SafeCall System User Journeys

Contents:

- -Legend
- -Volunteer Signup Process 1
- -Volunteer Signup Process 2
- -Client Sets up Safecall
- -Manual Call Assignment
- -Client Cancels Safecall
- -Volunteer Cancels SafeCall
- -Volunteer Triggers Emergency
- -Volunteer Confirms Safecall Happened, No Emergency
- -Client Requests Info Deletion via E-Mail
- -Volunteer Auto-Assigned to Call
- -Admin Removes Volunteer

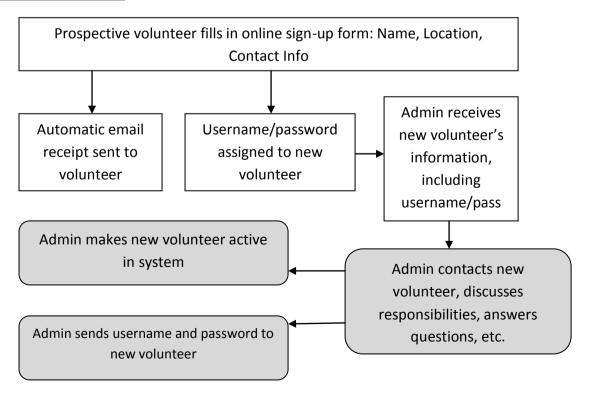
Legend:

Step taken by SafeCall system

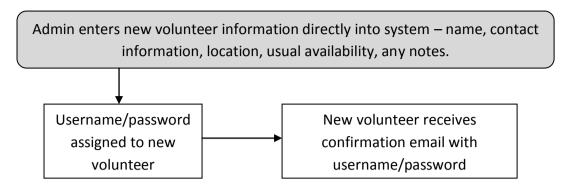
Step taken by Volunteer, Admin, or Client

Decision Point

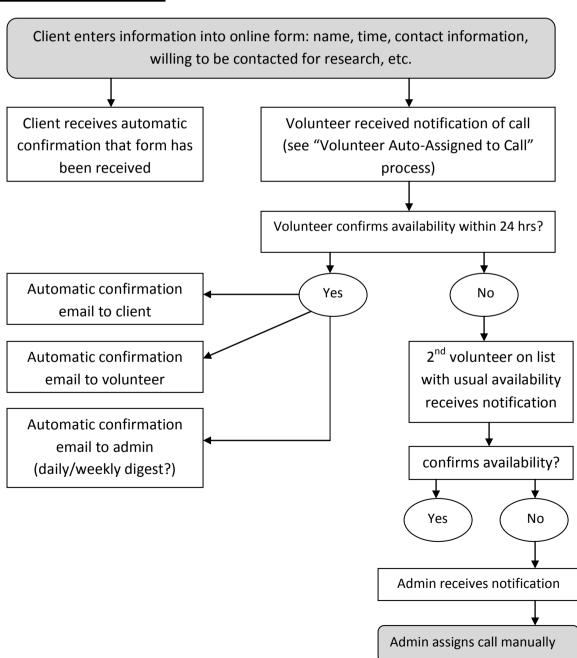
Volunteer Signup I



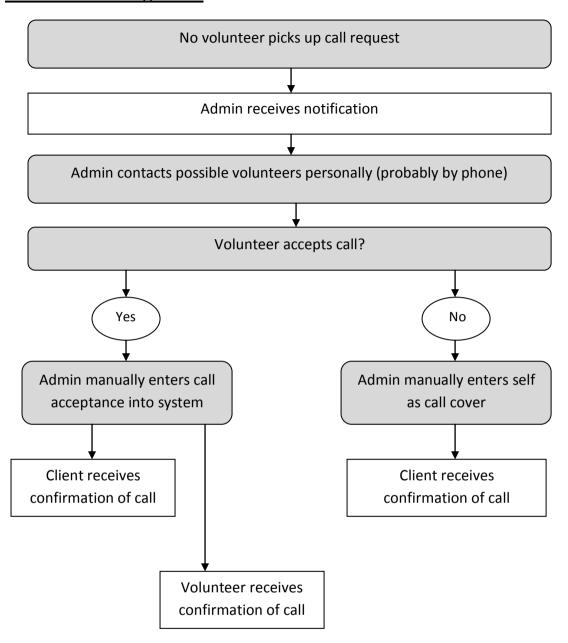
Volunteer Signup II



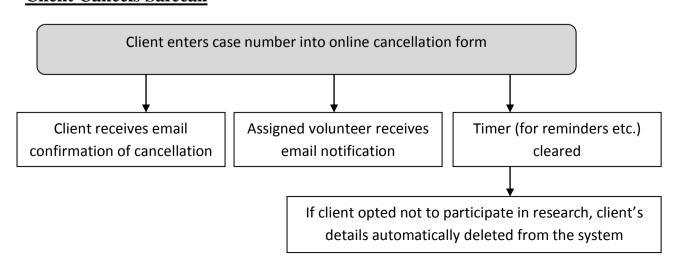
Client Sets Up Safecall



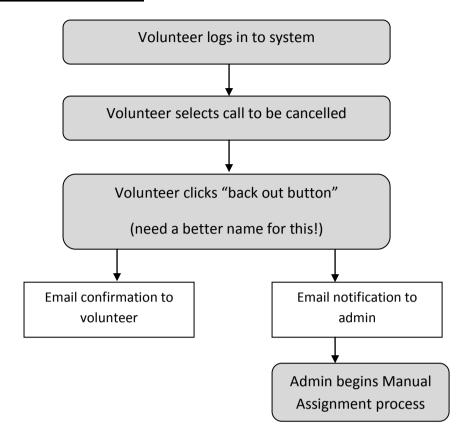
Manual Call Assignment



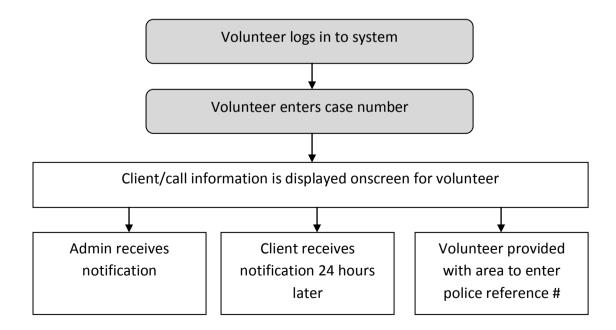
Client Cancels Safecall



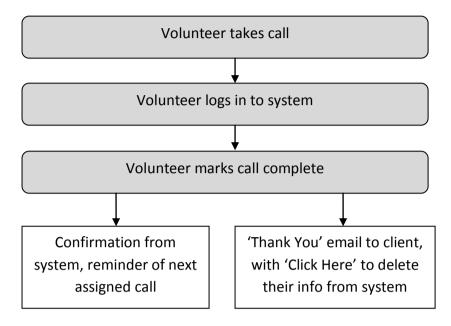
Volunteer Cancels Safecall



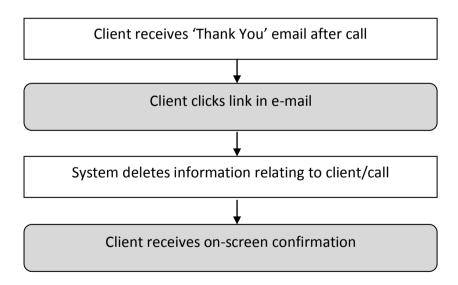
Volunteer Triggers Emergency



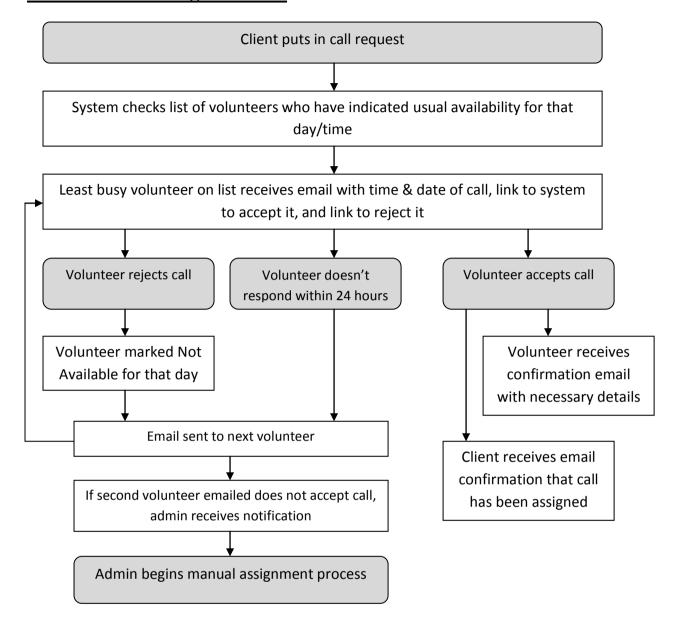
Volunteer Closes Call, No Emergency



Client Requests Info Deletion via E-Mail



Volunteer Auto-Assigned to Call



Admin Removes Volunteer

