



Provide 24/7 multilingual support, reduce missed opportunities, and increase donation volume

Industry: Nonprofit

Client: Habitat for Humanity International helps families in 70+ countries access safe, affordable housing through volunteer-built homes.

Case Study



The Client

Habitat for Humanity International works with local communities in over 70 countries, including the U.S., to provide people with safe and affordable housing. Volunteers for the nonprofit organization concentrate their efforts into building homes for families in need.

The client needed a partner who could be an extension of their internal knowledge-bank for callers and donors, especially in the case of after-hours calls.

The ideal contact center would understand their messaging and learn their policies and procedures to relay them to callers in a comprehensive way. This meant learning the criteria for Habitat for Humanity's home repair program, providing multilingual support, completing escalation processes, guiding callers through the website, and accepting donations.



The Challenges

Call volume posed a pressing challenge to the client. A heavy influx of after-hour calls were flowing in, which became cumbersome for their staff to keep up with the pace. In the worst case, this resulted in missed opportunities, like donation offers going unanswered. To alleviate this burden, Habitat for Humanity needed a contact center partner they could quickly onboard as client-facing to offer the 24/7 support their callers required.



The Solution

AnswerNet's knowledge and experience in the nonprofit space made us the ideal partner to step in and start picking up the phone for the client. Our agents are thoroughly vetted, process savvy, and could get right to work receiving donations and breaking down instructions for interested volunteers.

AnswerNet handles thousands of calls per month on behalf of the organization, primarily afterhours, but also during the daytime as overflow.

No more lost opportunities!



The Result

AnswerNet handles an average of 7,000 after-hours calls per month for the client. Agents consistently maintain a low abandon rate and offer a level of service that continues to exceed expectations.

Habitat for Humanity has since seen a noticeable increase in donation volume, and an overwhelmed staff is a thing of the past.

7,000
After-hours calls
handled per month

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

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