

# Bosbec incident and crisis communication tool

In case of an incident/crisis it is very critical to have a coordinated communication that is agreed and simple. A scenario when an incident occurs is as follows

Why	Solution
<p>You have to document the case and set up a meeting with the crisis management team.</p>	<ul style="list-style-type: none"> <li>• You will open a new case where you will have all the communication.</li> <li>• You can also make notes in in the tool for documentation.</li> <li>• Set up a meeting and send out a message to the crisis management team. You will have an overview of who has answered or not and you can send reminders to those who has not answered.</li> </ul>
<p>When you have had the meeting you will have some actions that needs to be done.</p>	<ul style="list-style-type: none"> <li>• You will easy create task list where you can assign each task to different people.</li> <li>• You will have a good overview who has done the task or not and you will be able to send reminders.</li> </ul>
<p>After the meeting you and your team will have further questions that needs to be discussed – and you cannot set up too many meetings.</p>	<ul style="list-style-type: none"> <li>• Set up a chat with all the members that you would like to have in the chat.</li> </ul>
<p>An important part of the process is to inform different stakeholders.</p>	<ul style="list-style-type: none"> <li>• When sending out information you can do this in two different ways – either you have a prepared template with information and guidelines or you have to create the message directly. <ul style="list-style-type: none"> <li>▪ You will have the possibility to create templates</li> <li>▪ When you have to create the message directly you can send it to a group for approval. After it is approved you can send it out (off course you do not need the approval process).</li> </ul> </li> <li>• It is important that you can select different groups of stakeholders. You can do this in different ways. <ul style="list-style-type: none"> <li>▪ Prepare groups with the different stakeholders.</li> <li>▪ Use attributes for selecting stakeholders (with or, and, exclude, include etc).</li> </ul> </li> <li>• You might just send the information out or you will</li> </ul>

	demand for a confirmation that the information has been read.
You have probably set up some checklists that will be done during specific events.	<ul style="list-style-type: none"> <li>In the form builder you can prepare forms that can be used to send out. You will easy get an overview of what have been done or not.</li> </ul>

**After the incident/crisis you will close the case, and everything will be saved. You can export it from the service and save it or you can have it saved in the tool.**

### Summery

- Each case will have a unique number and all communication will be saved under the same number.
- Functions for groups or creating attributes for an easy selection of receivers of information.
- Chat functions for an easy dialogue for different groups during the process.
- Confirmation of receiving information or participating in activates.
- Reminders
- Templates
- Create task list where you can assign activities to specific people.
- Creating forms where receivers can check of what have been done.
- Administration from web interface or mobile apps.
- Create different kind of administrators with different permissions.
- Receivers will get information via e mail, sms or in an app – get it as you wish.
- Receivers can easy be updated in the tool or the tool can easy be integrated into another solution for automated updates.
- The solution is a complete cloud solution – it is important so it can be used if you own infrastructure is completely down.

### Pricing

Account with the services*	190 euro a month
Additional administrator	9 euro a month
Sending messages	From 0,0003 – 0,01 euro depending on kind of message and destination in the world

\*including 1 administrator.