

Every organization is at risk of experiencing a crisis or disruptive event. Our stand-ready incident response contact center helps simplify communications and eliminates the need for internal teams to field calls, track down key personnel and gather critical information. Deploy a tested solution in times of critical need. Explore the benefits of the Black Swan Incident Response Contact Center.



Black Swan Incident Response Contact Center

VS

Organization's Internal Resources

Pre-event Implementation

Identify points of contact and determine events that trigger contact center activation

Establish access to DIMS®, Black Swan's information management tool, used during incidents to collect, document and organize critical information

Joint training session between our experts and organization's authorized points of contact



Stretched internal resources may undermine organization's ability to handle multiple or large-scale events

The response plan may not cover all potential communication needs or may be limited in scope

Activation

Contact center activated in 60 minutes or less with capacity to process over 5,000 calls per hour, day and night

Mental health professionals serve as first point of contact, providing consistent information and emotional support

Organization's staff is able to focus on critical needs rather than managing large call volumes



Continued high call volumes can overwhelm or burn out organization's staff

Consistent call center messaging is difficult to maintain due to the changing nature of the events and feedback from callers

Organizing information from a rapidly evolving event can be challenging without streamlined processes

Call Data & Reporting

Statistical and qualitative call data collected and distributed through DIMS

Counselors triage and document calls, escalating only a small percentage requiring the organization's direct involvement

Daily reports on call topics, trends and call volumes are provided to management, helping drive the organization's communication and overall response



Inconsistent documentation methods may delay analysis needed for effective decision-making

Decentralized data collection may impede the identification of trends needed to inform an organization's approach

Debrief

Post-event information gathering from responder and management teams to identify key takeaways

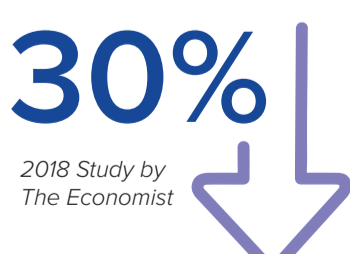
Debrief report created and reviewed with organization, acknowledging successes and outlining recommendations for improvements or adjustments



Gathering objective feedback from within the organization can be difficult

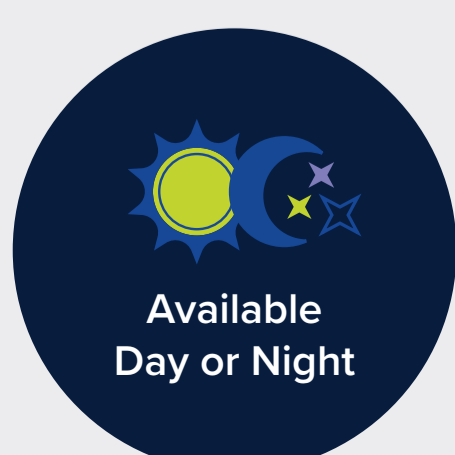
Post-event meetings and data analysis can get overlooked as organizations strive to return to normal operations

Public Relations & Reputational Risk



Potential valuation decrease due to a poorly handled response

A response to a disruptive event can impact an organization's value and reputation. Well-coordinated responses can influence positive media coverage, build goodwill within the community and have a positive impact on employee retention.



Ready to Answer, Ready to Serve – 24/7

Our Black Swan Incident Response Contact Center provides multi-faceted support services. Deepen your organization's bench with an experienced, specially-trained team of experts.

Visit empathia.com or call 866.332.9595 for more information.