

SmartCALLHANDLER

SmartCALLHANDLER gives your telethon call handlers or supporter services teams all they need at their fingertips to quickly and accurately take a donation whilst on a phone call.


**SCAN
FOR
VIDEO**

www.smarthing.org/callhandler

SmartCALLHANDLER provides real-time look up of constituents from your Blackbaud database, auto-filling their details into a donation form for your call handler to quickly review and correct whilst on a call.

HOW IT HELPS

Integrated with NetCommunity, Internet Solutions and Online Express, as well as Raiser's Edge 7 and Raiser's Edge NXT, **SmartCALLHANDLER** uses existing donation forms and Blackbaud Payment Services, saving you time and money. It also guides your call handler through a call script to ensure they ask all the right questions and consistently handle your donor calls.

It's secure. As payments are made through Blackbaud Merchant Services, payments are secure for both nonprofit and donor.

It saves you time. Gifts are immediately added to the correct donor record in your database. No extra data entry necessary.

It's simple. Anyone can handle calls, no experience necessary. You can design the call script and layout.

It's trusted. It's proven technology. Over the last few years our clients have raised millions through the system.



“ SmartCALLHANDLER has made a big impact! As it integrates with Blackbaud Payments and all the telethon income is instantly saved in Raiser's Edge, it makes taking and analysing gifts very easy. ”

Kevin Bennett Chief Operating Officer,
Premier Christian Communications