



VoiceSage Helps Catalyst Coffee Track and Trace Coronavirus Cases

About Catalyst Coffee

Catalyst Coffee are an **eco-conscious** and environmentally friendly retailer with some savage speciality coffee. Located in Ireland, their main focus is to serve people and their mission is to build and support the local community.

The Challenge

With bars and restaurants reopening in many countries, **new safety measures** needed implementation in September 2020. Businesses were required to make a number of adjustments to their operations. Catalyst Coffee needed to find a **new way to trace and track people** who visited cafes.

The goals that Catalyst wanted to achieve were to **reduce the time** spent on manually writing the information on paper, to ensure customers have **limited contact**, and to **quickly contact people** who might have been in close contact with a covid case.



The Solution

VoiceSage, a global cloud communication company, responded to the need of Catalyst Coffee and supported the cause of helping businesses in the local community. We introduced a Rich Media Messaging solution that allows customers of Catalyst Coffee to scan a QR code with their mobile phones and input their details when they visit the cafe. No app is required for this process. Catalyst can also send SMS to people who were in close contact with a confirmed case.



The rich media message allows them to trace the spread of the virus and isolate new infections. It plays a vital role in giving early warnings if the virus is increasing again locally.

The main advantages of scanning the Rich Media Messaging QR code to help prevent the spread of coronavirus in the community are:

- To trace the people who may have become in close contact with someone infected
- To notify them via SMS and advise people to self-isolate

The Results



Increased Safety



Time Efficient



Compliant

“ We were impressed with VoiceSage’s initiative to help the local community stay safe. COVID-19 really impacted the way we serve and operate, therefore having a messaging solution to keep people safe by track and tracing was a major help. ”

- Luke Gorman, Owner at Catalyst Coffee