

## **Disaster Support Intelligent Chatbot**

### **The Challenge**

As disasters occur, communities are finding it impossible to consistently provide concise, up-to-date information in real time. In addition, there is a distinct need to gather information from citizens and understand what is impacting them most, and traditional input vehicles are limited.

### **The Solution**

V-Soft Consulting is delivering a critical COVID-19 pandemic communication and education chatbot powered by the VERA platform that can be adapted for active shooter situations, natural disasters and other emergencies now and in the future.

### **The V-Soft Difference**

The VERA-powered chatbot provides not only baseline artificial intelligence capabilities, but extends the experience by engaging in two-way conversations with citizens, where questions can be answered and information can be collected. The bot can give insights to and about constituents, and is able to act upon information gathered by flagging and escalating critical interactions that need human attention.

### **This chatbot will provide:**

- Information regarding COVID-19 cases in the area
- Locations of local testing centers
- Qualifications for testing
- General Q&A
- Surveys to capture feedback
- Escalation of critical incidents

### **Implementation**

- Ready-to-use platform to update, share and gather data
- Will embed seamlessly on any community page
- Can be implemented in just a few hours
- Can be deployed for public use in as quickly as 72 hours

This chatbot will be offered free for 60 days from launch for universities, not-for-profits, municipalities and state and federal governments. It's also available to the private sector for a minor start-up fee. Ongoing investment is as low as \$100 per month. For more information, please contact [sales@vsoftconsulting.com](mailto:sales@vsoftconsulting.com).