and risk.

WHAT NTNL DID: GOVERNED AI

NTNL authorized the creation and deployment of a synod-governed AI assistant (the "Assistant") called LutherBot that answers questions using an approved Lutheran-aligned corpus, while logging interactions for oversight and continuous improvement. For the first time, NTNL moved theological engagement from implicit and anecdotal to observable, governed infrastructure – replacing blind trust with accountable visibility.

During his interview with Lyon, Bishop Gronberg was candid that the process of creating and testing LutherBot was iterative, noting that early testing revealed gaps and inconsistencies that required correction, conversation, and discernment, and that ongoing feedback from pastors and congregants remains essential to refining the tool. For Bishop Gronberg, faithful engagement with AI is about making certain that when people turn to these tools with their deepest questions, a thoughtful, grounded Lutheran perspective is available to meet them there.

THE ANATOMY OF NTNL'S LUTHERBOT

Quick prompts to help initiate conversation.

Quick Prompts

- Plan a Worship Service
- Sermon Preparation
- Theological Guidance
- About Me

Ask our AI Assistant:

"What are the Apocrypha and do Lutherans consider them Scripture?"

The Apocrypha, also known as the Deuterocanonical books, refers to a collection of writings that were included in the Septuagint (the ancient Greek translation of the Hebrew Bible) and in the Old Latin and Vulgate translations, but are not part of the Hebrew canon that forms the basis for the Protestant Old Testament. These books include Tobit, Judith, Wisdom, Ecclesiasticus (Sirach), Baruch, and 1 and 2 Maccabees, among others.

Type your question here... **Ask**

At a Glance:

- LutherBot was created in August 2024 and tested for 11 months.
- LutherBot was publicly launched in July 2025.

Questions (from user) and answers (from LutherBot) are able to be viewed via secure the user dashboard.

LutherBot is located on the NTNL website at www.ntnl.org/lutherbot

WHAT HAS HAPPENED

- **Adoption and engagement became observable** via synod-accessible logging and dashboards with 5,000+ questions asked.
- **Leadership gained visibility** into what people are asking (doctrinal, pastoral, and administrative) at scale through the NTNL Admin Dashboard.
- **A governance and review pattern emerged** to address edge cases, policy-sensitive topics, and quality control.

WHAT DID NOT HAPPEN


- **No replacement of pastors:** the Assistant is bounded to information and formation support, not sacramental or supervisory authority.
- **No doctrinal freelancing:** responses are limited to a defined corpus, with "I don't know" behavior when outside scope.
- **No uncontrolled "rogue AI":** access, configuration, and oversight are administered through defined NTNL roles.


SECTION A - AUTHORITY & GOVERNANCE


This section describes who holds authority, how decisions are made, and where human override applies.

A1. AUTHORITY MODEL (WHO MAKES DECISIONS ABOUT THE ASSISTANT?)

NTNL retains institutional authority over scope, acceptable use, and the governance posture of the Assistant, while Solace operates the platform and implements changes under the agreed oversight mechanisms.

Governance chain 	
Synod authority	Bishop / designated synod leadership; approves deployment intent and scope boundaries.
Oversight & review	Joint Steering Committee (quarterly) for adoption metrics, roadmap priorities, and doctrinal alignment; Joint Theological Review Board for questionable outputs.
Operational administration	Named NTNL admins control access to dashboards/logs and escalate issues; Solace implements configuration changes and provides reporting.
Local church participation	Affiliate template (default) or Engaged Church customization with local content and branding, as approved within synod governance.

Escalation Protocol 
Escalate to NTNL when: (a) the Assistant encounters policy-sensitive questions, (b) outputs appear misaligned to the approved corpus, (c) users request authoritative decisions that require human discernment, or (d) the request concerns personal data or pastoral emergencies.

Parameters and Limits 
Within scope: Lutheran teaching and sources; lectionary support; general faith formation; synod and church informational Q&A; referrals to official policies where applicable. Out of scope: sacramental authority, confidential counsel, legal/medical advice, and any claim to speak as the Bishop, pastor, or synod office.

A2. CONTENT AND THEOLOGICAL GUARDRAILS (WHAT INFORMATION INFORMS THE AI?)

The Assistant is constrained to an approved corpus that can be audited, expanded, and updated under change control rather than open internet retrieval.

Approved corpus categories



- Lutheran confessional and catechetical sources
- ELCA / NTNL policy and values statements
- Selected scholarly and pastoral resources approved by NTNL
 - Optional local church content for Engaged Churches (sermons, FAQs, ministry descriptions, policies, histories) when churches localize the Assistant.

What is not included?



Excluded by default: open web browsing, unvetted denominational commentary, and any personally identifiable pastoral care data unless governed under a separate data processing agreement and explicit consent.

NTNL Corpus Sample

Corpus updates occur via a defined intake process: propose additions, document provenance and approval basis, run Q&A queries, then promote the update to production with versioning and rollback capability.

Example of the NTNL Corpus Inventory (not exhaustive, inventory contains 205 unique assets)



- *Sermon on Threefold Righteousness.pdf*
- *The Book of Concord.pdf*
- *The New Oxford Annotated Bible with Apocrypha- New Revised Standard Version (2018).pdf*
- *A Social Statement on Human Sexuality_ Gift and Trust.pdf*
- *Abortion.pdf*
- *Church in Society.pdf*
- *Declaration to Jewish Community.pdf*
- *ELCA Teaching - Evangelical Lutheran Church in America.pdf*
- *ELCA to Muslim Community.pdf*
- *Environment_Caring for Creation.pdf*
- *Faith Sexism Justice.pdf*
- *Genetics Social Statement.indd.pdf*
- *Inter-Religious Policy Statement - Evangelical Lutheran Church in America.pdf*
- *luthers_prayers.md*
- *ninetyfive.md*
- *small_cald_articles.md*
- *Large cath.md (Large Catechism)*
- *small cath.md (Small Catechism)*

A3. OPERATIONAL SAFEGUARDS (HOW IS RISK CONTAINED AND CONTROL MAINTAINED?)

The deployment includes guardrails that prioritize: refusal behavior, bounded redirect, and referral to approved staff when a query is not covered by the corpus.

The Assistant will not address queries outside of the defined corpus



When a user request is outside scope or lacks grounding in the approved corpus, the Assistant (a) refuses, (b) provides a bounded redirect to official resources, or (c) recommends contacting a pastor/synod office depending on topic and risk.

Refusal Examples

What does Bishop Eric think about baptism?

🔍 I do not know the answer to that question.

✓ Success



Simple Refusal
Example of refusal behavior.

How do churches in NTNL select a new pastor?

In the Northern Texas-Northern Louisiana Synod (NTNL), the process of selecting a new pastor typically involves several key steps that ensure a thorough...

✓ Success



Bounded Redirect
Example of bounded redirect to official resources.

I want to learn more about ELCA and I live within northern Texas, who should I contact?

It's wonderful to hear that you're interested in learning more about the Evangelical Lutheran Church in America (ELCA) and its presence in Northern Te...

✓ Success



Contact Official Recommendation
Example of recommendation to contact synod office (low risk scenario).

Approved users can view anonymized queries and responses via the Solace AI Dashboard

The system records queries and responses, timestamps, and basic success/error status to support quality review, topic clustering, and governance reporting. Access to logs is restricted to approved administrators.

The Assistant does not collect unnecessary personal data, preserving user privacy, while still providing important meta insights

The system is designed to avoid collection of unnecessary personal data. Administrative access is gated, and the synod determines which staff roles can view dashboards or exports.

SECTION B - DEPLOYMENT RECORD

This section documents what was deployed and what occurred upon deployment using real-world assets from NTNL's LutherBot as well as Engaged (localized) NTNL churches.

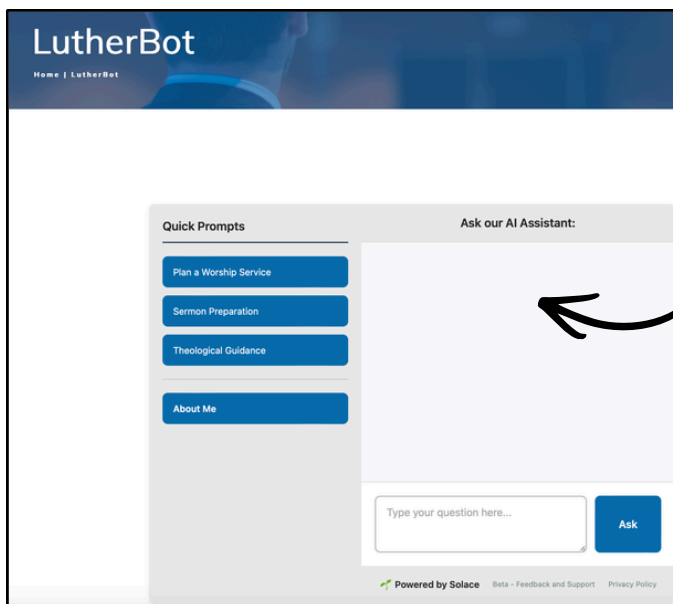
B1. WHAT WAS DEPLOYED- NOT A "BOT"

NTNL deployed a **Governed Assistant**, not a bot, into digital channels with a defined user experience, templated prompts, and synod-controlled messaging about what the Assistant is and is not.

What is the difference between a governed assistant and a bot?

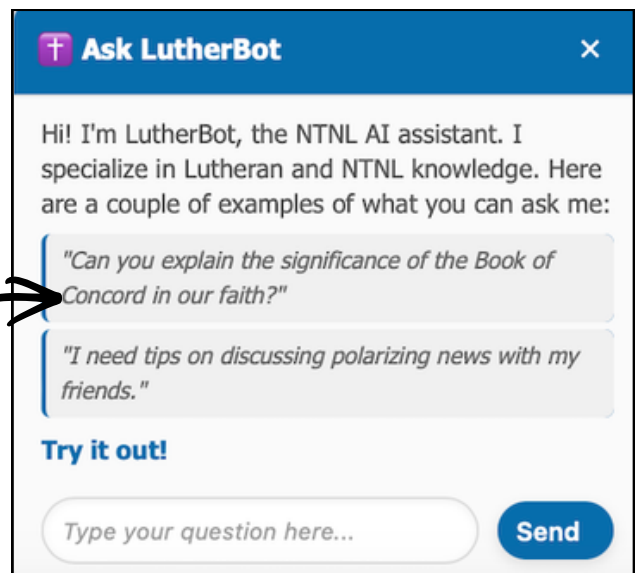


"Governed" means the Assistant is bounded to an approved corpus, configured through defined roles, and instrumented with audit logs so leadership can observe use and intervene when needed. Bots, on the other hand, are not governed and lack safeguards on prompt answers and users may not view the quality and content of the results.



Screenshot of embedded full-page (iframe) interface (synod site). Full-page interface contains: 3 quick prompt buttons, an "about me" page, a link to feedback/support, a privacy policy, and LutherBot FAQ page.

Screenshot of the "floating widget" interface (synod site). The "floating widget" appears at the bottom right corner of the website and contains an introduction as well as template suggestions.



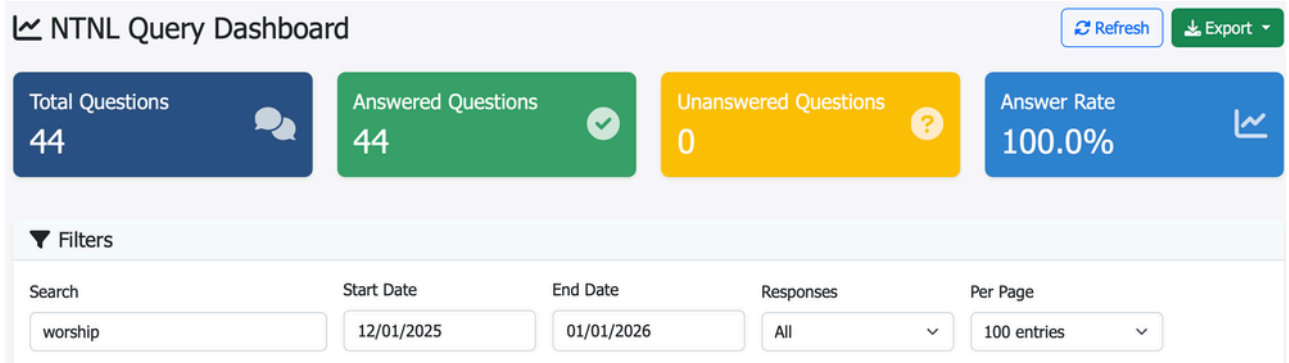
Channels and Entry Points

- Synod website embedded interface (iframe/full page)
- Synod website floating widget (optional, configurable)
- Church websites using template embeds (Weebly/other common CMS)
 - Optional: Discord integration (defined MVP, governed access)

B2. USAGE AND ENGAGEMENT SNAPSHOT

The synod can access the Solace Query Dashboard, illuminating usage patterns, with exports available for deeper analysis once sample size is meaningful.

Insight Examples

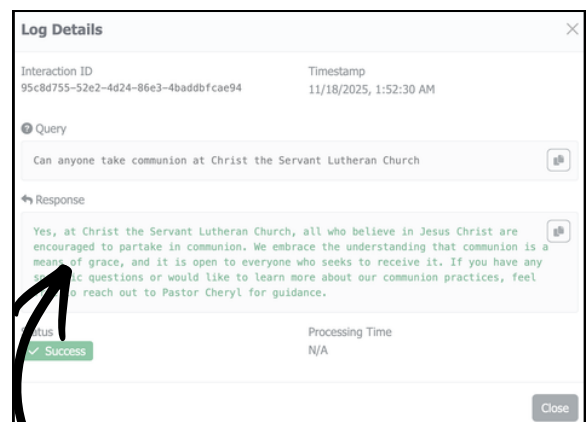
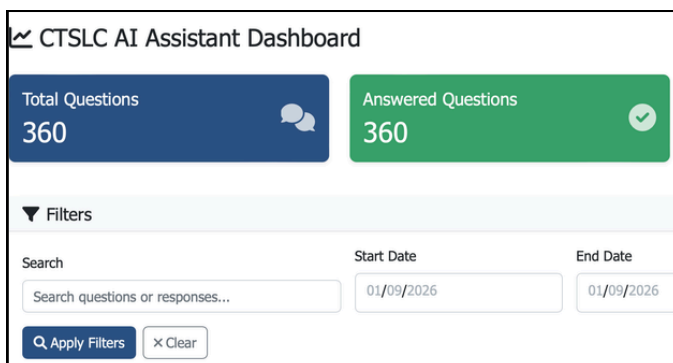


This chart illuminates what happened (volume and trend) and where governance attention should focus (spikes, seasonality).

All questions can be sorted by topic (eg. "sacrament") to quickly find topically similar queries.

All questions can be sorted by "start date" and "end date". This filter allows for more precise analysis and can give a more precise snapshot of usage activity and question topics.

This chart shows queries can be sorted and filtered by date to garner insights and develop a sense of usage trends and topic analysis.



This chart is an example of a dashboard from an engaged LutherBot (Christ the Servant). Localization allows for greater precision of localized theology and policy. For example, Christ the Servant is able to express their local policy on communion that is slightly different from NTNL.

Example of localized priority response (to communion policy) with recommendation to contact local pastor (Cheryl) for further conversation.

SECTION C - INSTITUTIONAL INSIGHT

To date, users have asked 5,000+ questions to the Assistant. This section summarizes what leadership learned that was previously invisible or anecdotal, giving clarity to needs, interest, and concern.

C1 -SACRAMENTAL CLARIFICATION

Users ask practical questions about communion, baptism, confession, and what is required vs. recommended.

Interaction ID	Timestamp
0021ccc6-dddd-4c5c-869c-e83a84560f72	12/25/2025, 12:41:55 AM
? Query	
Is it appropriate to have communion twice in one day at different services?	
← Response	
In our Lutheran tradition, the practice of receiving communion is indeed encouraged to be frequent, as it is a means of grace that strengthens our faith and nourishes our spiritual life. The words of Christ, "Do this in remembrance of Me," invite us to partake of the Sacrament often, and there is no specific limitation on how many times one may receive it in a day. Therefore, having communion twice in one day at different services is not only appropriate but can be a beautiful expression of our faith and devotion. It allows us to engage more deeply with the grace offered through the Sacrament, especially if we feel a particular need for spiritual nourishment or community connection. As always, it is important to approach the Sacrament with a heart prepared and a desire to be right with God. If you feel led to partake in communion more than once in a day, I encourage you to do so with joy and reverence, remembering the grace that Christ extends to us through this holy meal.	

This example, taken from NTNL's LutherBot (12/25/25), is seeking clarification from (presumably) an adherent about the appropriateness of taking communion (in the same day) at different worship services. This example may lead a pastor to clarify sacramental theology for a topic they may be unaware of before insights from LutherBot's dashboard.

It is both possible and simple for an approved dashboard user to search for the amount of questions on a certain topic (like "communion") using the filters on the dashboard. Since launch, communion has been discussed 168 times on LutherBot.

NTNL Query Dashboard

Total Questions: 168

Answered Questions: 165

Filters

Search: communion

Start Date: 07/01/2024

End Date: 12/25/2025

Apply Filters | Clear

C2 - BELONGING AND INCLUSION QUESTIONS

Users ask whether they are welcome, especially around LGBTQ+ questions and church culture expectations.

Query

Explain the churches position on gay marriage gay relationships. Why does it not apply anymore and why did it apply in the old testament

Response

The position of the Evangelical Lutheran Church in America (ELCA) regarding same-gender relationships and marriage is nuanced and reflects a journey of understanding and discernment within the church. Historically, the church has recognized that there are differing beliefs among its members regarding same-gender relationships. Some hold the conviction that same-gender sexual behavior is contrary to biblical teaching and therefore call for repentance and a celibate lifestyle. Others believe that the scriptural witness does not adequately address the context of sexual orientation and committed relationships as we experience them today. They argue that lifelong, monogamous same-gender relationships can reflect mutual care and commitment, deserving of respect and support, even if they do not equate these relationships with traditional marriage. In recent years, the ELCA has moved towards a more inclusive understanding, affirming that same-gender couples should be honored and supported in their lifelong commitments. This shift acknowledges the need for social and legal protections for same-gender couples, recognizing that such relationships can provide a foundation for trust, intimacy, and community flourishing. The church emphasizes that all individuals, regardless of sexual orientation, are created in the image of God and are called to live out their faith in community. The question of why certain biblical teachings, particularly from the Old Testament, may not apply in the same way today is

This example, taken from NTNL's LutherBot (12/6/25) asks from (presumably) an adherent about the role of the Old Testament in "the church's" (presumably ELCA church's) view on marriage for LGBTQ+ persons. The response is both pastorally sensitive and informed by ELCA and NTNL policy regarding marriage and theology.

Log Details

Interaction ID	Timestamp
bc45af17-276b-41ec-a8aa-466f7864ab9f	9/24/2025, 10:14:02 PM

Query

What was Martin Luther's view on gay marriage?

Response

I do not know the answer to that question.

In this example from NTNL's LutherBot (9/24/25), LutherBot is asked about Martin Luther's view on gay marriage. This is not a topic covered in the approved training corpus and, instead of giving a response that may not be consistent with NTNL's position, LutherBot responds by saying that it does not know. The refusal behavior is an important guardrail to keep answers consistent with approved policy via corpus.

C3 - ADMINISTRATIVE AND WORKFLOW NEEDS

Users ask for staff, schedules, policies (e.g., sabbaticals), and basic operational information that otherwise routes through staff time.

Query

WHO IS NTNL BISHOP

Response

The Bishop of the Northern Texas–Northern Louisiana Synod (NT–NL) is The Rev. Erik K. J. Gronberg, PhD. He serves as the spiritual leader of the synod, guiding its mission and governance. If you have any more questions about the synod or its leadership, feel free to ask!

This example, taken from NTNL’s LutherBot (12/20/25) asks the name of a particular NTNL staff person’s name (the Bishop). LutherBot was able to easily provide the correct name, Rev. Erik Gronberg, and gently offer the opportunity for further clarification.

Query

List of clergy in NTNL

Response

I do not know the answer to that question.

While LutherBot will provide names of approved staff, a comprehensive list of pastors (which could be used for phishing or other nefarious purposes) cannot be accessed via LutherBot. This **refusal behavior** is part of LutherBot’s guardrails to protect NTNL and members of NTNL congregations.

What services does the synod offer for leadership development?

Response

The Northern Texas–Northern Louisiana Synod (NTNL) is deeply committed to developing leaders who can effectively proclaim the gospel and serve the church and society. Here are some of the key services and commitments the synod offers for leadership development: 1. **Support for Rostered Leaders**: The synod provides ongoing education and support for pastors and other leaders who are called to teach the faith. This includes resources for their professional growth and development. 2. **Encouragement of Leadership at All Ages**: NTNL is dedicated to raising up leaders of all ages, ensuring that both local congregations and rostered leaders in the ELCA are equipped to serve and proclaim the good news. 3. **Collaboration with Educational Institutions**: The synod encourages collaboration with ELCA seminaries, colleges, and lifelong learning centers to provide comprehensive resources and training for current and future leaders. 4. **Mentorship and Resources**: The synod is committed to

This example taken from NTNL’s LutherBot (12/14/25) shows a user ask for information on leadership development. The response, which is more general than specific, may help a staff person clarify and communicate specific resources available.

C4 - HOMILETICAL INSIGHTS

Users ask for aid in sermon direction and for homiletical insights. Due to the ELCA corpus, the responses are theologically aligned with ELCA interpretive norms.

Sermon Preparation Example

Interaction ID dfbf788f-ea0b-46bf-b73e-424a6e67aad8	Timestamp 1/28/2026, 11:53:55 PM
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Query

I'm preparing a sermon for this Sunday and would like help developing the main themes and structure. The Gospel reading is John 12:44-50 and the epistle is 1 Corinthians 1:18-31. We have been discussing darkness and light. Please provide theological insights, practical applications, and suggested sermon outline that would resonate with a Lutheran congregation in Epiphany.

Response

What a wonderful opportunity to prepare a sermon that speaks to the themes of light and darkness, especially during the Epiphany season! Both the Gospel reading from John and the epistle from 1 Corinthians provide rich material to explore these themes deeply. Let's delve into some theological insights, practical applications, and a suggested outline for your sermon. ### Theological Insights 1. **John 12:44-50**: In this passage, Jesus speaks about His role as the light of the world. He emphasizes that belief in Him is not just about intellectual assent but about a transformative relationship that leads to eternal life. The contrast between light and darkness is profound; light reveals truth, while darkness conceals it. Jesus, as the light,

This example taken from NTNL's LutherBot (1/28/26) shows a user requesting interpretive insights, practical application, and sermon outline suggestions. The assistant provided a robust and theologically aligned interpretation to the request based on approved corpus.

Repurposing/Scaling Sermon Content Example

Could you please take the follow sermon and create 3 discussion questions for families to discuss af...	Here are three discussion questions for families to reflect on after worship, based on the sermon "Focus on where you want to go": 1. **Understanding...	✓ Success
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This example taken from CtS's LutherBot (12/11/25) shows a user uploading an existing sermon and requesting the assistant to repurpose and scale the content for a different audience, in this case, discussion questions for families. The assistant was able to read the uploaded sermon and provide the requested questions. Such an application could save significant time while providing multiple points of engagement for the congregation.

Other Examples of Scaled/Repurposed Content on NTNL Assistant

- Communication summaries/blurbs based on sermon
- Lesson plans based on sermon
- Full worship service plans (with hymn suggestions) based on sermon

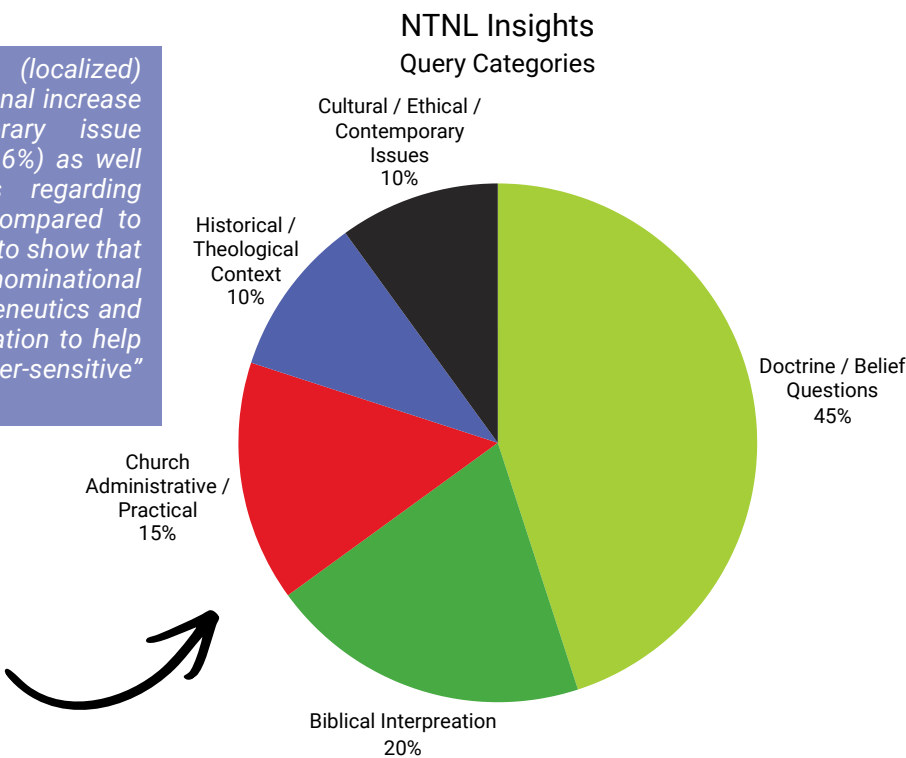
C5 - QUERY CATEGORY INSIGHTS

Solace AI Dashboard delivered NTNL and local insights by categorizing queries to reveal macro-level interest patterns. This information could inform sermon-series direction, formation resources, communication strategies, and so many other ways of engaging the members of NTNL.

C5A - NTNL QUERY INSIGHTS

Compared to the Engaged (localized) agent (CtS), there was a marginal increase in cultural/ethical/contemporary issue questions (10% compared to 6%) as well as increases in questions regarding biblical interpretation (20% compared to 12%). This information helped to show that users were interested in denominational stances and interpretive hermeneutics and the assistant provided information to help to address these “seeker-sensitive” queries.

Categorical insights provide invaluable data for meta interest that could lead to specific communication to address emergent needs or training to engage with trends.



Category	% of Total	Examples of Queries
Doctrine/Belief Questions	~45%	Heaven/hell, salvation, sacraments, Lutheran distinctives
Biblical Interpretation	~20%	Romans 8, Sermon on the Mount, Revelation
Church Administrative/Practical	~15%	Service times, synod office, leadership
Historical/Theological Context	~10%	Martin Luther, Augsburg Confession
Cultural/Ethical/Contemporary Issues	~10%	AI ethics, women clergy, LGBTQ+ questions

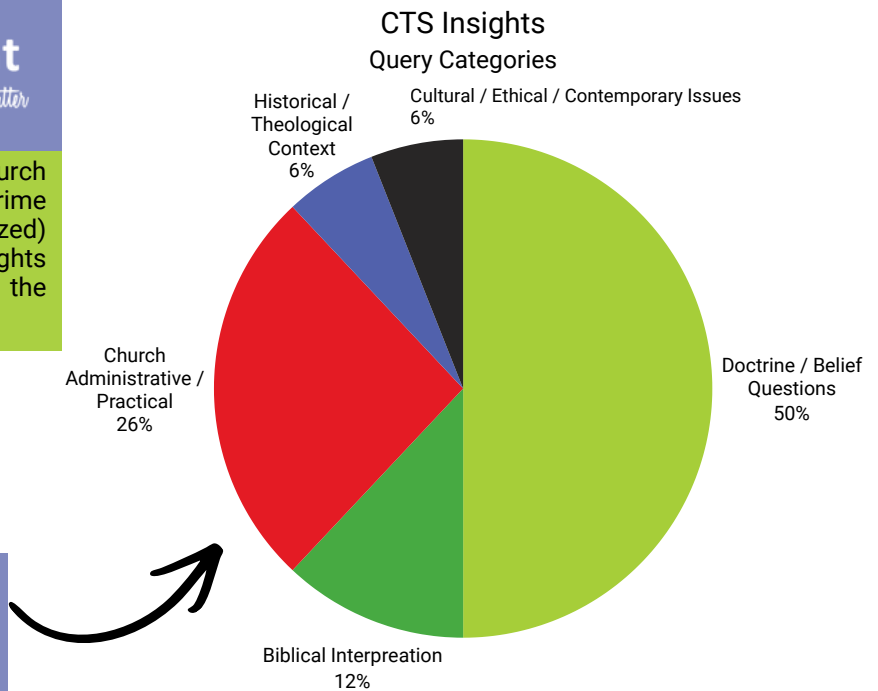
C5B - CTS (ENGAGED) QUERY INSIGHTS

Who is "CTS"?



"CTS" refers to Christ the Servant Church in Allen, TX. CTS serves as a prime example of a fully engaged (localized) LutherBot offering both the insights gleaned and benefits from localizing the Assistant for a local congregation.

CTS shows localized queries to help leaders clarify assistance offerings and address common questions, freeing up staff time.



Category	% of Total	Example/s of Queries
Doctrine/Belief Questions	~50%	Grace, baptism, communion, confirmation, Law/Gospel, Lutheran vs Presbyterian beliefs
Biblical Interpretation	~12%	"Do not be afraid" counts, summaries of prophets, verses on humility
Church Administrative/Practical	~26%	Service times, location, ministries, affiliation (ELCA vs LCMS), contacting staff
Historical/Theological Context	~6%	Augsburg Confession, Book of Concord, Formula of Concord, creeds
Cultural/Ethical/Contemporary Issues	~6%	LGBTQ welcome, women in ministry, material assistance, social support

How is the Assistant Localized?

In addition to the approved NTNL corpus, congregations may add pastoral sermons, church bylaws and policies, worship times and and program frequency, christian formation resources, etc.

SECTION D - ABSENCE OF HARM

This section documents what did not happen and why the system design makes those outcomes unlikely.

D1 -WHAT DID NOT HAPPEN - AND WHY

The assistant did not “hallucinate” or provide responses on subjects not covered in approved corpus



Because the Assistant is constrained to an approved Lutheran-aligned corpus, it cannot legitimately cite or rely on external, unvetted sources. When grounding is insufficient, refusal behavior is preferred over fabrication.

The assistant did not claim pastoral authority



The Assistant does not claim pastoral authority. It is designed to redirect to pastors or synod contacts for matters requiring discernment, confidentiality, or sacramental leadership.

The assistant did not speak on behalf of the synod or a congregation



When asked to issue binding judgments or speak for the synod/pastor, the system either refuses or provides a grounded reference to the relevant official statement and recommends human follow-up.

Example of Refusal Behavior

Query

Did Luther believe dogs can go to heaven?

Response

I do not know the answer to that question.

This example taken from NTNL’s LutherBot (12/16/25) shows a user ask if dogs can go to heaven. This topic is not explicitly covered in the approved NTNL corpus and LutherBot showed refusal behavior.

Example of Referral Behavior

What is the meaning of life?

I don't have specific information about that in our church resources, but I'd encourage you to speak with Pastor Cheryl directly about that question. ...

This example taken from CTS’s LutherBot (11/27/25) shows a user ask a fairly weighty question that both is not covered in the approved NTNL corpus and would likely benefit from a pastoral conversation. As part of LutherBot’s guardrails (and localized training, in this case) LutherBot states that the requested information is not available but instead refers the user to the appropriate staff person (Pastor Cheryl) for follow-up conversation.

SECTION E - REPLICATION REALITY (WHY NOT DIY?)

This section documents the difficulty in a mid-council or congregation seeking to create their own governed assistant.

E1 - WHAT DIY REQUIRES (THE HIDDEN WORKLOAD)

“Why not create an AI assistant ourselves?” - Why the process demands professional support



- **Governance overhead:** committee, policy, approvals, and ongoing dispute resolution.
- **Data and corpus work:** curation, provenance tracking, updates, and versioning.
- **QA and theological review:** test suites, edge-case handling, and remediation cycles.
- **Monitoring and analytics:** logging, dashboards, and interpretation capacity.
- **Security and privacy:** access controls, vendor management, and incident response.

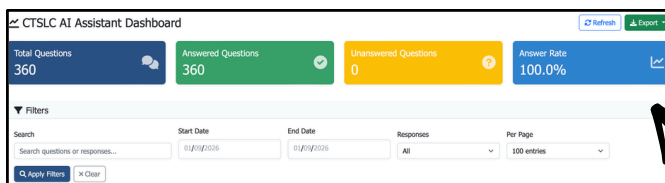
E2. WHAT BREAKS WHEN DIY IS ATTEMPTED

Why a DIY solution leaves access to crucial information impossible



- **Fragmentation across churches:** inconsistent theology, tone, and boundaries.
- **No audit trail:** leadership cannot see usage, errors, or sensitive clusters.
- **Liability ambiguity:** who owns output quality, escalation, and remediation.
- **Tool sprawl and shadow use:** staff adopt multiple systems without shared governance.

Governed Assistant provides transparency and control



This example is a screenshot of Christ the Servant's dashboard, giving a total and precise view to approved users to access the type and quality of questions and responses and escalate to Solace if necessary.

Without governed infrastructure, churches cannot see what is being asked, what is being answered, or where risk is accumulating – they are operating blind by design.

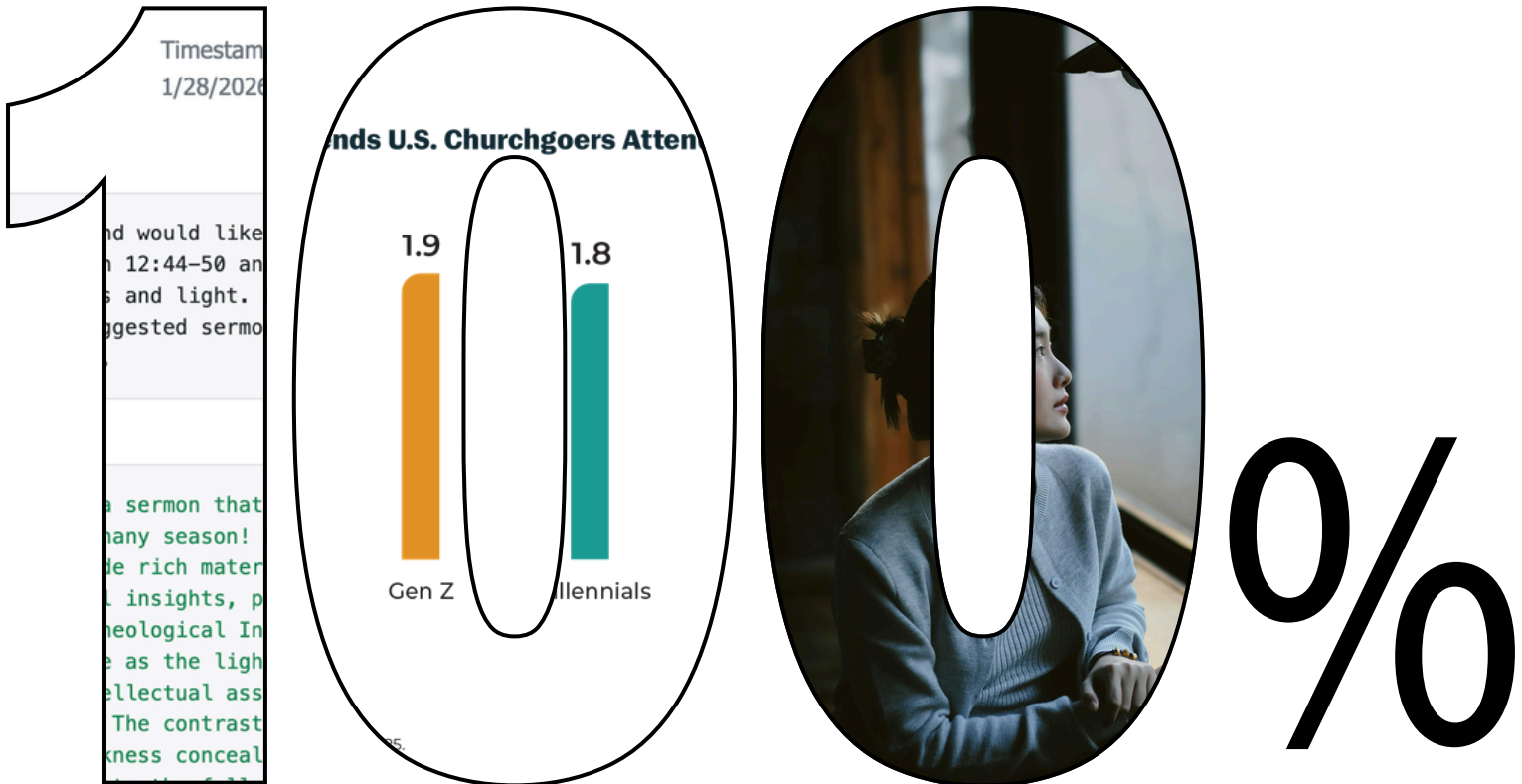
DIY makes insights inaccessible and control impossible



This is an example of a user-created custom GPT on OpenAI's ChatGPT. The training corpus is opaque and the owner is not able to view specifics regarding question submissions or responses. This approach disconnects the owner from knowledge regarding the nature of the responses as well as query content to help with follow-up and clarification.

APPENDIX A - HOW GOVERNED AI HELPS EQUIP CHURCHES IN A CHANGING WORLD

GOVERNED AI IS



NECESSARY FOR EQUIPPING CHURCHES FOR EMERGING CHALLENGES AND OPPORTUNITIES

Here's what you'll learn when you read this:

In this appendix section, query insights gleaned from the Solace AI Dashboard (via CTS) will illuminate key ways the NTNL and Solace AI Assistant is positioned to help churches navigate new and more complex ministry opportunities in a context of diminishing resources. Specifically, these insights speak to three areas of impact:

- 1. sharing administrative load,*
- 2. maintaining curated corpus control that supports a catechetically minded congregation, and*
- 3. generating invaluable data to help church leaders discern and make informed decisions through data insights.*

In short, Governed AI equips churches to meet the full range of emerging challenges and opportunities with confidence.

APPENDIX A.1 - THE HARVEST IS PLENTIFUL BUT THE LABORERS ARE FEW: DIMINISHING RESOURCES MEETS INCREASED NEED

WHAT CHALLENGES ARE CHURCHES CURRENTLY FACING? : DIMINISHING RESOURCES, RISING NEED

The sentiment on the ground



Rev. Trenton Ormsbee-Hale

“

“We don’t have the infrastructure to be a congregation approaching 100 people in worship.

We don’t have the lay leadership for it.

We don’t have the staff for it.

We don’t have the policies for it.”

”

Rev. Trenton Ormsbee-Hale
Pastor, Messiah Lutheran Church

Churches across the United States are currently facing a crisis of diminishing capital (both human and monetary) while still seeking to faithfully serve in an increasingly complex world.

The Data

Church giving not keeping pace with inflation



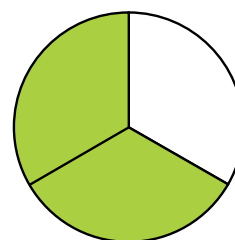
between 2010 and 2023
source: faithandleadership.com

According to Leslie Quander Wooldridge writing for Faith and Leadership, church giving is not keeping pace with inflation: while the median congregation income rose from \$150,000 in 2010 to \$165,000 in 2023, a nearly 40 percent cumulative inflation rate over that same period means congregations would have needed to reach \$209,000 just to maintain equivalent purchasing power.

Economic pressure is crushing church budgets

A 2024 Lifeway Research study of over 1,000 Protestant pastors found that two thirds report the economy is negatively impacting their church, the highest share since 2011, with only 16 percent of congregations reporting giving above budget, one of the lowest rates recorded in the study's 15-year history.

<https://www.baptistpress.com/resource-library/news/pastors-paint-troubling-picture-of-economic-impact-on-churches/>



Is your congregation in the 66%?

But the needs and opportunities are increasing (even with diminishing resources)

“There is just a legitimate hunger for more. Not rigorous, but much more thoughtful theology and thoughtful church leaders.”

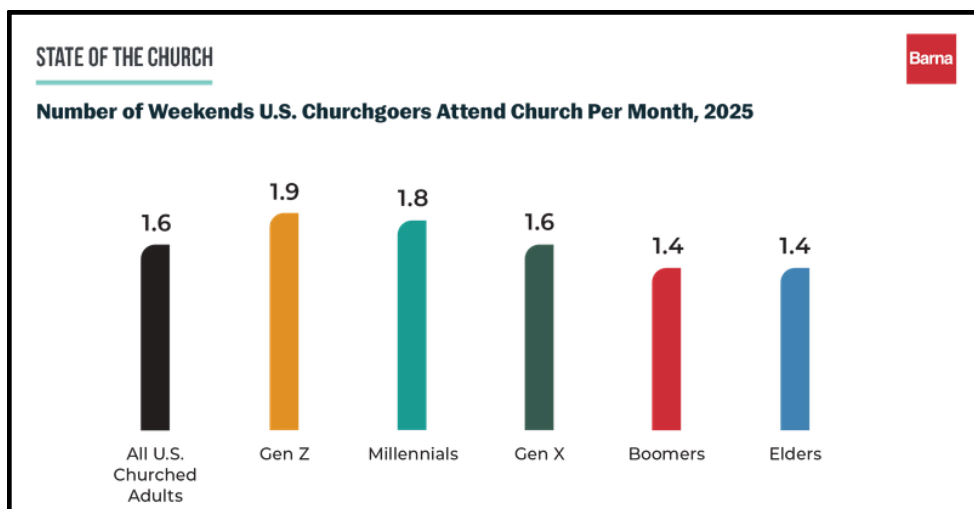
In an interview with Solace Founder and CEO Scott Lyon, the Rev. Trenton Ormsbee-Hale of Messiah Lutheran Church in Weatherford, Texas described a deep and largely unmet appetite for substantive theological engagement among churchgoers of all ages and backgrounds, from lifelong Lutherans who had never been exposed to real Lutheran theology, to younger and unchurched seekers wrestling with the large questions of life. For Pastor Ormsbee-Hale, this hunger is not simply a programmatic challenge but a spiritual and theological crisis.

Rev. Trenton Ormsbee-Hale
Pastor, Messiah Lutheran Church

The Data:

A generational reversal is happening, presenting new opportunities

A September 2025 Barna Group study reveals a striking generational reversal in church attendance: for the first time in decades, Gen Z and Millennials are now the most frequent churchgoers, attending nearly twice as often as they did during the pandemic lows, even as participation among older generations continues to decline.



While the trend signals genuine spiritual openness among younger adults, Barna researchers caution that attendance alone does not create devoted disciples, making thoughtful, substantive engagement of this generation more important than ever.

<https://www.barna.com/research/young-adults-lead-resurgence-in-church-attendance/>

Are we prepared for these emerging discipleship needs?

According to Barna, “Our research clearly shows that churchgoing alone does not in itself create devoted disciples. Even with the increasing participation of younger generations, there is still the challenge of shaping hearts and minds to live out their faith beyond church participation.”

“Challenge: Attendance, while improving, is still far from weekly. Discipleship strategies must account for a rhythm where people are present at church less than half the time. Digital tools can help bridge this gap.”

*

“Opportunity: Younger adults are coming back. Churches that offer relational connection, spiritual mentoring and authentic belonging can nurture this renewed interest into depth of faith.”*

<https://www.barna.com/research/young-adults-lead-resurgence-in-church-attendance/>

The Solace AI Assistant is 100% necessary for meeting the Church's emerging challenges and opportunities

According to early query data collected from Engaged (localized) churches (in particular, CTS), the data shows that roughly a quarter of the queries are easily answered questions that address needs like congregational address, worship time, program information, etc.

Sample Administrative Queries

Interaction ID: d3377e07-300b-4b42-9d4b-1c5db74bd588
Timestamp: 2/19/2026, 2:53:06 AM

Query: Address of the church?

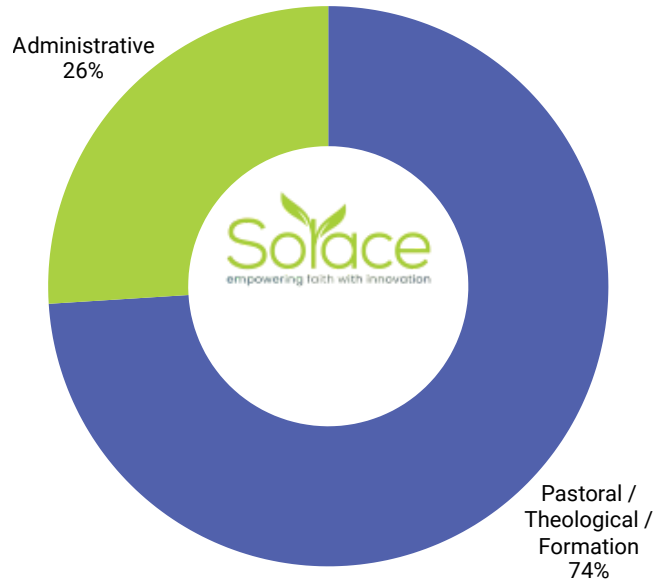
Interaction ID: efdd5019-e495-4156-96c4-d8a5f83dbda2
Timestamp: 1/29/2026, 10:20:36 PM

Query: When is CTS services?

How much time and energy do these questions really take from an already over-stretched staff? More than you think.

The remaining majority of queries (roughly 3/4) were more theologically specific and culturally sensitive topics.

Early Query Data Gleaned from Localized LutherBot Data collected from CTS



Sample Formation Queries

Interaction ID: 5db09748-6ea1-4a2c-9b73-22080961f3c1
Timestamp: 1/5/2026, 8:44:40 PM

Query: What is Luther's definition of grace?

Interaction ID: 19eea2bb-4073-4529-aebd-827298f651d2
Timestamp: 1/2/2026, 5:14:03 PM

Query: how might you explain the incarnation

Interaction ID: d9defb02-a1d6-4afa-887c-cb79b8ca1bc1
Timestamp: 12/11/2025, 7:59:14 PM

Query: What do Lutherans think happens in baptism

Interaction ID: 316ef9d8-ec01-4c56-8941-e1179892bcb3
Timestamp: 10/26/2025, 1:07:29 PM

Query: Are luther's 5 solas inherently contradictory?

Interaction ID: 92ea2b27-f27d-4ad4-98d9-2c3bd05a30ff
Timestamp: 12/5/2025, 2:23:13 AM

Query: What is the difference between a Lutheran and a Baptist

Interaction ID: 0e59751f-ebd1-4a6e-8f39-f9e1056b3fd1
Timestamp: 11/16/2025, 2:44:41 PM

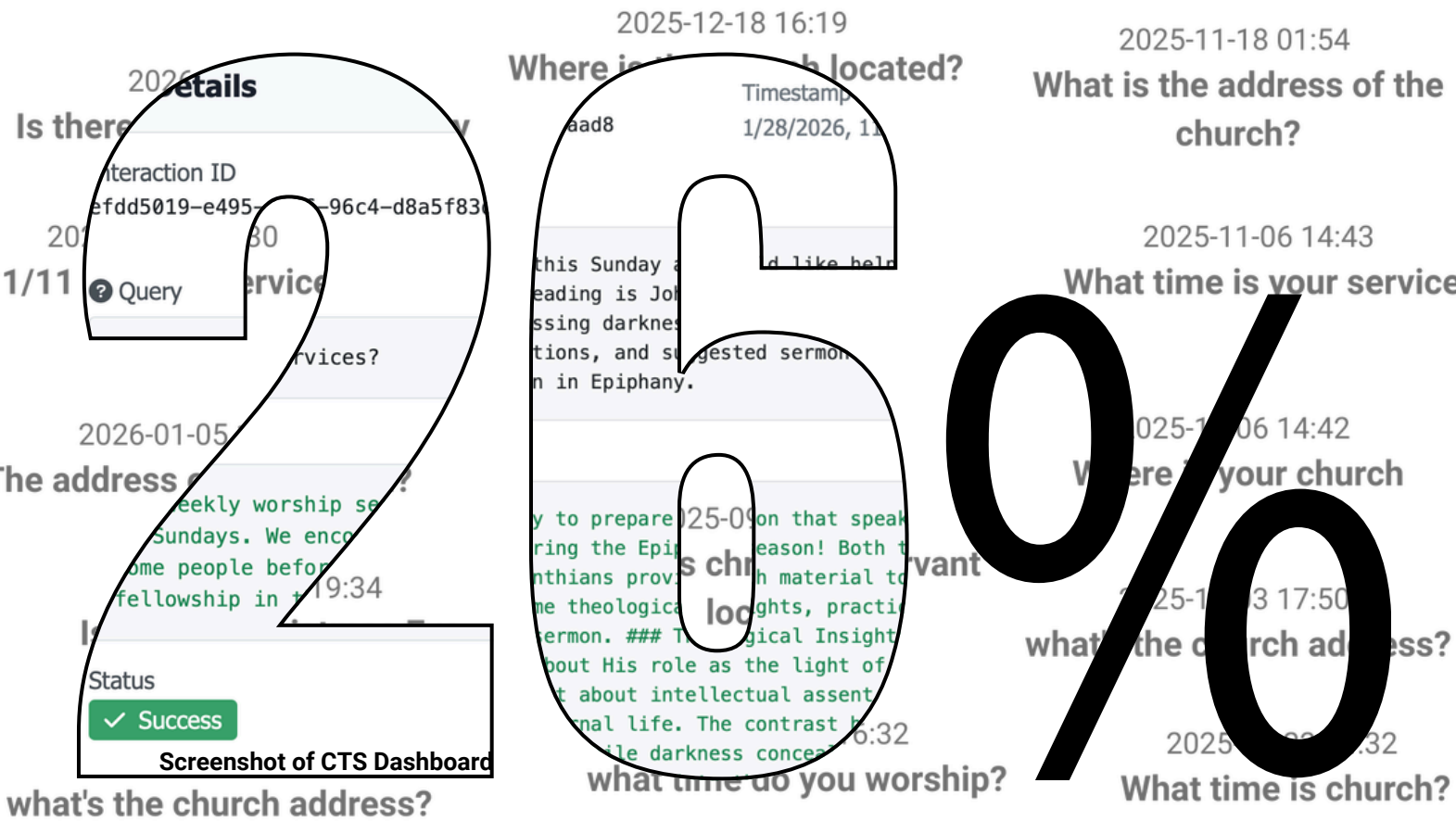
Query: What do Lutherans believe about female clergy?

Given the denominational and theologically specific nuance required for faithfully responding to the above questions, should the Church trust opaque "Big Tech" companies like Meta, OpenAI, and X to tune their models with sufficient answers?

People are hungry for these answers, should we leave the results up to chance?

APPENDIX A.2 - HOW GOVERNED AI PROVIDES ADMINISTRATIVE LOAD-SHARING AND WHY THAT MATTERS

HOW CAN 26% IMPACT YOUR LOCAL MINISTRY IMPACT?



samples of administrative questions from CTS dashboard

AI ADMINISTRATIVE LOAD SHARING SAVES TIME AND REDUCES ERRORS, GIVING SPACE FOR NEW MINISTRY OPPORTUNITIES.

USAGE PATTERNS AND ADMINISTRATIVE LOAD

Early CTS data suggests a significant portion of AI use is administrative—supporting staff capacity rather than replacing pastoral roles.

Absorbing the Interruptions: An Early Usage Pattern

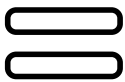
Examples of Administrative Queries

Worship times, locations, livestreams, contacts, program availability.

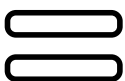
It adds up! :

What 26% means in practice

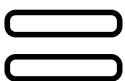
26% of all queries



60+ admin questions per month



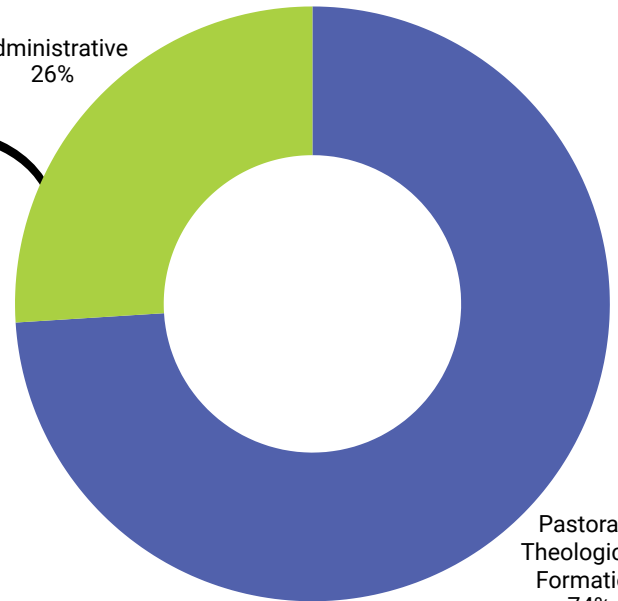
5-10 minutes per question response



6 - 12 staff hours per month

26% saves 6-12 staff hours per month!

Administrative
26%



Pastoral /
Theological /
Formation
74%



These questions typically arrive as interruptions rather than scheduled work.

AI Assistants share the administrative load

In church life, attention is a form of care. When administrative triage consumes disproportionate energy, it quietly reduces the capacity for presence, coordination, and relationship. Used well, an AI assistant acts as a buffer—absorbing routine navigation questions so staff can focus on ministry that requires human judgment, trust, and connection.

With congregational resources diminishing, Governed AI provides time and energy to focus on the emerging needs and opportunities at hand.

APPENDIX A.3 - HOW GOVERNED AI'S CURATED CORPUS HELPS MEET THE NEEDS OF NEW FORMATION-SEEKING MEMBERS

THE “BULK” OF QUERIES ARE NOT TRIVIAL



PASTORAL, THEOLOGICAL, AND FORMATION QUESTIONS MAKE UP THE BULK OF AI ASSISTANT QUERIES. SOLACE PROVIDES BOTH THE BENEFIT OF A CURATED CORPUS AS WELL AS INVALUABLE INSIGHTS THROUGH THE SOLACE DASHBOARD.

DATA SUGGESTS RENEWED RELIGIOUS INTEREST, IS YOUR CONGREGATION READY?

A September 2025 study reported by Christianity Today reveals that the composition of church congregations is shifting in ways that carry significant implications for ministry. While Gen Z and Millennials are attending more frequently than older generations, even the most engaged churchgoers are showing up only about two out of every five Sundays, meaning consistent in-person discipleship can no longer be assumed.

At the same time, a growing share of those walking through the doors are doing so with little or no prior church experience, shaped more by cultural curiosity than religious formation.

Together, these realities create both an urgent opportunity and a new challenge: churches can no longer assume a shared baseline of theological knowledge among those in the pews, making accessible, substantive, and on-demand faith resources more essential than ever.

<https://www.christianitytoday.com/2025/09/study-gen-z-leads-church-attendance-average/>

“**“I’m not answering all the questions... And to be able to have a place to say....”keep asking those questions”, using LutherBot to continue having those conversations... We’re only meeting for an hour, but they can continue having those conversations.**”

Rev. Trenton Ormsbee-Hale
Pastor, Messiah Lutheran Church

THE NEED FOR ON-DEMAND CATECHESIS = GUARDRAILS

Pastor Trent Ormsbee-Hale of Messiah Lutheran Church in Weatherford, Texas points to a different and arguably more consequential lane of LutherBot usage, one that speaks to the 74 percent of queries that go beyond the administrative. In a conversation with Solace Founder and CEO Scott Lyon, Pastor Trent described a genuine and largely unmet hunger in his congregation for substantive theological formation, coming not just from the unchurched and spiritually curious, but from lifelong Lutherans who have never been given access to real Lutheran theology.

His vision for Messiah is that of a school or a gym where people are trained as disciples, and LutherBot serves as an extension of that formation beyond the hour he has with people each week. In a media landscape full of noise and generic AI tools with no confessional anchor, LutherBot offers something rare: trustworthy, on-demand theology from a tradition that has something real to say.



“**“Zuckerberg is going to control your message if you don’t.”**”

Scott Lyon
Founder & CEO, Solace

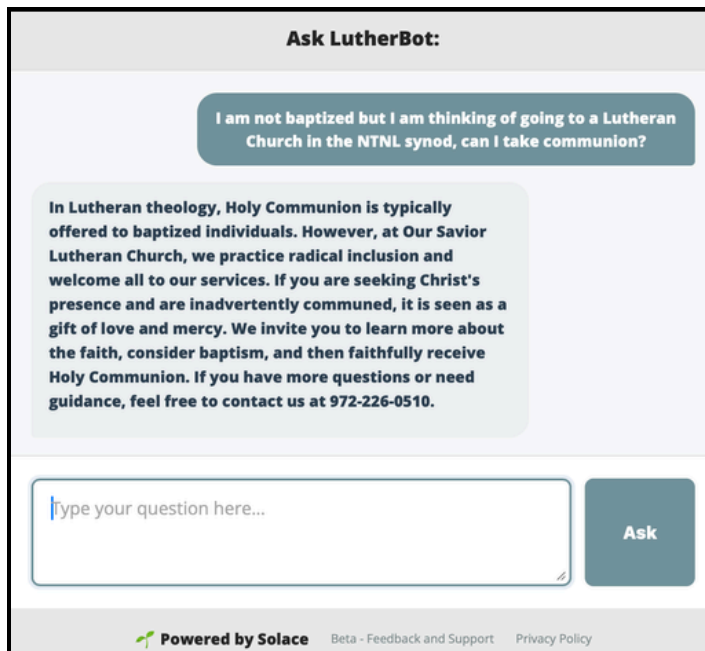
In an era when commercial AI tools like ChatGPT are trained on vast, unfiltered data with no confessional accountability, Scott Lyon underscored that what makes the Solace AI Assistant distinctly trustworthy is the deliberate, ongoing curation of its training corpus, ensuring that every source reflects Lutheran theology and values rather than a generic or statistically averaged version of faith.

NTNL-APPROVED CORPUS = TRUSTWORTHY ANSWERS

At the heart of the Solace AI Assistant (LutherBot) is a carefully governed corpus of 205 documents, reviewed and approved by the NTNL Synod, that collectively define the theological boundaries and confessional voice of every response LutherBot delivers. Rather than drawing from the open, unfiltered internet, the assistant speaks from a curated library of Lutheran sources, ensuring that congregants and faith seekers receive answers that are not just accurate, but authentically and distinctly Lutheran. Further, the assistant can be localized to further reflect local policy and theological standards.

REAL-WORLD TEST - LUTHERBOT VS. CHATGPT

To illustrate the difference between a governed, confessionally grounded AI and a general purpose commercial tool, we posed the same question to both ChatGPT (version 5.2) and the Solace Lutheran AI Assistant (Our Savior Lutheran Church's Localized Version): "I am not baptized but I am thinking of going to a Lutheran Church in the NTNL Synod, can I take communion?" The contrast was striking.



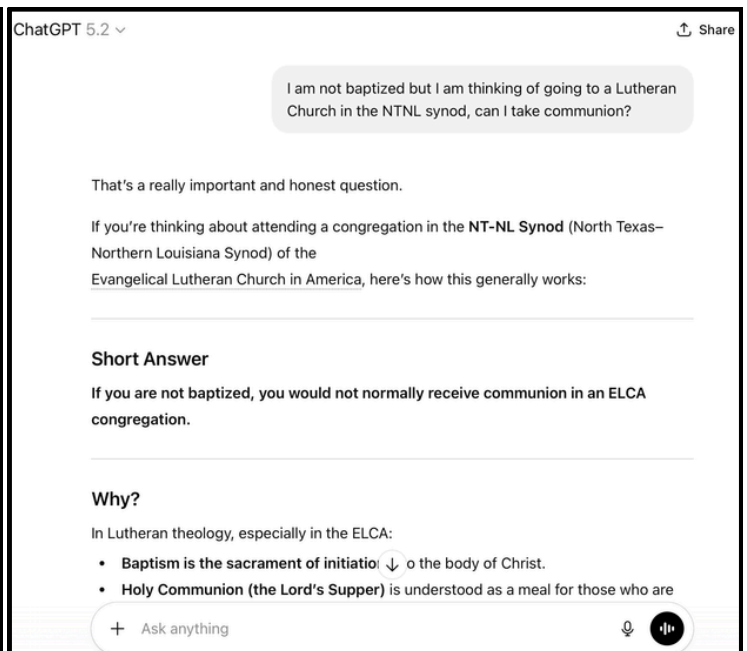
Ask LutherBot:

I am not baptized but I am thinking of going to a Lutheran Church in the NTNL synod, can I take communion?

In Lutheran theology, Holy Communion is typically offered to baptized individuals. However, at Our Savior Lutheran Church, we practice radical inclusion and welcome all to our services. If you are seeking Christ's presence and are inadvertently communed, it is seen as a gift of love and mercy. We invite you to learn more about the faith, consider baptism, and then faithfully receive Holy Communion. If you have more questions or need guidance, feel free to contact us at 972-226-0510.

Powered by Solace Beta - Feedback and Support Privacy Policy

LutherBot (OSLC)
Solace



ChatGPT 5.2

I am not baptized but I am thinking of going to a Lutheran Church in the NTNL synod, can I take communion?

That's a really important and honest question.

If you're thinking about attending a congregation in the NT-NL Synod (North Texas--Northern Louisiana Synod) of the Evangelical Lutheran Church in America, here's how this generally works:

Short Answer

If you are not baptized, you would not normally receive communion in an ELCA congregation.

Why?

In Lutheran theology, especially in the ELCA:

- Baptism is the sacrament of initiation ↓ to the body of Christ.
- Holy Communion (the Lord's Supper) is understood as a meal for those who are

+ Ask anything

ChatGPT (v.5.2)
OpenAI

The Results

Where ChatGPT offered a brief, matter of fact reply that would lead the user to conclude that all ELCA churches share the same sacramental stance and that they were prohibited from taking communion as an unbaptized person, LutherBot responded with theological grounding, pastoral warmth, and congregational specificity. It acknowledged Lutheran sacramental theology while reflecting Our Savior Lutheran Church's own practice of radical inclusion, directed the inquirer to their pastor, and even provided a direct phone number for follow up.

This distinction matters enormously in a world where people increasingly turn to technology before they ever set foot in a church. A response that is theologically tone deaf or factually imprecise at that critical first moment of curiosity can close a door that might never reopen. It is precisely this kind of contextually aware, confessionally rooted, and locally personalized response that 205 carefully curated documents make possible, and that no general purpose AI can reliably replicate.

APPENDIX A.4 - CLEAR INFORMATION, BETTER DISCERNMENT

**WHEN MAKING A DECISION, DO YOU
GO TO THE DOOR OR THE
FOUNTAIN?**



**HOW CAN DATA HELP YOUR
CONGREGATION DISCERN NEW MINISTRY
DIRECTION, RESPOND TO PASTORAL
NEEDS, AND LISTEN WITH ACTIONABLE
INTENT?**

APPENDIX A.4.1 - SOLACE AI INSIGHTS

This appendix shows how insights from the dashboard can help create real-world responses

Data helps to provide direction for pastoral responses and institution direction



VS



“Data at the door” - Handshakes on the way out

Many pastors relay that information (pastoral, sermon feedback, church news) can find them at the conclusion of the worship service through greetings and short conversations with worshippers.

While this interaction creates and sustains crucial relationships in the congregation, **the quality, predictability, and overall usefulness of this feedback and information for the purpose of responses and discernment lacks important specificity and comprehensiveness.**

“Drinking in the feedback” - Personal feedback leads to informed decisions

Released in 2009, the Coca-Cola Freestyle Machine, which allows for the user to select from more than 150+ combinations of soda and flavor add-ins, may seem to have little to do with governed AI assistants in the Church. However, upon release, the machine began to track user trends and local choices to help the Coca-Cola corporation make more informed decisions about flavor popularity and demand.

In a similar way, data gleaned from Solace AI's governed assistant provides specific information to help the congregation understand: frequency of searched terms, biblical questions, specified interest, confirming (or debunking) assumptions, and more.

In so many ways, the specific information gleaned from Solace Dashboard and Solace Ministry Response Engine can give the Church a tangible way to see the benefit of “drinking in the feedback” and how **the predictably delivered and high-quality information may lead to more personal, insightful, and compassionate decisions and responses.**

Example of Solace Insights

3. Three Arresting Insights (Leadership-Surprising)

These are now grounded in real counts, not intuition.

Insight #1: Admin + Formation dominate — not controversy

The two largest *explicit* categories are:

- Theological / Formation (22.8%)
- Administrative / Navigation (20.6%)

That's ~44% of all queries, and neither is “hot button.”

👉 Leadership assumption violated:

People aren't coming to argue doctrine or politics — they're trying to find their way and learn how to practice faith.

This screenshot is an example of insights shared with a localized NTNL congregation. In addition to this information, question categories, summaries, and suggestions were shared.

APPENDIX A.4.2 - SOLACE MINISTRY RESPONSE ENGINE

The below Solace Ministry Response Engine Report gives examples of insights gleaned and helpful discernment paths identified from real-world data observed from LutherBot usage.

For the first time, synod leadership can observe aggregate theological inquiry patterns in real time. This visibility does not control belief. It informs leadership response.

Example of a full Solace Ministry Response Report

Names and church redacted to protect privacy.

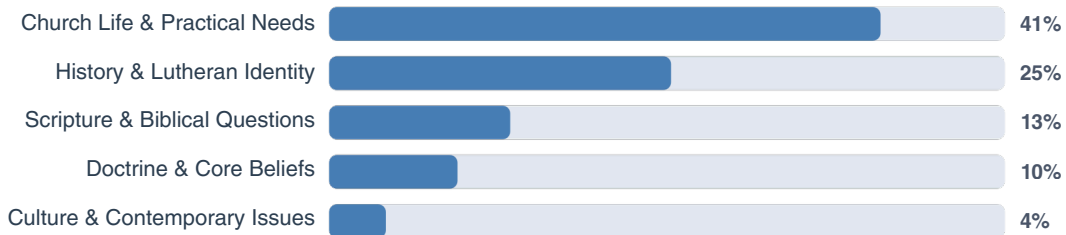
Church | Pastor

380 Questions

Reporting Period: August 2025 – February 2026

Members, visitors, and seekers are actively asking questions about faith, belonging, and practical next steps.

What People Are Asking About



Practical "front door" questions dominate — people want to know how to show up before they go deeper.

What We're Seeing

- **Formation questions come before participation.**
People ask about baptism, grace, and what it means to be Lutheran before they ask about joining.
- **Quiet belonging questions surface privately.**
"Am I worthy of love?" "Where do I start if I want to come back?" — these aren't said out loud in fellowship hour.
- **Administrative friction is measurable.**
61 questions just about service times and church address — visitors need a clearer digital front door.

Real Questions People Asked

- "Where do I start if I want to come back to church?"
- "I am not sure I am worthy of love."
- "How should I pray?"
- "I have a family of six and am looking for a church home."
- "What does affirming LGBTQ+ look like in practice?"




Ministry Response Opportunities

- 1 **"Digital Front Door" Update**
Service times, address, and next steps should be one click away on the homepage and in the assistant.
- 2 **Prayer & Formation Pathway**
Consider a simple "How to Pray" guide or formation series — multiple people are asking how to begin.
- 3 **Belonging Conversation Night**
Host an informal evening exploring "What does it mean to belong here?" — the questions are already being asked privately.

These insights reflect real engagement from your members and visitors — surfacing needs not visible through traditional channels.

APPENDIX A.4.4 - FYI - TOP 3 TRENDING QUERY THEMES

NTNL

1. AI & technology in ministry	
2. LGBTQ+ inclusion and gender roles	
3. Afterlife / end-of-life theology	

Why this matters?

Insights at the synod level can help with training and tightened communication about available resources. These insights can be shared via social media or through a synod-wide email blast to help NTNL congregations get a sense of meta-level movements within the synod.

Why this matters?

Localized insights can help pastors and staff get a better sense of specific questions and concerns within their local congregation, leading to possible sermon series development, workshops, or tightened communication around available resources or procedures.

CTS (localized example)

1. Lutheran identity + sacraments + confession <ul style="list-style-type: none"> CTS users are doing catechism-level exploration (grace, baptism, communion boundaries, creeds)
2. Inclusion & belonging questions <ul style="list-style-type: none"> LGBTQ welcome Can non-members take communion? Am I allowed to participate if I'm divorced / not baptized?
3. Material help & pastoral care needs <ul style="list-style-type: none"> "I need food / rent help / clothing / gas." "I feel lost." These are low in count but high in urgency.

COMPARISON SUMMARY

Theme	NTNL	CTS	Interpretation
Tech/AI/Meta	Very High	Very Low	NTNL is synod-level & public; CTS is congregational & pastoral.
Inclusion/Gender	Very High	High	CTS receives fewer but more personal/well-being frames.
Sacraments/Participation	Medium	Very High	CTS asks show a need for information on specific sacramental participation needs.
Material Support	Moderate	Moderate	CTS users want actionable guidance. But CTS asks show direct personal need.

APPENDIX B.1 - CHURCH EXPERIENCE BRIEF

This appendix section explains what churches experience over time and Solace’s partnership.

Typical Congregational Localization Timeline

Week 1-2	Month 1	Month 2-3
Embed assistant on site; publish 3-6 quick prompts; identify local admin; baseline QA queries.	Train staff; collect early questions; refine prompts; begin local content ingestion (if Engaged).	Review dashboards; tune edge cases; produce one ministry output (e.g., FAQ, welcome flow, lesson plan).

Observed Institutional Effects:

- **Shift from youth-outreach framing to institutional memory framing.**
- **Increased theological specificity in congregational questions.**
- **Early identification of recurring pastoral topics.**
- **Clearer understanding of congregation-level engagement patterns.**

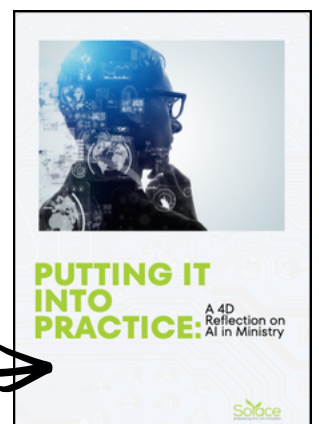
Solace responds to emergent needs and concerns with resources

Solace is aware and sensitive to the emerging need for AI fluency and theological and ethical frameworks to help partner congregations understand and utilize AI in ways consistent with their faith. Solace also provides live webinar training for congregations, leadership groups, or staff to better understand the benefits and considerations of generative AI.

This is one of many digital assets Solace AI commissioned to help groups and individuals better understand and responsibly use generative AI.

Additionally, Solace commissioned and will launch the Solace Training Academy. The Solace Training Academy is filled with video and resources to help build fluency and ethical awareness around generative AI.

Solace also provides free webinars to partner institutions to address emerging concerns about AI and guidance on ethical best practices.



The congregation remains in control

The localized congregation maintains control of the Assistant

Solace does not set NTNL doctrine or policy, does not replace pastoral ministry, does not use open-internet retrieval for answers by default, and does not grant broad staff access to logs without synod authorization.

APPENDIX B.2 - RESOLUTION OF ISSUES

“I ASKED IF THERE IS A TRADITIONAL SERVICE AND IT SAID IT DOESN'T KNOW...”

```
{
  "fact_type": "worship_service_time",
  "label": "Traditional Worship Service (Early Service)",
  "day_of_week": "Sunday",
  "time_local": "08:30",
  "channel": "in_person",
  "notes": "This is our traditional worship service with classic Lutheran liturgy and hymns."
},
{
  "fact_type": "worship_service_time",
  "label": "Contemporary Worship Service (Late Service)",
  "day_of_week": "Sunday",
  "time_local": "11:00",
  "channel": "hybrid",
  "notes": "This service is also livestreamed on Zoom. Visit the Online Worship page at www.co"
},
}
```

DETAILS MATTER. TIMELINESS MATTERS.

Issues are addressed promptly

When issues are recognized, Solace responds quickly (and why it matters)

As evidenced by CTS's query insights compared to NTNL, the localized LutherBot experiences a significant uptick in Church Administrative/Practical queries (up to 26% of total queries). These queries often include highly specific questions about meeting times, campus addresses, program offerings, and other parish-specific details. Given the increased volume in these critical areas, LutherBot's ability to respond accurately with precise information becomes essential.

Equally important is maintaining a responsive and agile feedback loop to quickly correct any errors or gaps in LutherBot's knowledge base. Solace AI has demonstrated exceptional responsiveness and agility in rapidly addressing these gaps with accurate information.

Example of issue resolution

Summary of example issue

The vicar identified gaps in LutherBot's knowledge of the church's service schedule. When asked about service times, LutherBot provided incomplete information by only mentioning one of the two Sunday services. Additionally, when asked about traditional service options, LutherBot incorrectly stated it didn't have that information, even though the church offers a traditional service format at their earlier Sunday gathering.

From: [Redacted]
Sent: 13 January 2026 11:52
To: Bam Ajayi <bam@wearesolace.com>
Subject: Re: [Redacted]

Overall, this seems great! Here are the two questions that it didn't answer correctly ...
I asked what time service is and it only told me about the late service.
I asked if there is a traditional service and it said it doesn't know. (Our 8:30 service is traditional)

Thanks,

Resolution Timeline

From: [Redacted] Lutheran [Redacted]
Sent: 14 January 2026 07:48
To: Bam Ajayi <bam@wearesolace.com>
Subject: Re: [Redacted] Lutherbot Test [Redacted]

That looks great! Thank you

Issue reported
1/13/26
11:52am

Solace responds with solution
1/13/26
12:16pm

Solution Acknowledged
1/14/26
7:48am

Conclusion insights

On Tue, Jan 13, 2026 at 12:16PM Bam Ajayi <bam@wearesolace.com> wrote:

Hi Vicar [Redacted]

I'm happy to let you know that LutherBot for [Redacted] is now ready for testing at [Redacted]

The bot has successfully ingested and been configured with the following verified church information.

- [Redacted] s

With localized LutherBots handling increasing volumes of highly specific parish queries, this rapid turnaround is critical. Every hour of inaccurate information risks eroding congregant trust, making Solace AI's agility in quickly addressing gaps essential for client confidence.

APPENDIX B.2.1 - TESTIMONIALS

WHAT CHURCHES AND PASTORS ARE SAYING ABOUT SOLACE

“

Our initial thoughts about LutherBot were to use it to reach young people, what we discovered is how helpful it is as a tool for ministry!

”

Rev. Cheryl Herreid
Pastor, Christ the Servant Lutheran Church



“

The Solace Team has been a great help working with me and St. Luke's Council on the value and practical uses of Lutherbot, not only for seekers to our website, but practical applications for lay leaders in the congregation. They helped us conceptualize the big picture value of a Lutheran-focused, grace-based bot to distinguish our Christian message among the cultural "noise" of AI.

”

Rev. Linda Anderson-Little
Pastor, St. Luke's Lutheran Church

