



COVID-19 Citizen Information Response System

Xaqt's contact automation engine gives Government Agencies, NGOs and health care companies the ability to provide relevant information to citizens in a responsive and proactive manner. It automates the most common questions about the disease and its spread, therefore reducing the number of agents required to staff hotlines and respond to questions.

We automate inbound calls with our call center IVR platform and provide multi-channel support with our chatbot and SMS responder.

The Coronavirus knowledge base supports the most commonly asked questions about the virus and situational awareness. The information is sourced directly from the CDC, World Health Organization and John Hopkins University.

Everything is securely hosted in the cloud and scales on-demand to handle as many calls and online interactions as needed. Our team manages the entire solution and there is no technical expertise required from your team. And it works with whatever phone system you have in place today.

Example Deployments

Dedicated Informational Hotlines

Screen calls to handle basic and common questions about the virus and local procedures, thus saving agent's time for more complex calls. Organizations get their own dedicated phone number with your branding, and the ability to customize information and messaging. Xaqt takes care of the rest. For calls or interactions that require a live agent, we can transfer to your existing phone system.

Informational Prompts and Priority Call Routing

Many cities are receiving calls into their existing contact centers, such as 311 and 911, with questions related to Coronavirus. We provide the option to integrate with your existing phone system to either frontend these calls or have calls transferred to our IVR from a prompt in your current system.

Website Chatbot and SMS

Chatbots on your website or adding the ability to text questions can deflect calls into your call center and hotlines. Our chat and SMS bot leverage the same knowledge and can be deployed within hours.



Localization and Customization

The knowledge base and FAQs can be tailored to provide customized messages and resources to callers. This could include information such as the locations of local health care facilities or local quarantine procedures in effect. In addition, integrations into back-office systems, such as health care provider directories, can be accommodated.

Data and Insights

Every deployment comes with dashboards that provide insight into IVR performance and usage, as well analytics into why people are calling. Including the questions they're asking and topics they're discussing.

Pay as you go Pricing

The service is billed per-minute or per Chat/SMS message and all inclusive of: automated FAQs and knowledge based sourced from the CDC and WHO, quality monitoring, tuning and Improvement, built-in analytics, and dedicated project management.

The Coronavirus Response IVR is priced per-minute or per message based on usage.

Standard Set-up Fee = \$3,000-\$5,000

Customization = Based on Requirements

IVR = \$.30 per minute or \$1.00 per call

Per SMS & Chat = \$.04 per message

How to Procure

- 1) Texas DIR Contract
- 2) Purchase Card
- 3) Sole Source or Emergency Procurement
- 4) AWS Marketplace (coming soon)

Contact

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