

The background of the slide features a dark, textured surface with a subtle gradient from dark red on the left to dark blue on the right. Overlaid on this background are several 3D models of COVID-19 virus particles, which are spherical with numerous spike-like protrusions. One large, detailed virus particle is prominent in the lower-left quadrant, while several smaller, more translucent versions are scattered in the upper-left and background areas.

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COVID-19

Solutions

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COVID-19 Business Impacts



REQUIRED:
Remote working



REQUIRED:
Social Distancing



CHALLENGE:
Refocusing your product and
service offerings

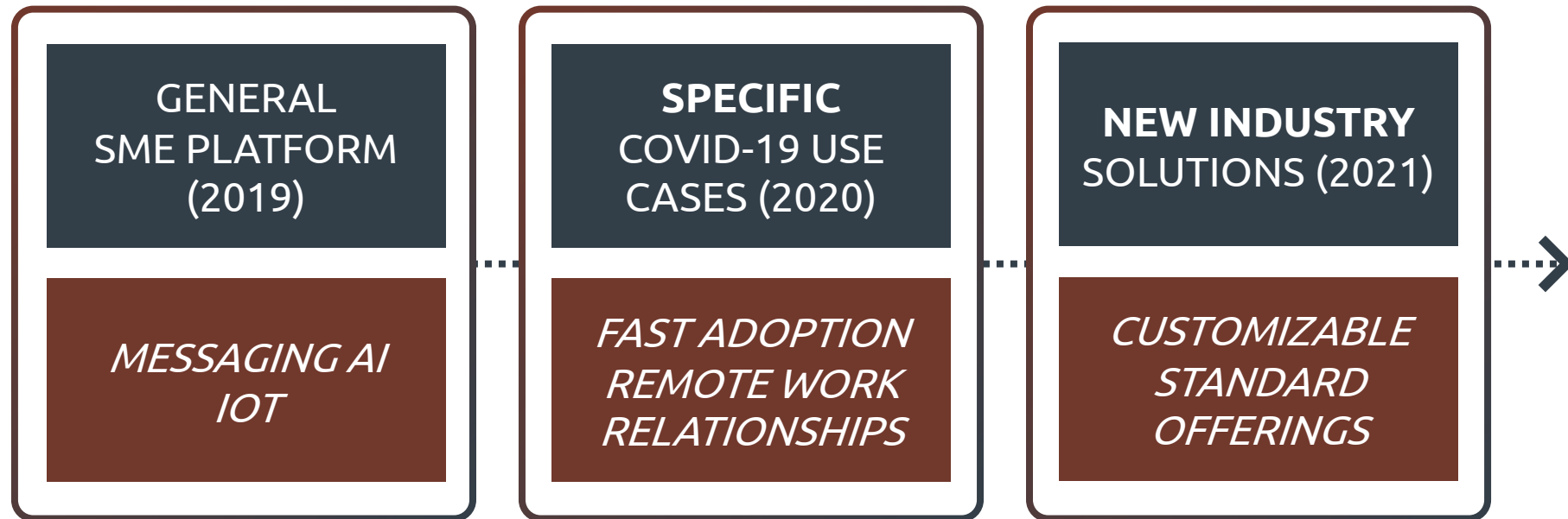


CHALLENGE:
Supporting your clients
through the crisis



CHALLENGE:
Traditional methods of in-
person supervision

COVID-19 Impact on SME Roadmap



COVID-19 Old & New Reality

- SME's entire executive team has productively worked remotely since our inception six years ago.
- Our current focus is leveraging our proven success with the Work from Home (WFH) model to help our clients.

Popular Use Cases



Task Management

Assign/Update Tasks
Send Task Alerts
Provide Task Assistance



Team Communications

Broadcast Messages
Automate Escalations
Manage Appointments



Team Training and Support

On-Demand Training
One-on-One Mentoring
Knowledge Repository

Executives

Any Channel

Managers

Any Language

**Internal &
External Team
Members**

Team Management

Location/Presence
Authentication
Work Reviews
Timesheet Automation



Conversational Data & Analytics

Productivity Analysis & Alerts
Performance Analysis &
Alerts
Issue Analysis and Alerts!



External-Facing

Partner Analysis & Alerts
Supplier Analysis & Alerts
Government Analysis &
Alerts





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General Use Cases

Notifications & Alerts

- WhatsApp Business Account (WABA) + Unified AI® + Chatbot
- Instantly connect your audience to everyone on all channels

Give businesses, communities and local, municipal, county, state, regional, and national authorities the ability to communicate at scale

- 1 “We will be closing the beaches at 5:00 p.m. today.”
- 2 “Let us know if your company has the capability to produce ventilators.”



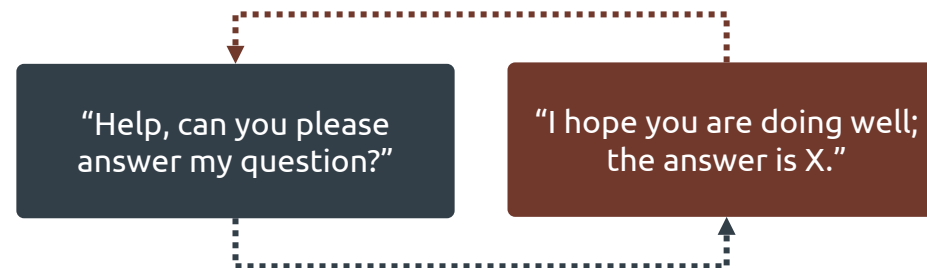
Automate Routine Q&A

- WhatsApp Business Account (WABA) + Unified AI® + Chatbot
- Automate replies to reduce the need for human interactions

Businesses of all sizes connect with their customers via WhatsApp

1 "We will be closing the beaches at 5:00 p.m. today."

2 "Let us know if your company has the capability to produce ventilators."



Customer Service + Internal Chats

- WhatsApp Business Account (WABA) + WhatsApp Chat Group
- Eliminates “Sorry, I don’t have an answer for that” from your responses

Makes manual responses fast, easy, and scalable

1. All conversational data and analytics is available in the Unified AI® dashboard.
2. Team members can discuss issues internally and then communicate with customers.

“I’m calling for a status on my shipment.”

“It’s out for delivery and should arrive by 2pm.”

Contactless Visitor Access

- WhatsApp Business Account (WABA) + Unified AI® + Chatbot
- 100% contactless solution to register and manage building visitors

For emergency services and maintenance:

1. Resident sends email to visitor who then registers and sends a selfie to the system
2. System's cameras, gates, and elevators recognize visitor and track visit



The background of the slide features a large, detailed illustration of a coronavirus particle, showing its characteristic spherical shape and numerous spike proteins protruding from its surface. The particle is rendered in a dark, muted red color, blending into the overall dark grey background. It is positioned in the upper left quadrant, with its lower portion extending into the red banner.

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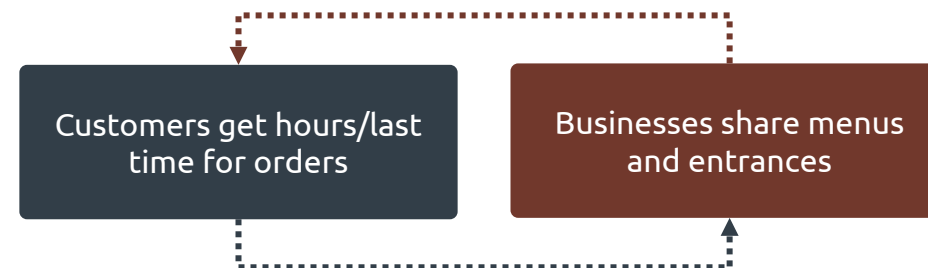
#CoronaCoping

Hours and Entrances Guide

- WhatsApp Business Account (WABA) + Unified AI®
- People instantly get operating hours, building entrances, and stock/menus

People get in — including temperature checks — and out of stores faster

1. Businesses inform customers days and hours that they will be open
2. Businesses share what products and services they have available



Smart Queue / Waiting Times?

- WhatsApp Business Account (WABA) + Unified AI® + Camera + Chatbot
- Customers can check on live shop queues before they leave home

Customers want to minimize time in queues when they need to shop for food

1. Customers ask the smart camera about the current queue length
2. Customers with flexible schedules have camera send alerts when there are no queues

"How long is the wait right now to get in?"

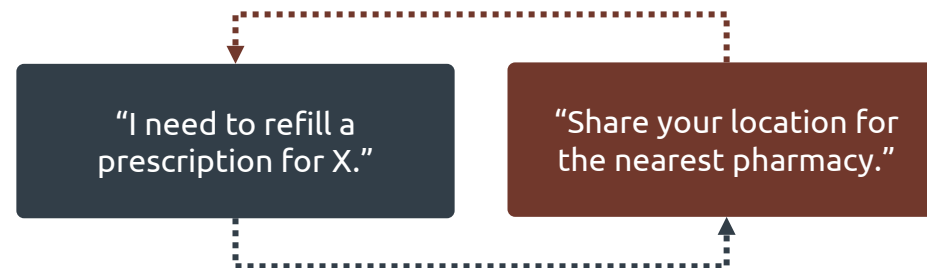
"There are currently two people in line."

Who has toilet paper today?

- WhatsApp Business Account (WABA) + Unified AI® + Chatbot
- Allows people to know what's currently available in their community

With constantly changing store inventories, people don't know what's in stock

1. "Who has toilet paper/disinfecting wipes/water right now?"
2. "Here are the pharmacies with oximeters that are open today until 5:00 p.m."

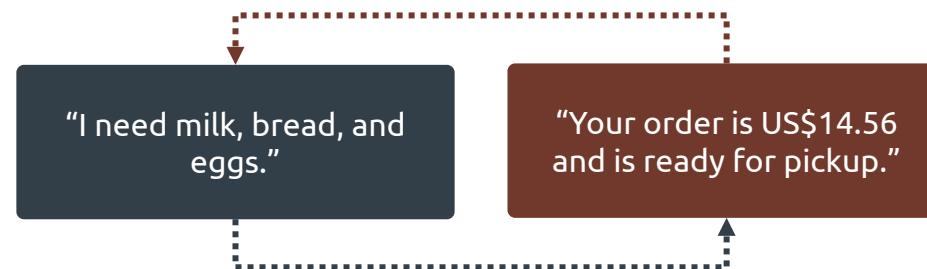


Smart Shopping

- WhatsApp Business Account (WABA) + Smart Cameras
- Grocers without e-commerce solutions conduct business with chat

Give people the ability to shop for food without having to wait in long lines

1. Food shoppers send grocers their list
2. Grocers confirm inventory and pack up food for customers to collect and make payment



A dark, reddish-brown background featuring a large, detailed illustration of a coronavirus particle on the left side. The particle is spherical with numerous spike proteins protruding from its surface. The overall tone is somber and urgent.

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#FlatteningTheCurve

Symptoms-Check Chat/Live Agent

- WhatsApp Business Account + Unified AI® + Chatbot + Live Agent
- Patients with symptoms check to see if they should get tested

People with fevers can find out if they need to get tested and if so, where to go

1. Patients are told nearest testing center location with available test kits right now
2. Patients and their caregivers get specific instructions for exactly where to go

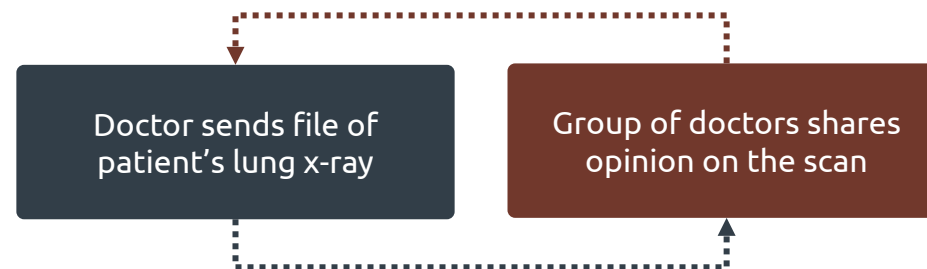


Telemedicine Chat Group

- WhatsApp Business Account (WABA) + WhatsApp Group Chat
- Consult with group of doctors on medical images and scans

Remote doctors securely share patient test result files with other doctors

1. "Take a look at this patient's test results. Are you seeing what I'm seeing?"
2. "We are in agreement with your recommendation doctor."



Test Location Finder/Availability

- WhatsApp Business Account (WABA) + Unified AI® + Chatbot
- Help patients to safely get to the nearest location with available tests

Reduce the risks of having patients show up at location who are out of tests

1. Help patients to get tested (i.e., nearest their home, accessible via public transit, etc.)
2. Ensure patients are only going to locations with tests available in stock

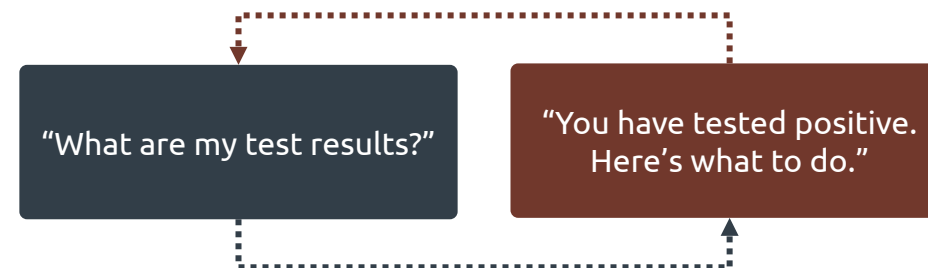


My Test Results

- WhatsApp Business Account (WABA) + Live Agent (optional)
- Secure delivery of test results with transfer to live agent for positive results

Google Sheets integration for labs only needs the patient's WhatsApp number

1. Gives patients who have tested negative appropriate guidelines to stay safe
2. Transfers patients who have tested positive to AI or live agent to answer questions

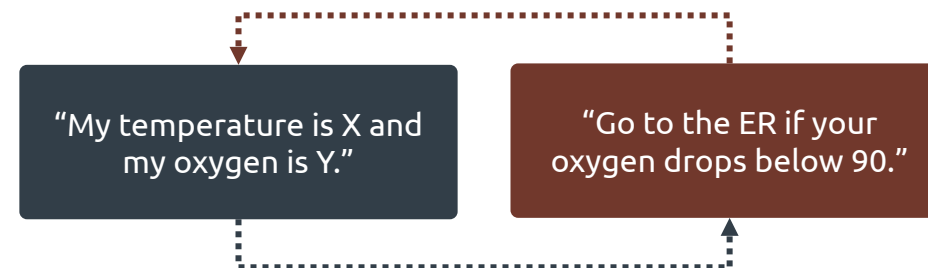


Positive Test Compliance Steps

- WhatsApp Business Account (WABA) + Unified AI® + Chatbot
- Ensure all guidelines are followed when people test positive for the virus

Clear step checklists for healthcare workers, patients, and caregivers

1. When patients test positive, there are multiple, legally required steps to follow
2. Interactive, checklist answers questions and records all answers

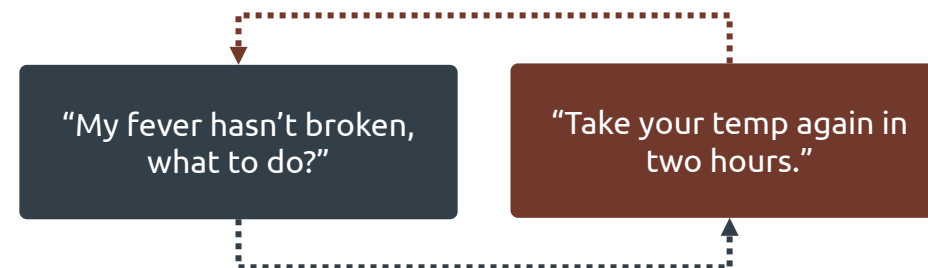


Remote Quarantine Support

- WhatsApp Business Account (WABA) + Unified AI® + Chatbot
- People under quarantine must be continually monitored

Mobile and IoT Devices, cameras, sensors, and wearables allow enforcement

1. "Please message us a photo of yourself within five minutes."
2. Enforcement, assistance, or medical teams can respond based on answers

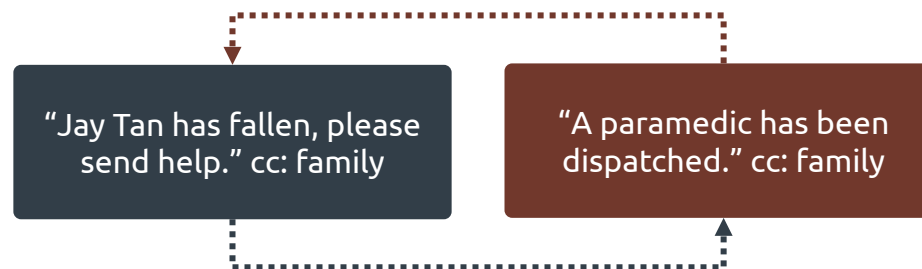


Medical Alerts

- WhatsApp Business Account (WABA) + Unified AI® + Chatbot
- Connected devices can alert family, caregivers, and/or first responders

Cameras, sensors, wearables, and IoT devices enable seniors to live alone

1. Senior experiences a fall and is unresponsive
2. Connected device sends out designated alerts and notifications



Universal Panic Button

- WhatsApp Business Account (WABA) + Unified AI® + Chatbot
- Enable voice-activated smart speakers and devices to call out for help

Leverage existing Amazon Echo, Google Home, and other devices

1. Extend reach of smart speakers to WhatsApp and other channels
2. Contact friends, family members, neighbors, and emergency services as needed



What can I make us for dinner?

- WhatsApp Business Account (WABA) + Unified AI® + Chatbot
- Helps people make easy, nutritious meals with the food they have on hand

Recipe ideas for people with odd combinations and/or limited types of food

1. "Help, I have X, Y, and Z. What can I make us for dinner?"
2. "I'm tired of eating the same thing, what can I do with a can of tuna fish?"



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Thank You

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