Emergency Response Management Solutions

Respond to any crisis, from COVID-19 to whatever lies ahead.

Responses to pandemics – like COVID-19, natural disasters, and other crises – require a wide range of interdisciplinary and coordinated actions including communications, reporting, tracking, treatment, incident management, and recovery planning.

Salesforce Emergency Response Management solutions enable government agencies, public health organizations, and private employers to launch a best-in-class response in a matter of days to accelerate the delivery of stabilization and recovery services for their customers and employees, and scale the impact of emergency responders and frontline volunteers.

“This strategy gives us the tools to keep pace, the data to evolve, and the ability to do more in fighting this crisis.”

Bijay Kumar, CIO | State of Rhode Island

Read the full case study: sfdc.co/PalmCoast

Emergency Response Solutions Powered by Salesforce Customer 360

Workforce Agility and Continuity
Drive resident and employee wellbeing and crisis management through easy-to-use applications – including access from home to maintain continuity of essential services.

Flexible Mobilization of Critical Resources
Create productivity applications and deploy resources for new and existing services to address incidents during an emergency.

Launch Quickly for Maximum Impact
Emergency Response Management can be provisioned within minutes and configured for your mission within days to accelerate the effectiveness of emergency responders and delivery of stabilization and recovery services for customers.
Emergency Response Management Solutions

Emergency Response Management for Public Sector

Comprehensive View of Emergency Request Lifecycle
Increase collaboration with shared view of requests from intake through resolution, powered by Service Cloud and Emergency Program Management.

Prioritize and Mobilize Resources Faster
Accelerate review and approval processes through workflows and notifications with Emergency Program Management.

Empower Field Workers
Support visit planning, scheduling, and services execution with Emergency Program Management, Lightning Scheduler, and Salesforce Maps.

Emergency Response Management for Public Health

Manual Contact Tracing
Assess potential exposure to communities and conduct ongoing monitoring of confirmed patients, powered by Health Cloud.

Patient Triage and Evaluation
Use digital tools to identify, assess, and interact with patients, with Health Cloud and Lightning Scheduler.

Patient Engagement and Monitoring
Empower care teams to remotely monitor and quickly connect patients to the right care, with Health Cloud.

Emergency Response Services Execution
Quickly prioritize and mobilize resources in response to any emergency with Emergency Program Management, Lightning Scheduler, and Salesforce Maps.

Extend the Value of Emergency Response Management

Einstein Analytics for Emergency Response Management
Go from data to insights faster with pre-built analytics for Emergency Response Management.

Community Cloud Plus for Public Sector
Utilize pre-screening, incident management, and resource request community templates to share trusted information.

Digital Engagement
Respond to high-volume requests on every digital channel, including mobile messaging, web chat, bots, and more.

Visit Salesforce.com/ERM to learn more about how Salesforce Customer 360 can power your communities emergency response and recovery.

Stay safe

Salesforce is helping communities get back to work.

To help public and private sector organizations navigate a return to work following the COVID-19 crisis, we’ve packaged new product and solution offerings for you to explore on Work.com. Visit Work.com today to explore how you can safely and effectively ramp up your operations following an emergency response situation.

Disclaimer: The information provided in this document is strictly for the convenience of our customers and is for general informational purposes only. Salesforce does not warrant the accuracy or completeness of any information, text, graphics, links or other items contained within this document. It may be advisable for you to consult with a professional such as a lawyer, accountant, architect, business advisor, or professional engineer to get specific advice that applies to your specific situation. This document is subject to change at any time without notice. The rights and responsibilities of the parties with regard to use of Salesforce’s online services shall be set forth solely in the applicable agreement executed by Salesforce. Customers should make their purchase decisions based upon features that are currently available. This information is subject to Salesforce’s Forward-Looking Statements at: https://investor.salesforce.com/about-us/investor/forward-looking-statements/.

© 2020 Salesforce, Inc. All rights reserved. The Salesforce Cloud logo and other creative assets are owned and protected under copyright and/or trademark law. For more information, please visit www.salesforce.com.