

Online Media Monitoring and Direct Messaging  
Support for Water and Development

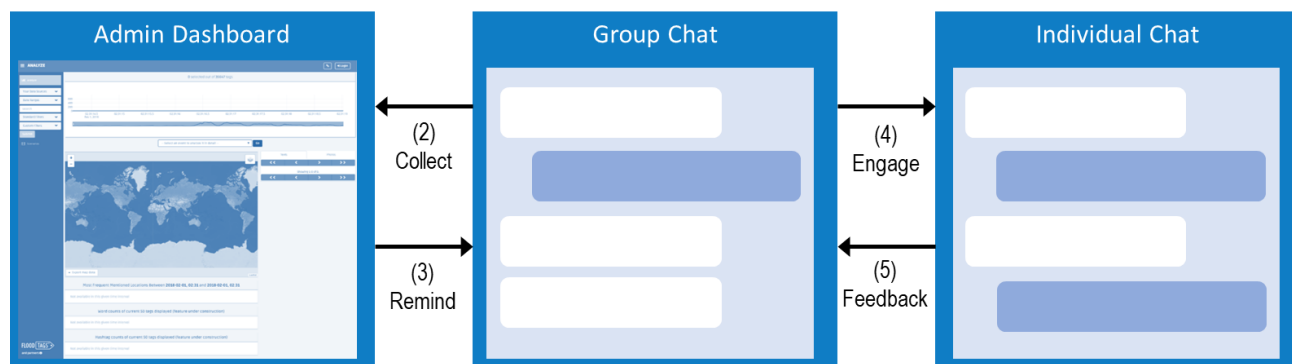
## Direct Messaging in Water Management

Messengers like WhatsApp and Telegram have found their way into water and disaster management. We help organizations making optimal use of messaging, by structuring message exchange and facilitating various levels of interaction.

For effective internal communication and targeted citizen engagement.



- (1)  
Add automated assistant to your messenger groups
- (2)  
Collect observations from-the-ground in an overview
- (3)  
Disseminate reminders and notifications at the right time
- (4)  
Engage with individuals for additional information
- (5)  
Share updates with credits to its contributors in the group



Messengers like WhatsApp and Telegram have found their way into water and disaster management, without any preset plan. Within only a few years, they are now widely used in the disaster management execution, considered an important source of information during floods. But there are some serious downsides: Information cannot be stored other than in the messenger. They need to be manually copied elsewhere for any overview. Plus the information given is often incomplete or lacking details.

We support professionals benefit from their internal communication via messengers and help them engage via messengers for more information from the field. An automated assistant is added to a group chat that can monitor the situation in progress and inquire for additional information via individual chats. The professional has a better overview of the situation and can share details with others easily. The automated assistant is optimized for smartphones, but it can also be used on SMS and USSD.