

**PUBLIC HEALTH**

# COVID-19 Dynamic Call Center Script

Use this [free online tool](#) to help your call center teams deliver fast and accurate information about COVID-19, and to understand the most urgent concerns of those people reaching out to your organization for help.

**THE CURRENT SITUATION**

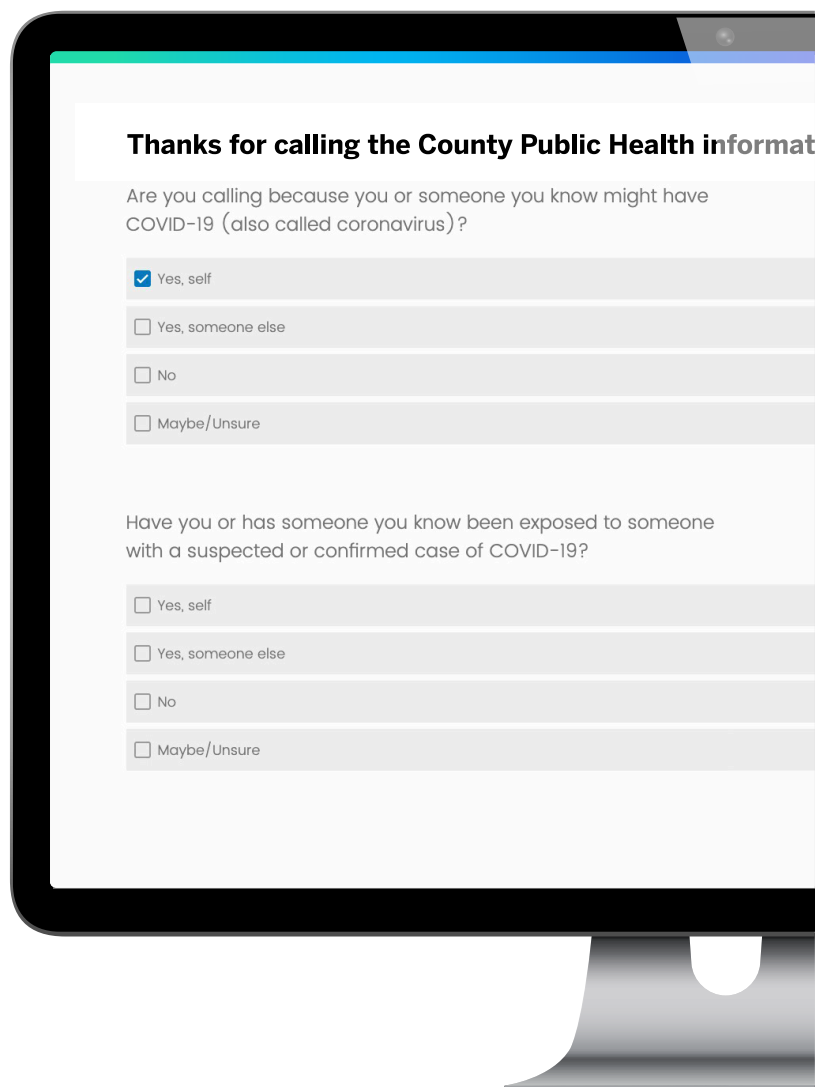
Requests for information about COVID-19 are putting unprecedented strain on public health and government organizations, forcing many to set up ad hoc call centers. Public employees are stepping up to field incoming queries—regardless of their usual jobs.

**THE PROBLEM**

With limited time for training, many employees feel uncertain about whether they're providing the most accurate and up-to-date information. Additionally, the changing situation makes it difficult to identify trending topics and understand where external communications will have the biggest impact.

**OUR SOLUTION**

Qualtrics has created the Dynamic Call Center Script to help staff deliver accurate, up-to-date information. Governments and public health organizations can easily update the knowledge base; access automated reports showing trends, patterns and gaps in information requests; and collect information from people who may be symptomatic.



**Thanks for calling the County Public Health information...**

Are you calling because you or someone you know might have COVID-19 (also called coronavirus)?

☒ Yes, self

☐ Yes, someone else

☐ No

☐ Maybe/Unsure

Have you or has someone you know been exposed to someone with a suspected or confirmed case of COVID-19?

☐ Yes, self

☐ Yes, someone else

☐ No

☐ Maybe/Unsure

# Benefits of the COVID-19 Dynamic Call Center Script

## HELP STAFF PROVIDE THE RIGHT INFORMATION

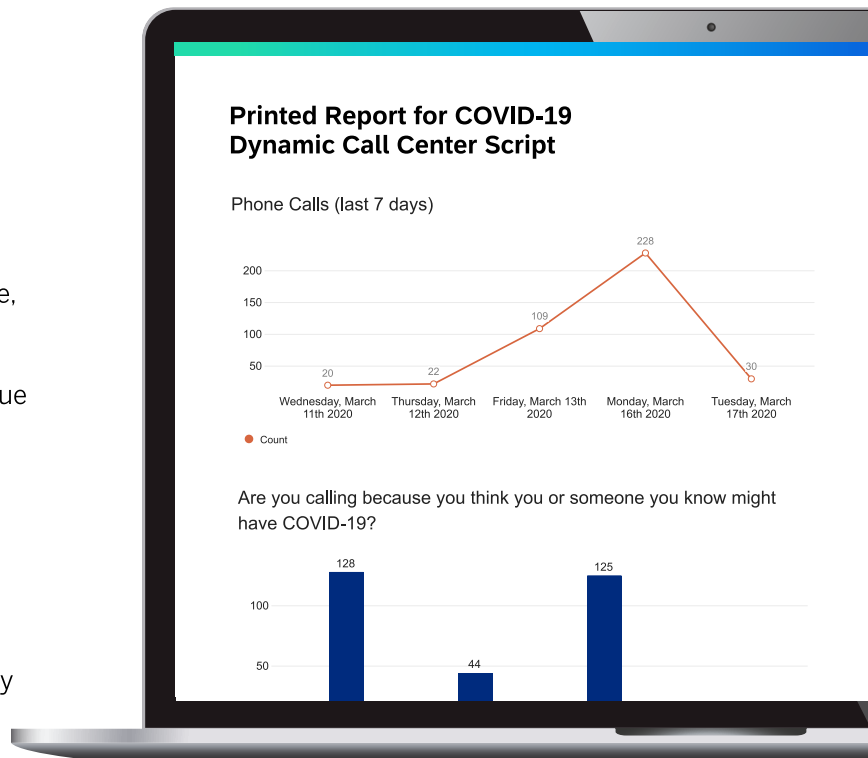
- + Give your staff a pre-built form to triage calls coming into your organization and provide the most up-to-date information
- + Enable your staff to quickly identify the most at-risk patients, ensure they receive the right care, and collect information to follow up
- + Customize the form to continually meet the unique and evolving needs of the people you're serving

## SPEED UP THE ONBOARDING OF NEW STAFF

- + Ensure that your staff fielding calls are delivering accurate information to the public
- + Standardize your response to any incoming query to ensure callers get the same information, whomever they speak to

## UNDERSTAND PEOPLE'S MOST PRESSING CONCERNS

- + Gather call data in one place and get automated reports showing common trends and topics of concern
- + Assist with identifying and tracking potential cases
- + Focus your efforts on the things that are going to have the greatest impact on your callers' lives



**The COVID-19 Dynamic Call Center Script is free to use for all federal, state, and local governments and public health organizations.**



Set up a [free account](#) and follow the short, guided process to configure the solution to match your organization's needs. Terms and conditions apply.

Qualtrics is the world's leading experience management platform. With Qualtrics XM you can create, monitor and manage every experience on a single platform. Our advanced artificial intelligence and machine learning helps uncover deep insights and makes connections between your customer, employee, product and brand experiences to help close experience gaps and drive value back to the bottom line. Learn more at [qualtrics.com](https://qualtrics.com).