



Enable the vulnerable to text your shelter's existing crisis line

2-Way Text Concierge

Overview

- Counsellors can log into the web-based platform and text back and forth with women in need
- Tickets are created to track each conversation and can be classified as urgent so a monitoring supervisor can intervene when needed
- All text communication between a counsellor and client is recorded reducing the need for detailed notetaking
- Recorded conversations can be reviewed in the event of critical situations (overdoses, domestic violence, etc.)
- Ability to provide automated responses using Keywords
- Craft canned responses for quick replies
- Secure, end-to-end encryption

Special Offer to Shelters

Text Enable Existing Number	Billing Options	Subscription Fee Options	\$/SMS Text (each direction)	\$/MMS Text (each direction)
\$100 FREE	Monthly	\$50/month* (First 6 months) \$100/month (After 6 months)	\$0.03 (billed monthly)	\$0.06
	Annual (billed upfront)	\$900/year*	\$0.03 (billed monthly)	
\$2,500/year* (Includes up to 5,000 SMS/month)		\$0.02/SMS overage (billed monthly)		

* Special first year Shelter rate

"211 Calgary and Area has provided 24 hour information and referral support since 2005. Ivrrnet's 2-way Text Concierge software has successfully enabled 211 to connect with those who prefer texting over other communication channels. The web-based solution is easy for our staff to use, continues to grow in its usage, and the Ivrrnet team is very supportive and adaptable to our changing needs. I would recommend Ivrrnet and their communication tools to other support agencies looking for a 2-way text solution."

Chloé McBean, 211 Program Manager, 211 Alberta – Calgary and Area, a program of Distress Centre Calgary

Click [HERE](#) for a demo video