



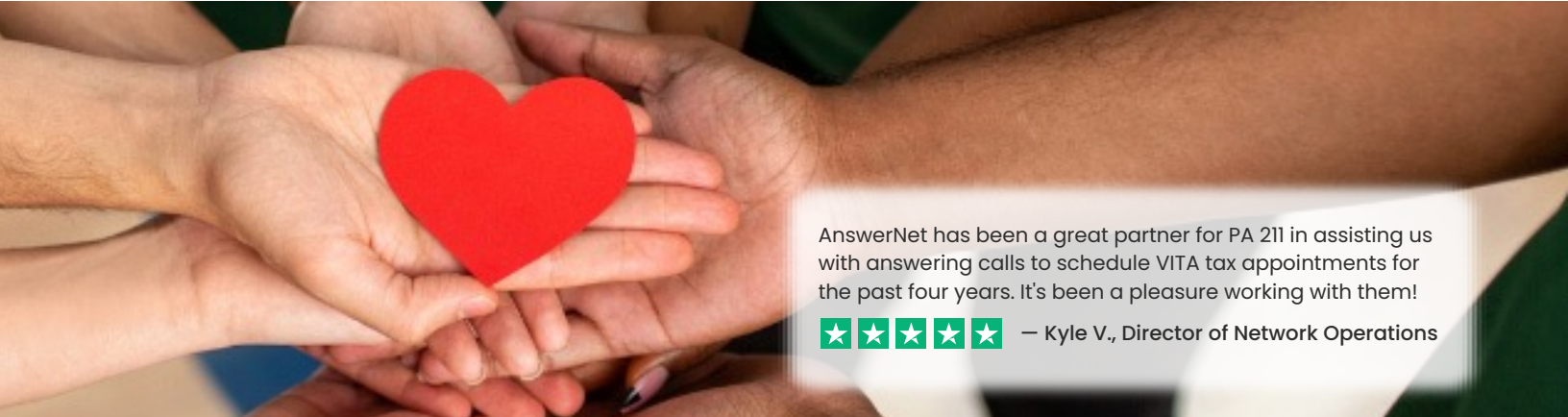
Case Study

Support for high-volume calls and scheduling, ensuring efficient and compassionate service for community programs

Industry: Nonprofit

Client: Our client supports local chapters and connects residents to essential community resources

Timeframe: 2022-present



AnswerNet has been a great partner for PA 211 in assisting us with answering calls to schedule VITA tax appointments for the past four years. It's been a pleasure working with them!



— Kyle V., Director of Network Operations



The Client

Our client is a statewide nonprofit founded in 1966. Today, the organization unites and supports 51 local chapters and affiliated organizations across Pennsylvania. It serves as a powerful advocate on regional policy issues related to education, health and financial stability, while also managing critical programs including an emergency food and shelter program.

By connecting local chapters to tools, funding and advocacy support, the client helps advance the common good and meet the evolving needs of its communities.



The Challenges

The client needed a reliable partner to manage high volumes of inbound calls related to essential programs like free tax assistance. Seasonal spikes made it challenging to keep up with demand, and internal staff required support in managing appointment scheduling and telephone answering. They also needed a flexible system for quickly adjusting to scheduling changes.



The Solution

AnswerNet has supported the client since 2022 with call center services. Our agents handle inbound calls and schedule appointments for tax assistance for callers who qualify.

In 2025, we managed more than 28,000 calls from January through April alone, maintaining an abandon rate under 2%. Our scheduling services make it easy to manage appointments, while our responsive support team ensures fast updates and continuous process improvement.



The Result

With a shared commitment to accessibility and service excellence, our partnership has delivered measurable impact:

- More than 28,000 calls handled in the first 4 months of 2025
- Less than 2% abandon rate
- Real-time scheduling for rapid response
- Strong metrics and consistent feedback loop between the client and AnswerNet
- Streamlined support that empowers internal teams to focus on impact

28,000+ calls

Handled with under 2% abandon rate

For more information, call, text or visit us online.

800.411.5777 | [answer.net.com](https://www.answer.net)