



COV2WORDS

YOUR OWN SMART HOTLINE.

INTRODUCTION

“

Imagine that you are very **concerned**,
you belong to the **risk group**, but at the same time,
you do not want to burden anybody in such critical times.
You **need a recommendation** for action, but you have nobody to turn to.

You have to stay at home - you are older and not technologically firm.

For those people, we provide a scalable solution:
A smart recommendation hotline.

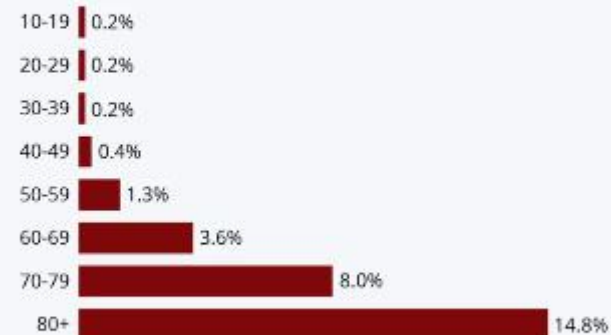
”

COVID19 CHALLENGE

- Risk group are **older** people
- In industrialized countries, **only 33%** of older people use the Internet
- Telephone hotlines can help out - but are **busy**

Study: Elderly Most At Risk From The Coronavirus

COVID-19 fatality rate by age (as of February 11, 2020)



n=44,672 confirmed COVID-19 cases in Mainland China
Source: Chinese Centre for Disease Control and Prevention



statista

The older generation and computers - an unresolved challenge

Following events about virtual reality and tech accessibility at the North London branch, committee member Maureen Childs MBCS and Erwin Schaefer MBCS explore how older people may feel excluded from benefits of technology and how a few small changes could make a big difference to IT use by seniors.



Crisis Hotlines See Spike In Calls As Anxiety And Fear About Pandemic Grows

Ministry of Health: COVID-19 hotline launched; use only as last resort

CEOLA BELUX CREATED : 21 MARCH 2020 COVID-19

Digital souveränität

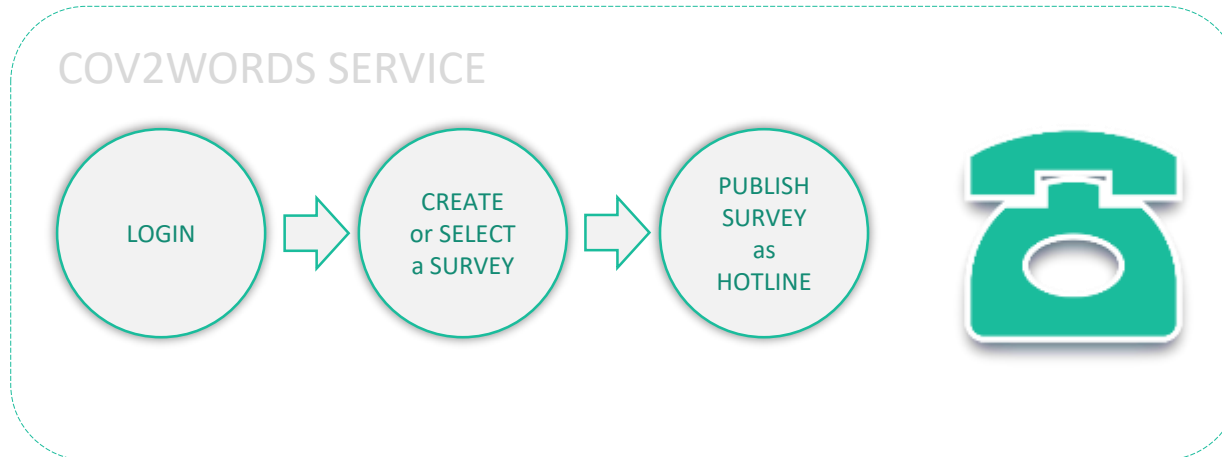
Kompetenzen für ein selbstbestimmtes Leben im Alter

Stiftung Wittenberg, Stiftung Wittenberg, Stiftung Wittenberg

BertelsmannStiftung

OUR SOLUTION

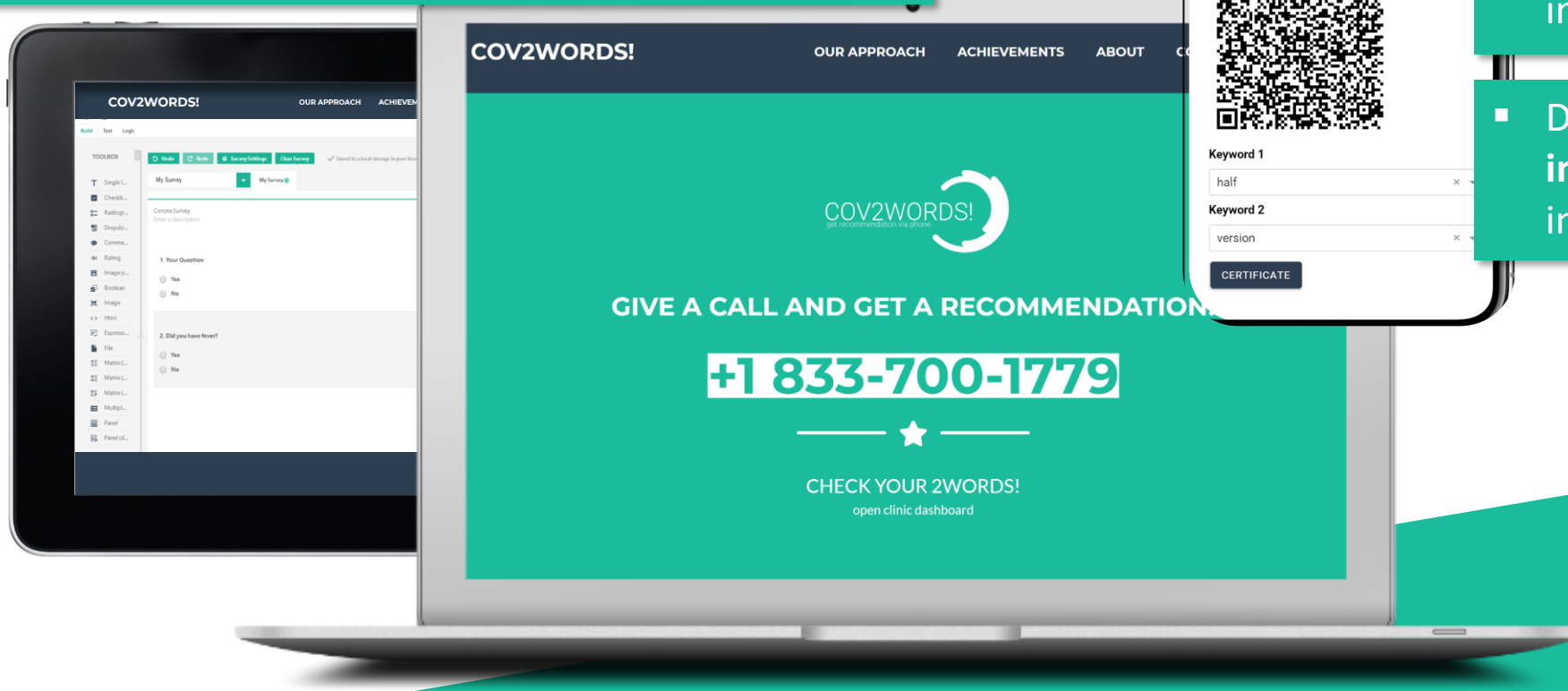
- Patients who feel ill call the hotline and receive a suitable recommendation for action after the questions have been answered.



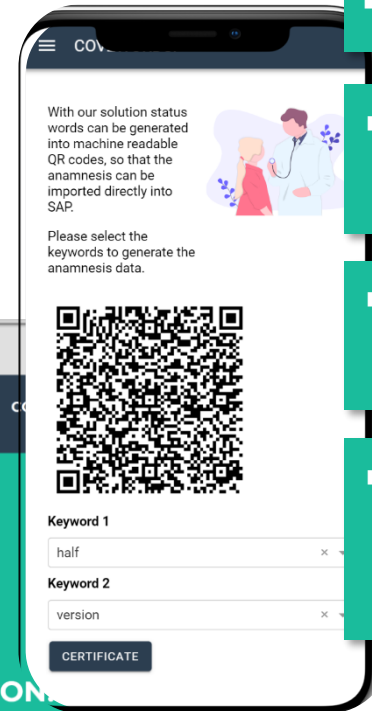
- A representative creates a survey simply by drag and drop and publishes it once with **one-click** as digital hotline service.

PRODUCT

CHECK WWW.COV2WORDS.COM



- We provide a **survey builder**
- A **one-click hotline service** based on selected or created survey
- **Analytics** of answers in an interactive dashboard
- Decoding of given word pair to **import answers** into hospital information system



MARKET

Market will be **ACCELERATING** at a **CAGR** of nearly **9%**



<https://www.technavio.com/report/contact-center-market-industry-analysis>

One of the **KEY DRIVERS** for this market will be the **INTEGRATION OF IVR INTO CONTACT CENTERS**

<https://www.technavio.com/report/contact-center-market-industry-analysis>

INCREMENTAL **GROWTH** UNTIL 2024 by **\$5.99bn**



<https://www.technavio.com/report/contact-center-market-industry-analysis>

Contact Center Software Market Size Worth

\$72.3bn
by 2027



<https://www.grandviewresearch.com/industry-analysis/contact-center-software-market>

The **year-over-year** growth rate for 2020 is estimated at



7.57%

<https://www.technavio.com/report/contact-center-market-industry-analysis>

Market growth in the **voice-based segment will be faster** than the growth of the market in the text-based and social media-based segment.

<https://www.technavio.com/report/contact-center-market-industry-analysis>

COMPETITORS

- Most cloud-based IVR solutions are built on amazon web services (AWS) or Twilio.



Twilio Flex is service, where everybody with a solid IT background can create own cloud-based contact center.

\$ 1.13 B



CXEngage claims to be able to migrate a call center to the cloud in 48 hours.

\$ 100 M



Amazon Connect allows graphical programming flows of conversations. Difficult to implement complex conversations.

\$ 87 B



Genesys announced **CX Blueprint** – a cloud-based call center solution. Information on this is still limited.

\$ 2 B



Avaya OCEANA cloud-based contact center does not give the option to build by yourself. Integration fees apply.

\$ 2.89 B



- There is only one platform that allows building his hotline. However, solid IT knowledge is required.

COMPETITIVE ADVANTAGE

AWARD WINNING



Awarded by **Swiss Confederation**



Awarded by **CSS Insurance**
Switzerland



Selected as Spotlight Project by
German Federal Ministry of
Education and Research



Selected as Spotlight Project by
United States Department of
Health and Human Services

TRUSTWORTHY

- We provide immutable documentation of phone calls and interactions using **Distributed Ledger Technology**.
- No personal information is stored.
- We offer a unique solution to get his answers encoded in a word pair.

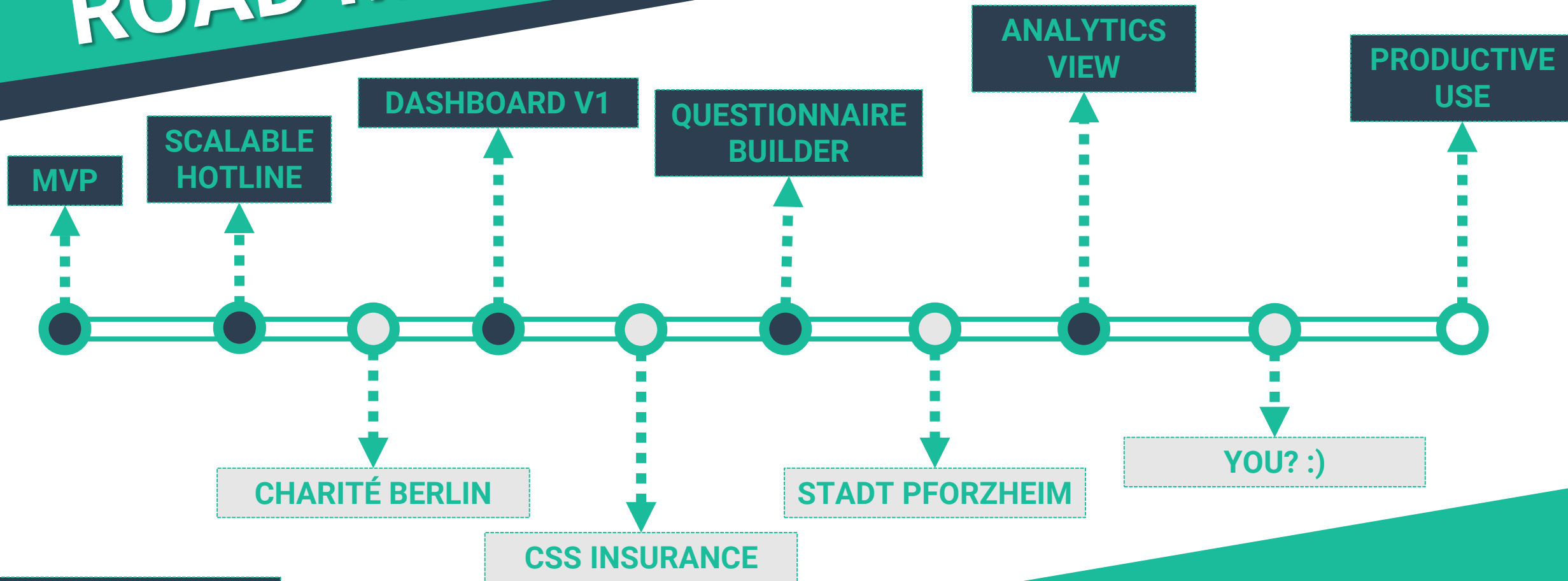
AFFORDABLE

- We offer SMEs the unique opportunity to offer affordable digital hotlines. You pay according to the duration of use.
- The price model is therefore scalable and adapts to the size of the customer

EASE OF USE

- We are the only provider for **1-click digital hotlines**
- Users can drag and drop their call flows or select from existing flows.
- Our solution enables easy integration into the medical sector by using only two simple words.

ROAD MAP



TECHNOLOGY
BUSINESS PARTNER

TEAM



ALEXANDER SCHOENHALS

Co-Founder

- 5y+ professional experience as a software engineer at SAP AG, United Internet AG, and Mercedes-Benz AG
- Lecturer at the University of Pforzheim in UI/UX and Innovative Media Systems
- Holds an MSc in Computer and Information Science and is currently doing his PhD in Computer Science
- Several publications and patents in the field of interactive systems



THOMAS HEPP

Co-Founder

- 2y+ professional experience as CTO at a technology startup
- 5y+ professional experience as a software engineer
- Holds an MSc in Computer and Information Science and is currently doing his PhD in Computer Science
- Several publications and patents in the field of distributed ledger technology



FABIAN LUEDERS

Co-Founder

- 10y+ experience as IT-expert at Karlsruhe Institute of Technology, United Internet AG & LRM
- 4y experience as a graphic designer
- 5y representation of the management at LRM



AARON SZERENCZES

Co-Founder

- Left his mathematics studies to pursue a career in professional poker. Won over \$250.000 in offline and online poker tournaments
- develops web-based open source solutions for over ten years as an autodidact for different non-profit organizations

CONTACT US



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REACH THE PEOPLE
WHO WANT TO BE REACHED.