



CONTACT CENTER PLATFORM FOR HELPLINES

Aselo is a cloud-based platform that combines your phone, text and chat channels and CRM into one easy-to-use interface.

Operated by a **nonprofit** technology team, Aselo brings best-in-class software development practices to co-develop a platform for helplines, with helplines.

HOW HELPLINE STAFF WORK IN ASELO



Calls and text-based channels seamlessly integrate into one interface.

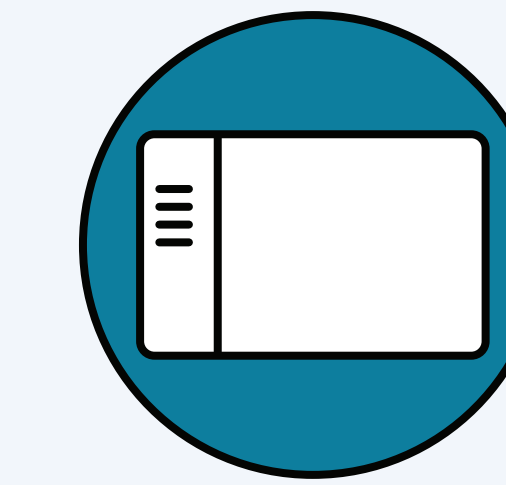


Responders provide counselling and record data side-by-side.



Managers view built-in data analysis of helpline activity.

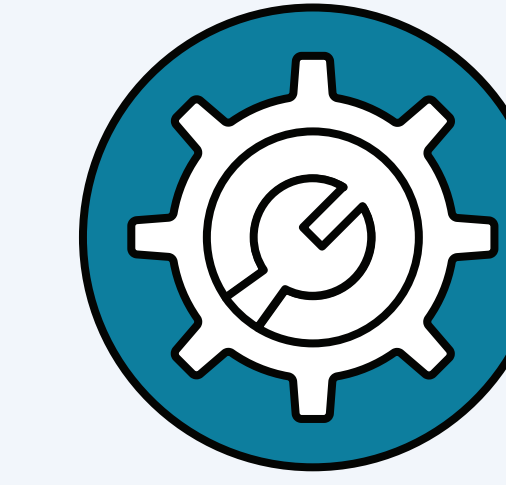
BENEFITS



Intuitive counsellor interface with customizable CRM



Easy-to-use live conversation monitoring and floor management



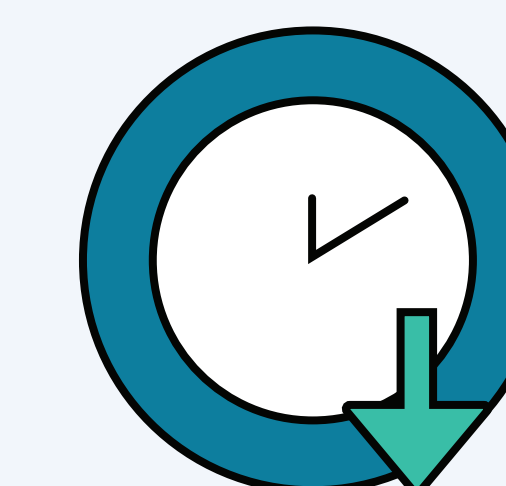
24/7 technical and operational support



Industry-standard data security and privacy practices

CASE STUDY

SafeSpot Jamaica is a national 24/7 helpline receiving thousands of contacts a year. After launching on Aselo, they saw:



50%
less time spent entering data



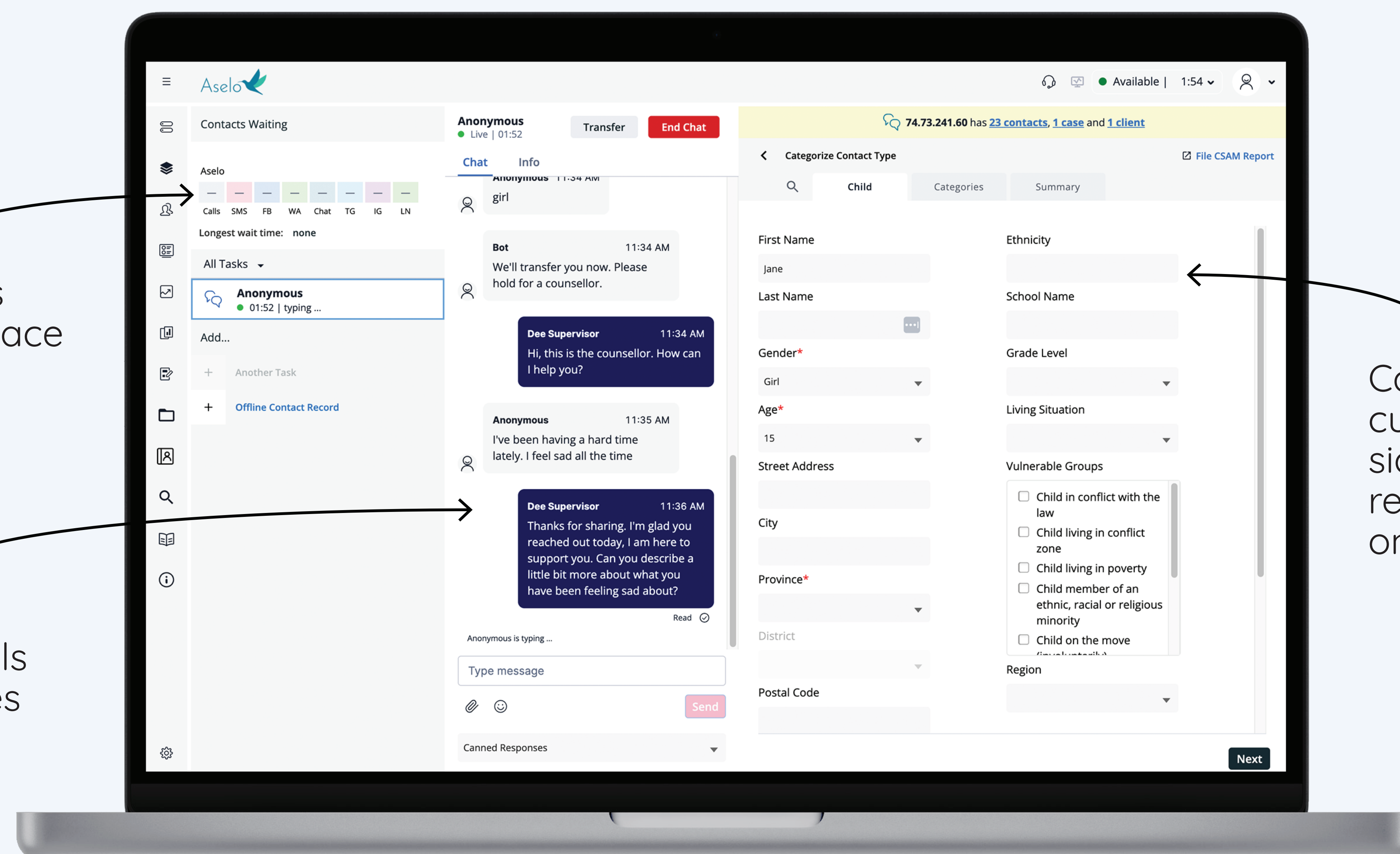
38%
more contacts handled

Because we were able to access other channels, we're able to increase our volume...It helps the counselors because they don't have to keep shifting screens...**we've been able to help more people.**

- SafeSpot Helpline Manager

See incoming conversations across all channels in one place

Manage active conversation with built-in efficiency tools like canned responses



Capture customizable data side-by-side to reduce time spent on admin



Aselo is developed by Tech Matters, a Silicon Valley-based 501(c)(3) nonprofit with a mission to bring the benefits of technology to all of humanity, not just the richest 5%.