## **Research Study Line Support Process**

Need to create a support process for research study participants that supports the ability to contact people with questions via voice, preferably a phone call.

### Requirements

* Who is the primary user of this service?
* Phone number to put on flyers (or website) for PPT to call with questions
* Contact number for recruiting, eligibility and assessment call back
* Custom voicemail greeting
* PPTs should be able to leave Voice mail for call back
  + Can it automatically capture the person’s MDN they are calling from?
* Ability to easily forward calls to different TSH employees
* Multiple people should be able easily check voicemail everyday
* Emergency Call support or impact?
* HIPAA compliant / privacy?
* Integrated “Ask for Help” functionality in the A/V platform (in the future)?

### Google Voice looks like a good candidate and meets all requirements

* Google voice pricing
* <https://cloud.google.com/voice#pricing>
* Standard Plan $20 per user / per month
* **Standard vs. Starter Plan** ($10 per user / per month) **has “Multi-level auto attendant” Feature**
* Standard Features
  + Number of Users: up to 10
  + Domestics locations: up to 10
  + International: None > N/A
  + Free Calling to US from any country
  + Free Calling to Canada from any country
  + Unlimited SMS in US
  + Google Fi compatible
  + Voicemail Transcription
  + Google Calendar Integration
  + Google Meet Integration
  + Mobile apps: Android & iOS
  + Web Application
  + Support: 24/7
  + SLA
  + Usage and activity reporting
  + Call Forwarding
* Google voice requires installation of Workspace
  + <https://workspace.google.com/pricing.html#:~:text=Google%20Workspace%20plans%20start%20as,per%20month%20for%20Business%20Plus>.
* Business Starter Plan: $6 USD / user / month
  + Custom and secure business email
  + 100 participant video meetings
  + 30 GB cloud storage per user
  + Security and management controls
  + Standard Support