Kids Help Phone

Challenge 2: Create a solution that helps lead young people to web content by using new forms of digital communication.

Kids Help Phone wants to make it easier for individuals to find the online resources and web content they are looking for. Oftentimes, individuals resort to calling in to ask staff where to find something on the Kids Help Phone website. This occupies available phone lines which should be left available for crises calls. It would be great to have a solution that can lead young people to web content and resources to improve the availability of call agents.

Ideal Features:
- Integrated into website (HTML5/Drupal)
- Should involve conversational elements [Search (Website), Native FB Messenger App, Kik App, Social Media]
- Should connect individuals to other relevant services in the industry (outside of information on the Kids Help Phone website)
- Should interact with web-based content on the KHP website
- Can be proof of concept

KHP User Journey (Mark)
KHP User Journey (Martha)
KHP User Journey (Daniel)
KHP User Journey (Karen)
KHP User Journey (Katrina)
KHP User Journey (Ashley)

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