SALESFORCE FOR EMERGENCY RESPONSE MANAGEMENT

Governments around the world are being called upon to provide a comprehensive, timely, and effective response to the COVID-19 outbreak. This response requires a wide-range of interdisciplinary and intergovernmental actions including communications, coordination, reporting, tracking, and treatment.

Salesforce provides a single enterprise platform that delivers multiple services and enables your organization to rapidly configure solutions specifically tailored to your emergency response efforts. These solutions can be provisioned within minutes and configured for mission readiness within days. The Salesforce platform delivers multiple services and enables organizations to rapidly configure solutions tailored to emergency response efforts.

EMERGENCY RESPONSE MANAGEMENT SOLUTION AREAS

Reporting & Readiness Management

Communications Management

Quarantine Management

Response Management

Health & Recovery Management

Emergency Funds Management

EMERGENCY RESPONSE MANAGEMENT

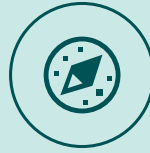# CHALLENGES IN RESPONDING TO A CRISIS

Influx of calls to call centers could reach 20x normal call volume

Need for a dynamic process to gather & analyze massive amounts of data quickly

A stressed system needing to respond rapidly to evolving information

Ability to direct citizens to trusted information

False stories leading to misguided behavior or ignoring risks

Limited channels for continual digital engagement and follow-up

SALESFORCE EMERGENCY RESPONSE MANAGEMENT SOLUTION

READY TO USE
Provision SaaS capability in minutes. No servers or install required.

ACCESSIBLE
Connect with any device, from anywhere.

SCALABLE
Process more than 5 billion transactions each day, Salesforce is built to scale.

AUTOMATIC UPGRADES
Future proof your solutions with 3 automatic upgrades per year.

HIGH AVAILABILITY
Always secure, 99.9% uptime.

READINESS MANAGEMENT

Prepare for potential emergencies across jurisdictions and sharing info on policies, procedures, capacities, and resources.

- Inventory Management
- Resource Tracking
- Data Visualization

RESPONSE MANAGEMENT

Communicate with and serve affected citizens by coordinating across agencies during an emergency.

- Contact Center
- Chatbots
- Remote Worker Support
- Response Coordination
- Virtual Intake

HEALTH & RECOVERY MANAGEMENT

Monitor and care for on-site and remote patients.

- Care Team Coordination
- New Patient Onboarding
- Intelligent Task Management

COMMUNICATIONS MANAGEMENT

Engage and communicate with citizens, media, and agencies across multiple channels.

- Social Media Monitoring/ Management
- Online Portal
- Mass Communication

QUARANTINE MANAGEMENT

Track capacities, staff, resources, and arrange for patient quarantine and care.

- Contact Tracing
- Patient Monitoring
- Test Scheduling
- Antibody Testing Management

EMERGENCY FUNDS MANAGEMENT

Distribute emergency grant and loan funding to citizens, businesses, and agencies–before, during, and after a crisis occurs.

- Emergency Grants Management
- Application Intake
- Online Portal
- Distribution of Government Relief Funds

SEE EMERGENCY RESPONSE MANAGEMENT IN ACTION.