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Covid-19 Vulnerability Power App

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Our Power Platform team has utilised the Microsoft Power Platform to build a solution that helps get food and medicine to vulnerable and at-risk people during the Covid-19 crisis. The main requirement for this app was speed to launch.

The application enables people to call into a helpline or log a request for help via an online form that triages food or medical delivery tasks to volunteers in their area. This application has been built on the Microsoft Power Platform to enable rapid deployment in just a matter of days.

Why use a Power App?

1

Assign volunteers at pace

Using a clear and simple interface, Hub and council workers can view, filter and search requests to allocate tasks to appropriate volunteers. Volunteers will then be able to select the task which will show the vulnerable person's details, their requirement, delivery instructions and a map of their location. The user will either be allowed to complete the task, which will be marked as done in the database or escalate the task back to the Hub manager with additional details.

Volunteers can be added to the app by Hub workers simply and easily. Volunteers can access the system via any device and without the need to have an account in AD.

2

Create and view custom reports on a single dashboard

View all of your most important metrics at a glance within a single dashboard. Create custom reports to give insights into your contacts, tasks and volunteers to show you how many open tasks you have, how many volunteers you have in a given area or what your most common requests are. Use this information to then make timely, data-driven decisions.

3

Deploy in hours

The Microsoft Power Platform enables you to build, update and deploy low-code applications in just hours. For example, the triage application can be updated with logo's, custom questions and deployed in a single day and updates can be done in a matter of minutes.

4

Connect all your users

Contact Centre Operator – Enable contact centre operators to quickly gather data on vulnerable and at-risk people, assign tasks to those people and allocated them to hubs. All this data is stored in the common data service.

Hub Manager or Allocation Team – Allocate volunteers to respond to requests based on their availability and location.

Volunteers – Quickly mobilise volunteers to provide urgent supplies to those in need.



Need assistance? We're here to help. Speak to your ANS account manager to request a call back or to view a demonstration of the app, visit <https://info.ans.co.uk/power-apps>