

### ✓ The Cause:

As many know, bullying in schools has become a situation that often feels impossible to get a handle on. With the use of phones, social media, and technology, bullying has essentially become a 24x7 battle. This hot-line has taken on the task of providing students with an anonymous way to report bullying and get help if they need it. The struggle is that children today are often hesitant to pick up the phone and call to report they are being bullied. The possibility of being overheard or interrupted made the willingness to call unlikely. How exactly could they give these kids a way to report bullying? The answer quickly became clear - texting.

### ✓ Client:

This client operates a variety of crisis hot-lines that specialize in providing caring, non-judgemental active listening, advice, and referrals to appropriate resources available in the community. Particularly, they offer an anti-bullying hot-line, a hot-line in which students who are being bullied can reach out anonymously to receive help.

### ✓ The Problem:

The existing platform this hotline was using didn't offer a two-way SMS as a communication channel. After coming to the realization that students today prefer to text, they knew they needed to find a way to incorporate SMS without disrupting their entire voice system.

#### SMS Statistics

The average teen sends & receives  
**69 texts per day**

Reduced monthly operating costs

Increased communication activity visibility

### ✓ The Solution:

The Teligent® Interactive Solution is a platform dedicated to two-way communication channels such as SMS, MMS, webChat and instant messaging. Working together with Teligent, the hotline was able to activate two-way SMS on their published anti-bullying number. Using the platform, hotline agents are able to receive and reply to text messages from students who are being bullied. If the student wants to take a step and call, they can simply dial the same number they've texted with.

### ✓ The Benefit:

Allowing these children to communicate with someone in a way that they were most comfortable has dramatically increased the amount of children willing to come forward to report bullying. The hotline has found that they are being contacted by children who had never called before – people needed help, but didn't feel comfortable talking on the phone. Allowing children to send text messages between classes and in a discreet way has allowed them to open up and receive helpful advice on how to handle bully situations.

## About Teligent®IP

Teligent®IP is a leading services provider merging advanced voice and communication applications with cloud. Teligent®IP offers complete end-to-end IP telephony over one of the largest all IP networks in the country.

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