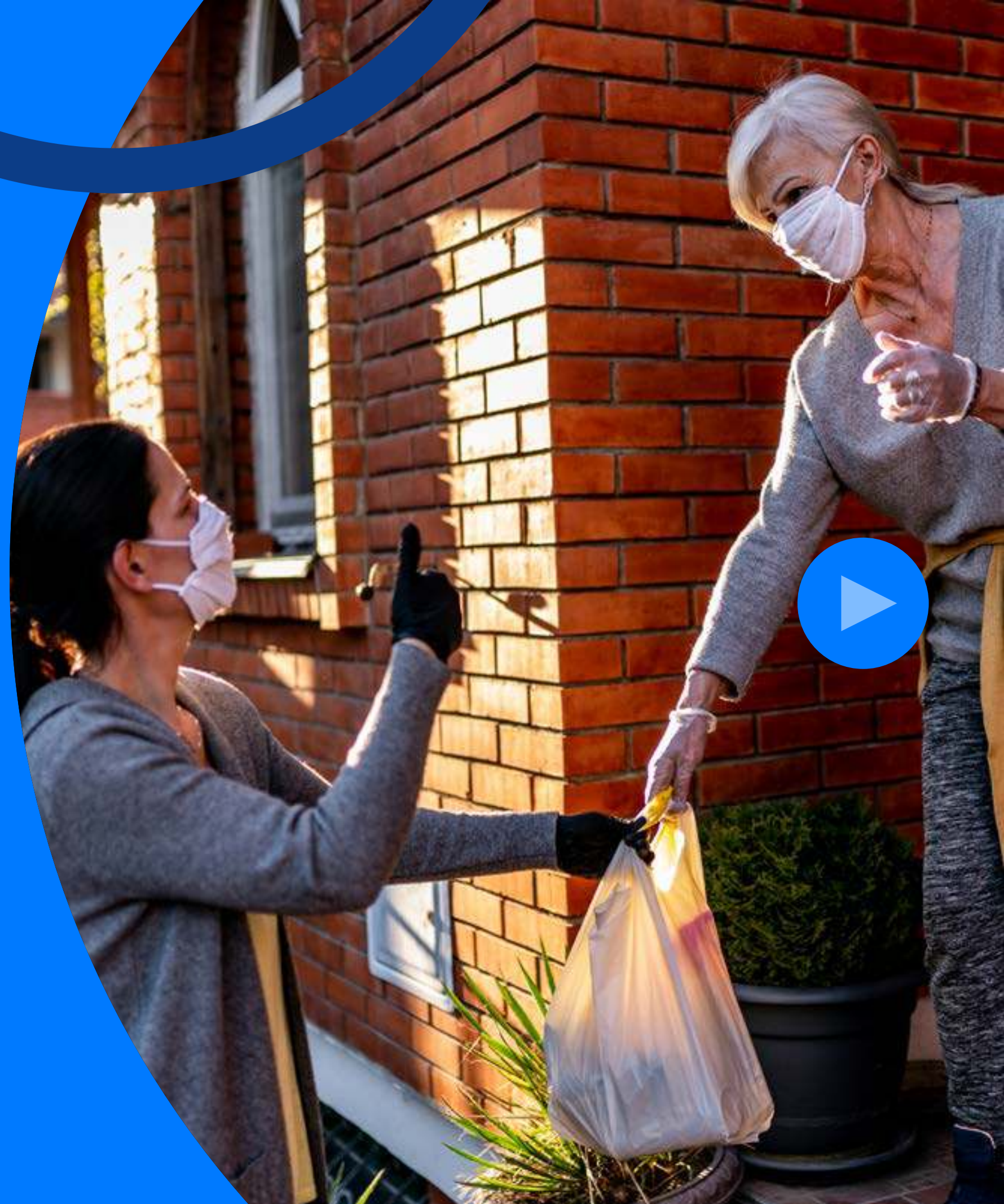# Safeguarding Citizens in Times of Crisis

Managing Citizen Engagement and Service Delivery Through and Beyond Uncertain Times

VERINT®

As civic leaders of the world over keep saying:

these are, indeed, unprecedented times.

The global COVID-19 pandemic means that government at all levels, as well as voluntary and non-profit organisations, are desperately trying to reconcile the tension between keeping employees and their families safe, continuing to deliver essential services, and delivering the additional services demanded by the crisis.

But, how can they efficiently respond to these new and unanticipated challenges?

Read this eBook to find out

Contents

Multifaceted challenges
faced by citizens, governments, public sector, and non-profit organizations

Rising Citizen Concerns

In order to slow down and eventually stop the spread of the COVID-19 pandemic, governments worldwide are taking serious steps, often limiting the free movements of their citizens.

Although these provisions vary from country to country, most governments are urging vulnerable citizens, including the elderly, children, the homeless and citizens suffering from other underlying health conditions, not to leave their homes and avoid physical contact with others.

In the UK, for example, there were one and a half million citizens identified as vulnerable, meaning they are at high risk of severe illness and were advised to stay at home for at least 12 weeks in the spring of 2020.

As of May 1, 2020, about 70% of the U.S.'s population, roughly 236 million people were under some form of lockdown.
(Source: Business Insider, May 2020)

For those considered at most risk from the virus - and their relatives - , these are worrying times. They may have been told to stay isolated at home, but that is not always easy to achieve.

> But, how do they get food and medicine?
> Help may be available but how do they find out how and where to ask for it?
> And, how will it be delivered?

Organizations Under Pressure

Just like citizens, leaders in the public sector might also feel hampered when responding to the pandemic, providing guidance that residents can trust and maintaining services people can rely on.

Organizations tasked with managing the consequences of the virus at a local level must tackle a variety of challenges including:

- Ensuring that staff can continue to deliver essential services, even if they are working from home

- Organizing the delivery of new and amended services, demanded by the crisis

- Marshalling additional resources, such as volunteers

- Making sure employees and the public are up-to-date with news and information on service availability

- Enabling staff to share information with colleagues and receive support from their team

- Taking part in efforts to track and control the spread of the virus

The Volunteer Explosion

The outpouring of community spirit and support around the world must be one of the most heartening aspects of this otherwise bleak situation.

When the UK government appealed for 250,000 volunteers to help deliver health and other support services, over 750,000 people applied! This is great, but these applications all needed to be processed and screened.

Those who want to volunteer and help their community, will need to find out HOW and WHERE to offer their services. Citizen services providers need to put processes in place for volunteers to register, and receive tasks to fulfil.

Adapt and respond by leveraging the technology available today

The first COVID-19 patient can be tracked back to mid-November 2019, and by mid-May 2020, the World Health Organization had registered more than 4 million cases worldwide.
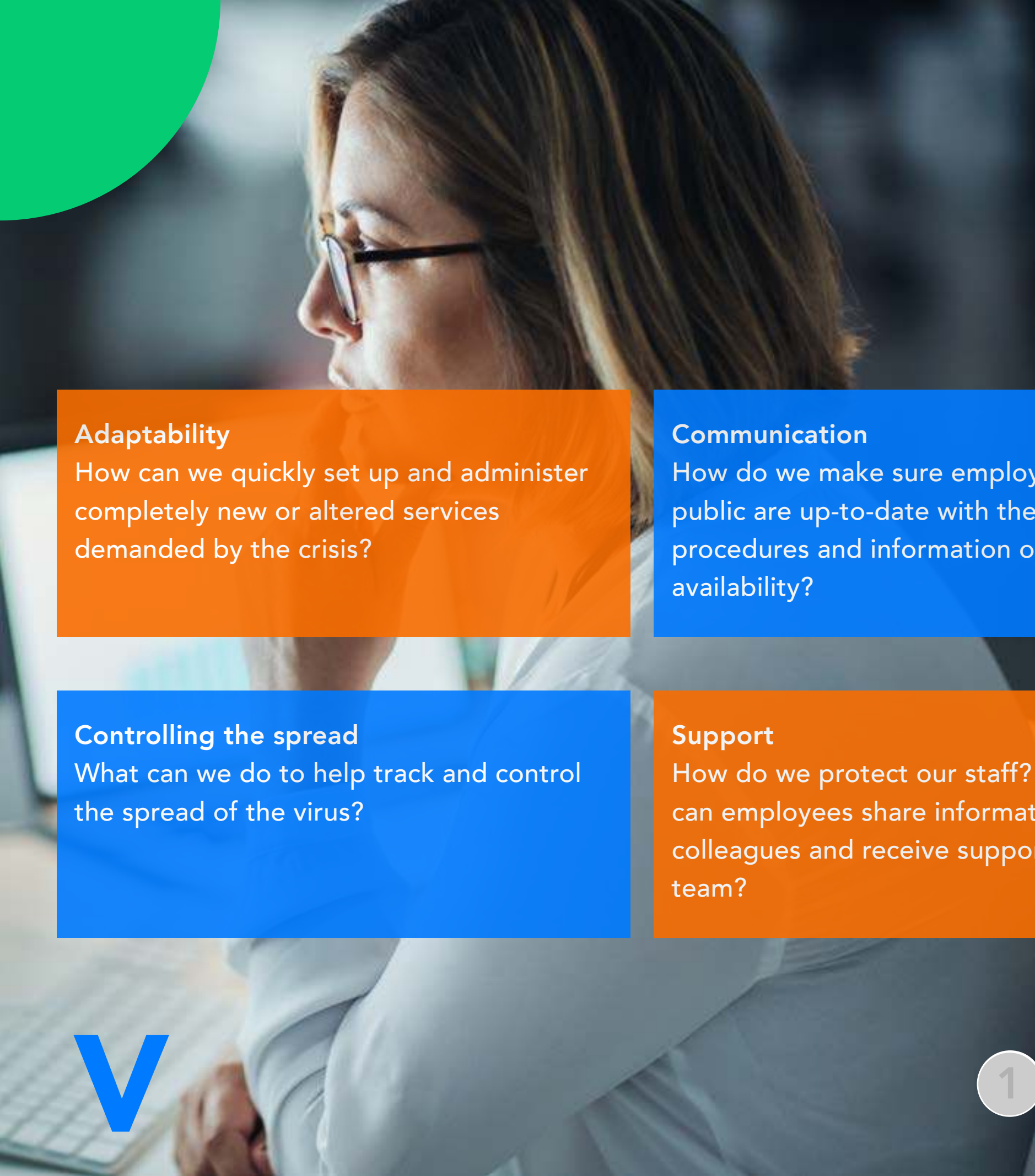
Responding to such a fast-moving crisis requires velocity and agility.

With no time to spend on detailed selection, design and delivery, Verint® is working with its customers in government and public services to find ways of using existing technology solutions in new ways and support the new and amended services they must now deliver.

Challenges and Solutions

In difficult times, citizens rely on public services more than ever. Organizations must adjust to the "new normal" in a quick and professional manner while they deal with new ways of working and increased demand.

In their response plans, governments need to overcome the following obstacles:

Adaptability
How can we quickly set up and administer completely new or altered services demanded by the crisis?

Communication
How do we make sure employees and the public are up-to-date with the latest news, procedures and information on service availability?

Resources
How can we reduce the pressure on services, support staff and harness community groups and the voluntary/non-profit sector?

Controlling the spread
What can we do to help track and control the spread of the virus?

Support
How do we protect our staff? How can employees share information with colleagues and receive support from their team?

Read on to discover how technology can help you

Solutions That Can Help You Adapt

Knowledge Management

- Helps deflect a proportion of calls to your web self-service portal.
- Enables staff to answer questions more efficiently.
- Can be updated rapidly and new information is made available immediately to your staff and the public.

Case Management

- Enables citizens to transact online - rather than speaking to an agent.
- Together with integrated process management, the solution can simplify launching new or modified services or "apps" – making them available quickly for citizens to use online and for employees to use working from home.

Online Communities

- An online resource, not just to find information, but for citizens to help one another, offer their servicesand look out for those in need.
- A community-focused place to discuss issues openly and act as a safety valve.

Internal communities offer your staff the same opportunities by providing an environment which can help them to stay connected to their normal work-based support network and solve problems.
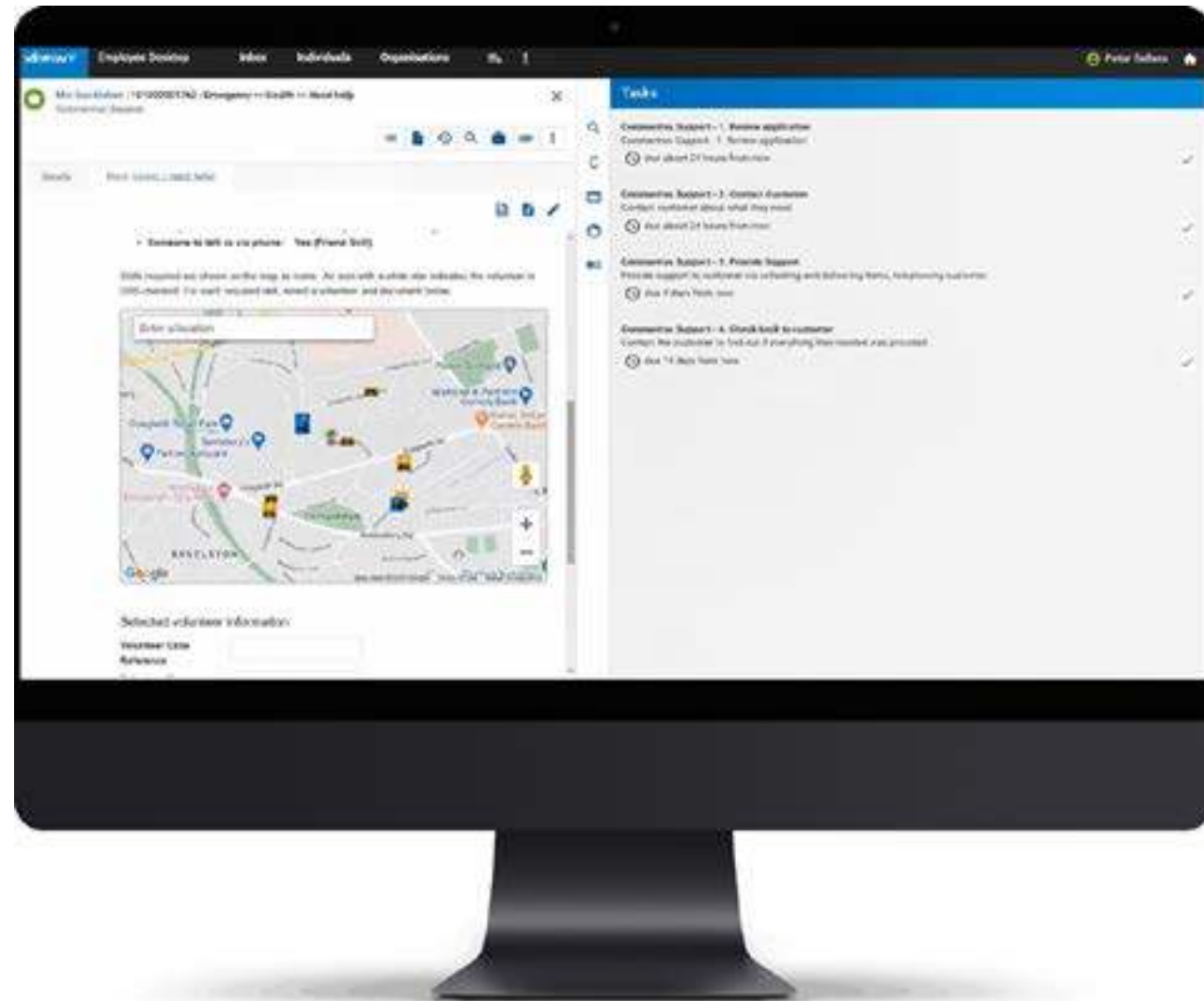
Introducing Verint® COVID-19 Shield

A cloud-based solution designed for managing vulnerable citizens' and volunteers' needs.

An Out-of-the-box Solution Deployed Within Days

In response to the challenges posed by the Covid-19 pandemic, Verint has created **Covid-19 Shield,** a cloud-based, "out-of-the-box" solution specifically designed to help you manage the needs of vulnerable citizens, while recruiting, processing and assigning volunteers to assist them.

This tool is available immediately and can be set up in a matter of days.

Verint COVID-19 Shield can help you:

- Manage your vulnerable 'shielded' citizens
- Manage volunteers
- Match volunteers to vulnerable citizens
- Report on progress and escalate where necessary

# How Does It Work?

Volunteer Recruitment

The application process is simplified and completed with four basic steps:

1. A citizen volunteers via your web portal
2. The volunteer's home address is geo-tagged in the application
3. The application is reviewed and goes through an approval workflow
4. The volunteer is approved

The tool can also enable you to signpost specific factors. For example, if the volunteer has medical experience, maybe they are volunteering for more specialised or long term work and can be linked to a centralised, state function, such as the UK's NHS volunteer data base.

The solution also has the functionality to request details for background checks and establish if the volunteer is authorized to work with children or vulnerable citizens.

WATCH THE FULL DEMO
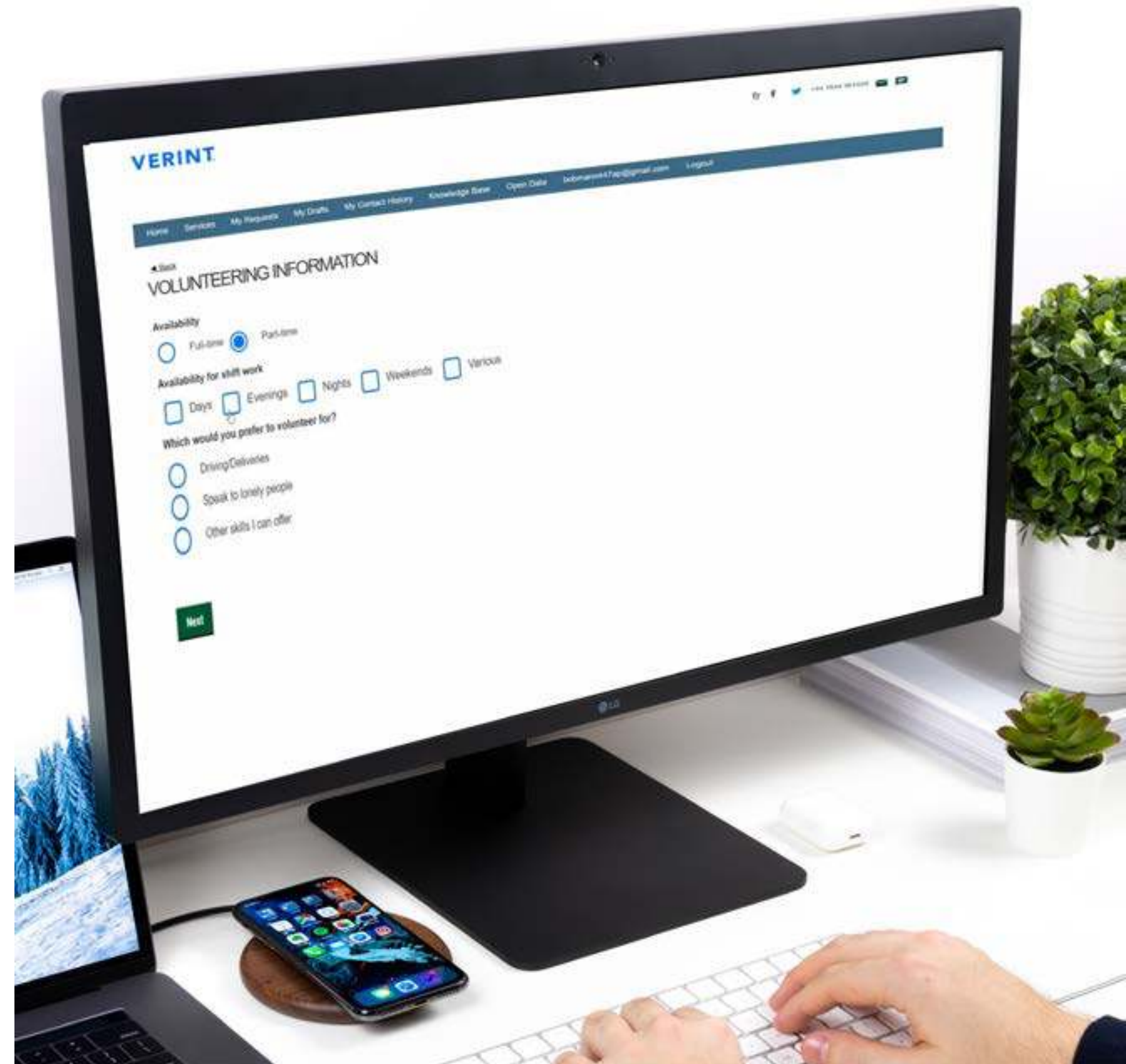
Managing Vulnerable Citizens' Needs

Whether a citizen is asking for help or you proactively contact citizens identified as "vulnerable", Verint COVID-19 Shield can help you easily manage these requests.

When the citizen is asking for help:

1. The citizen selects the "I Need Help" option on your portal
2. Citizen completes a form capturing their personal details and any health conditions or specific needs
3. After the citizen has validated the summary, the application is captured and you can process the application

If the citizen is not familiar with or doesn't have internet access, the solution also allows their relatives, or a customer service representative to fill in an application on their behalf.

When you make direct contact:

1. Your agent is presented with a list of citizens to call
2. Your agent places a call and confirms the citizen's needs
3. Your agent raises an "I Need Help" case to capture the citizen's requirements

In this scenario the imported list may already contain details of why the citizen has been identified as "vulnerable" - for example their medical condition. If correct, this information does not have to be duplicated.

Matching volunteers to vulnerable citizens:

1. Your agent processes an "I Need Help" case
2. The customer requirements are matched to vetted volunteers or available services in the local area
3. Your agent records the matches and contacts both the helpers and those in need

A suggested workflow is presented to help record what actions have been taken e.g. time and details of phone calls made.

WATCH THE FULL DEMO

WATCH THE FULL DEMO

WATCH THE FULL DEMO

Want to Learn More?

Visit our website and request a callback by filling in the form at the bottom of the page.

In the meantime, you may find the resources listed below insightful.

Demonstration webinar: Protecting Vulnerable 'Shielded' Citizens with Verint COVID-19 Shield

Resource hub: 7 Ways to Automate Call Deflection in a Hurry

Webinar: Managing Citizen Engagement and Services Delivery Through and Beyond Uncertain Times

Solution overview: Digital First Citizen Service

Thank you for reading

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