

Emergency Workflows for Intelligent Messaging



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Agenda



- Purpose of the workflows
- Summary of workflows
- Emergency bundle

Purpose of the Workflows



- Use SMS and Email messaging to facilitate contact between Staff and Tenants when:
 - Office is closed
 - Quarantine zones are in place
 - Staff/Tenants not safe to meet face-to-face
- Reduce load on call centres by automating epidemic related conversations
- Gather information on high risk / vulnerable tenants (e.g. are you able to get out for shopping, do you need anything) depending on CHPs duty of care
- Communicate with all tenants instantly, able to push information to them and handle responses in bulk
- Solution supports remote working policies for business continuity plans

Summary of the workflows



- **Notifications:** e.g. changes to office opening times, updating tenants to situation, polling tenants regarding their level of preparation, are they self isolating?
- **Vulnerable:** identify vulnerable tenants (either based on demographics or personal circumstance), to target messaging to ensure they have essential supplies, help direct third parties to assist where outside of CHP duty of care
- **Requests:** Tenants able to use SMS to contact CHP and be directed to correct contact regardless of staff working at home or in the office:
 - Rent - need help with rent payments/arrears
 - Isolated - telling CHP they are self isolating
 - Scripts - need prescriptions, CHP can liase with community support groups
 - Essentials - need help with basic shopping, CHP can liase with food banks

Emergency bundle



- **Intelligent Messaging Emergency Bundle:**
 - Licensed for 6 months, extensions in 3, 6 or 12 month increments to suit CHP
 - No cost penalty for 6 months vs. 12 months
 - Includes - Connection to housing system, Intelligent Messaging, SMS number and Emergency Workflows
 - Community Workflow model - if a customer requests a workflow it is made available to all customers free of charge*
 - SMS messages are sent on-shore in Australia for data privacy, cost from 0.085c to 0.18c based on quantity

**Assumes no additional data extract work required*

Number of tenants	Setup Cost	Emergency Bundle Cost (6 months)	Cost per month	Cost per month inc. Setup
Upto 500	\$5,760.00	\$2,953.56	\$492.26	\$1,452.26
Upto 1500	\$5,760.00	\$5,252.72	\$875.45	\$1,835.45
Upto 3000	\$5,760.00	\$6,795.88	\$1,132.64	\$2,092.64
Upto 5000	\$5,760.00	\$9,110.62	\$1,518.44	\$2,478.44