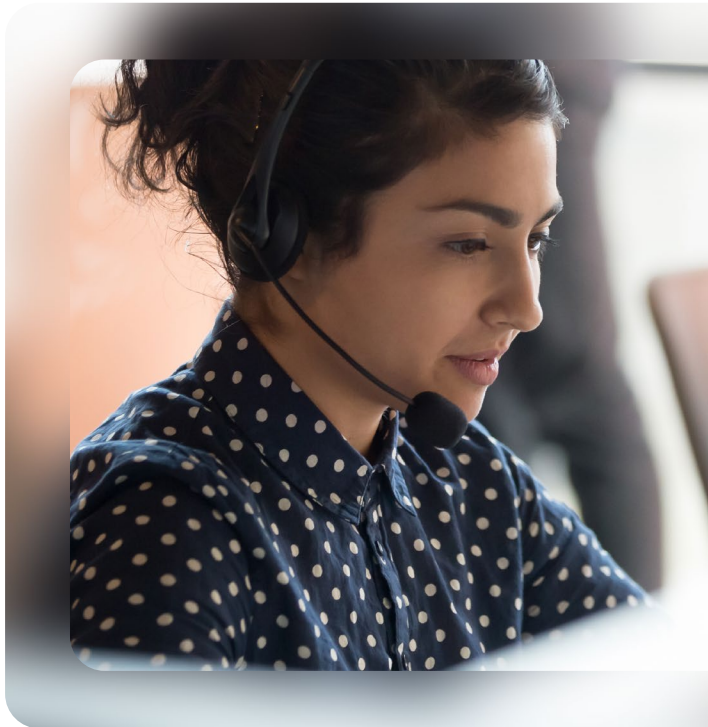


Open source is driving innovation for the world's child helplines



30 Million

calls are received by
child helplines annually

But millions

of youth remain underserved

Why?

- Communication channels are limited
- Many helplines rely solely on voice calls
- Today's youth often prefer to use text or chat, especially when they have to discuss something delicate or uncomfortable

That's why Tech Matters launched Aselo with Child Helpline International (CHI).

Aselo is a modern, cloud-based contact center platform for the children's crisis lines.

167

child helplines represented
by Child Helpline International

140

countries served by its call centers

How does Aselo work?

Aselo provides an integrated system that works on multiple channels:

- Phone
- SMS
- Webchat
- WhatsApp
- Twitter
- Instagram
- Facebook Messenger
- Line messaging

And support is being developed for several new channels:

- Voice notes
- Telegram
- Email
- Discord



The platform has been translated into
6 languages

The pre-engagement chatbot includes
12 languages

Aselo is an open-source solution



It's customizable: Solutions can be changed to meet the needs of individual helplines.



It's fully available: Non-profits are able to build far better software with superior uptime.



It's evolving: New high-priority features are added, for free, several times a year.



It's values aligned: Social enterprise is a united, mission-driven effort.



It's cost effective: Dozens of helplines sharing one platform makes it more affordable.

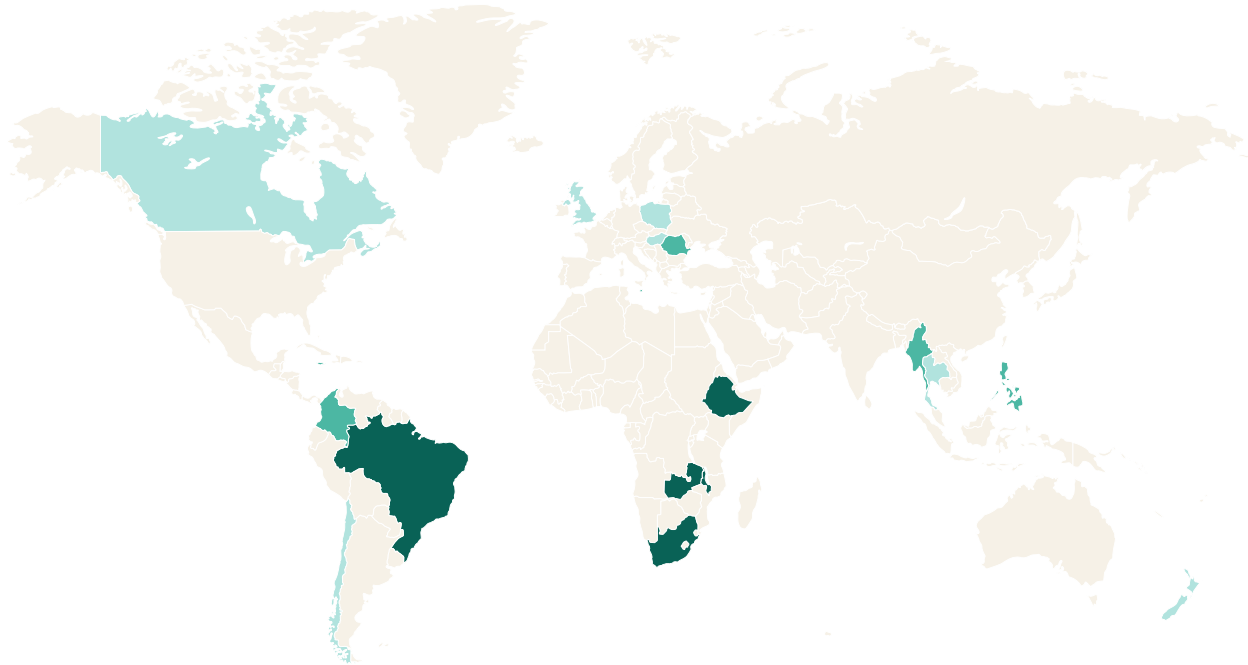


It's open source: Every user is a co-owner of the software, which lets them adjust it as needed — unlike a traditional proprietary software solution.

Answering the call

At the beginning of the Innovation Lab project, Aselo was already live with helplines in five countries.

<p>● Initial Deployments</p> <ul style="list-style-type: none"> • South Africa • Zambia • Ethiopia 	<p>● Malawi</p> <ul style="list-style-type: none"> • Malawi • Brazil 	<p>● 2022 Deployments</p> <ul style="list-style-type: none"> • Jamaica • Colombia • Hungary • India • Malta • Philippines 	<p>● Upcoming Deployments</p> <ul style="list-style-type: none"> • Thailand • Zimbabwe • Chile • Canada • UK • Poland • New Zealand
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Since Aselo began its work with the Innovation Lab:

40,000+

helpline contacts have been recorded

70%

of those contacts were the child calling about themselves

7%

required counselor follow up

Okta manages sign-on permissions for:

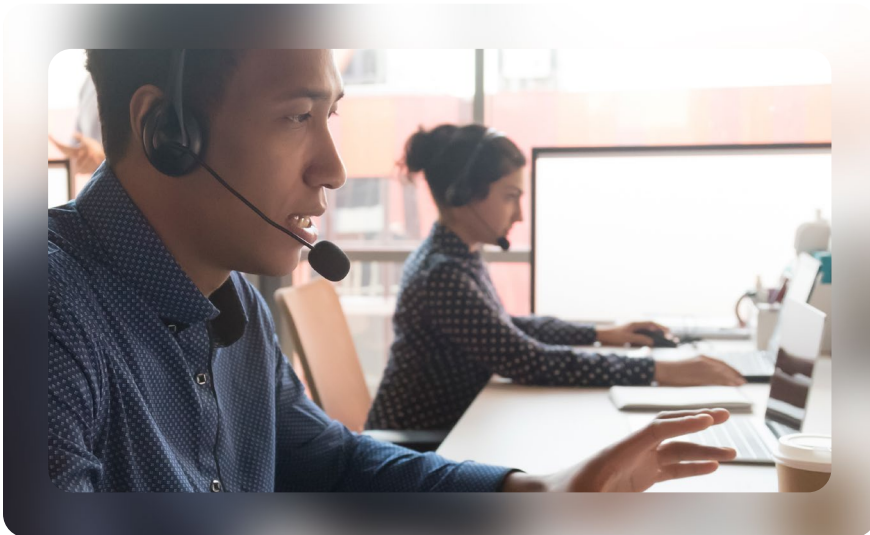
400

Aselo helpline staff accounts

330

of which were added since the beginning of the Innovation Lab

In-person engagements and workshops with global helpline staff, crisis counselors, and youth continue to uncover new opportunities to ensure no call goes unanswered.



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