



Our view of the 6 Stages of the Coronavirus Crisis



	Stage 1 Start of the Crisis (Months 1-2)	Stage 2 'Shelter In Place' (Months 3-4)	Stage 3 The Reentry (Months 4-8)	Stage 4 Fall Resurgence (Months 8-12)	Stage 5 Long-Term Social Distancing (Months 12-18)	Stage 6 The Vaccine (Months 18-36)
The Focus	Education on COVID-19	Rules for work from home and 'Essential Businesses'	Employee screening and rules for customers	Changes in quarantine procedures	Distancing rules based on COVID-19 resurgence	Distancing based on rules/obtaining the vaccine
The Consumer	Confusion on what to do next Confusion about the symptoms and testing	Trying to sort out how to Shelter in Place	How to return to work, and other social activities like restaurants, retail, travel, etc.	Experience resurgence in the fall	Confusion on the rules by state or county	Rollout of the vaccine
Business Needs	Clarity on whether business is impacted, concise messaging to customers, and steps taking to address crisis	Communication about how business is supporting the 'war effort' and clear communication to consumers about how operating through the shelter in place	Screen every employee. Help consumers maintain social distancing	Plan and follow new instructions on state rules and social distancing	Concise messaging to customers that addresses the restriction in each state or county	Vaccine rules for return to work, closer restaurant seating, etc.
How Automation Can Help	Provide 1:1 engagement with each consumer who has questions for the business	Proactive message about the new business rules	Proactively screen every employee and visitor with health screener Help consumers make reservations virtually	Communicate how your business is adjusting to the new constraints	Provide business practices that are specific to each state and county	Provide clarity on the rules to return to 'business as usual'

Let Our Team Help Yours

In light of the COVID-19 crisis, Astute is here to help businesses stay ahead through the many stages. Use our technology to help keep employees engaged and to communicate quickly during the times of constant change.



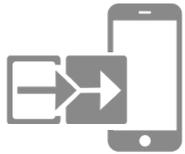
Reliable answers to common questions

Information can be gathered from trusted sources (such as regulatory or governmental sources) in order to answer general questions. Also, personalize the chatbot by adding company specific questions your employees may be looking for.



Health screenings for employees and visitors

Build confidence, reduce risk and ensure you are compliant with established guidelines by screening EVERYONE who enters your place of business.



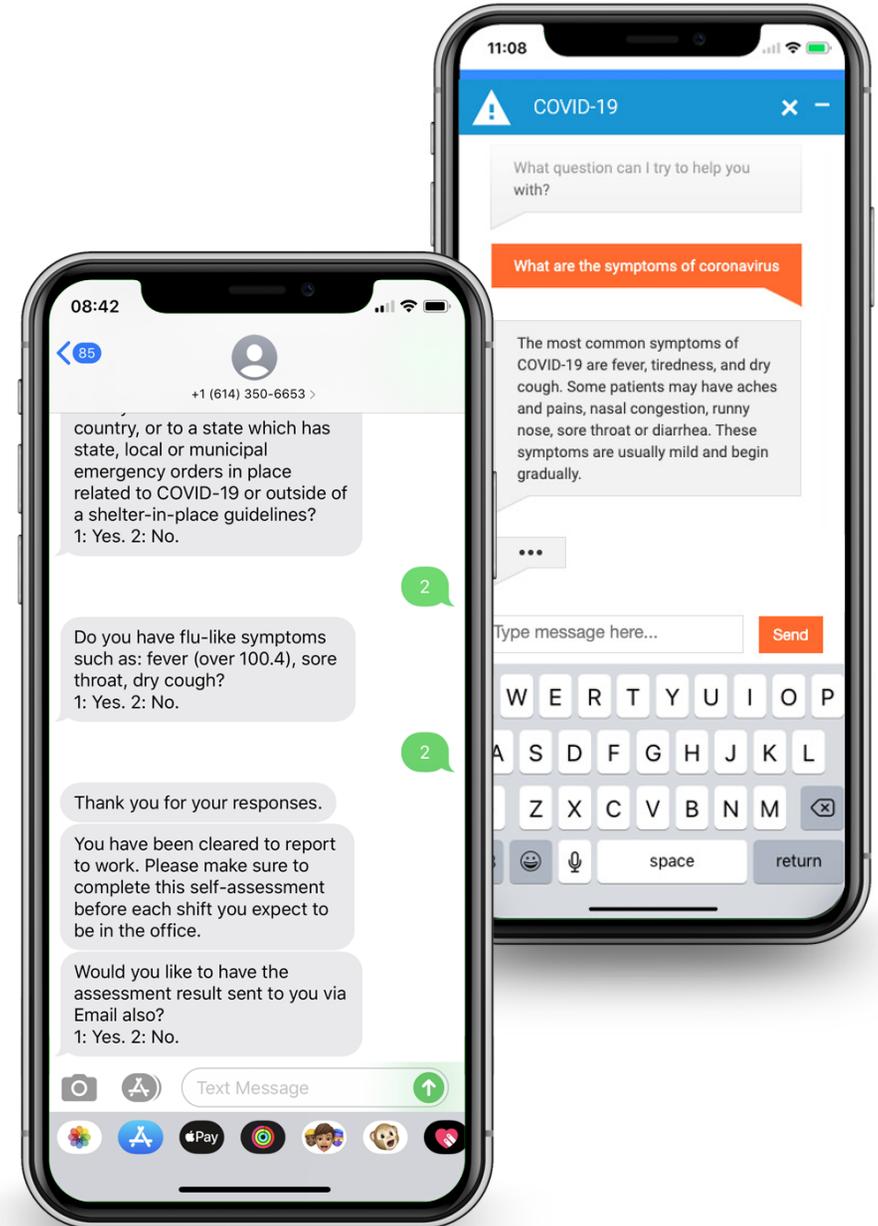
Proactive, ongoing employee engagement

As crisis situations evolve, answers and policies may shift as well. When this happens, you can push updates to employees. You can also message those who have previously engaged with the solution and send updates relevant to the questions they previously asked.



Available for all on variety of channels

Use the channel that makes the most sense, including web, IVR, social and SMS. This can be implemented for internal facing or public facing or both.



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