

Epidemic 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
- **Vulnerable:** identify vulnerable tenants (either based on address or demographics), 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

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