COVID19-HELPLINE Retrospective

March 28th , 2020

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| **What We Have Accomplished** | **What is Working Okay** | **What needs Improvement** |
| -We have launched the service to Public  - Fixed some issue with Keyword Searches  -Removed Google Dependencies.  -Restored limited Functionality using John Hopkins’ new data format  .  -Provide user with Growth Rates  -Searchable by zip code  -Recreated a website  modeling our service  -Set up a GoFundMe page  -Received Gift Credit from Twilio  -Add the ability for user to Subscribe.  Marketing on Instagram, Twitter and Facebook | -Provides accurate data  -Most keyword searches are working.  -Marketing did very well  -All U.S states are showing accurate results | -Add SMS Option for closest testing centers.  -Provide City/State Lockdown hours  - Monitor how many unique users are using our service.  -Get more funding for promoting the service.  -Keyword searches continue to be a problem  -Users have expressed the need to have this service available in Spanish.  -How are we going to limit user to one text per day? Is this still necessary  -Pulling up Twilio Metric report on weekly basis.  -Provide user the instruction on how to subscribe in the Welcome message.  -Response time is slow when searching locations. |