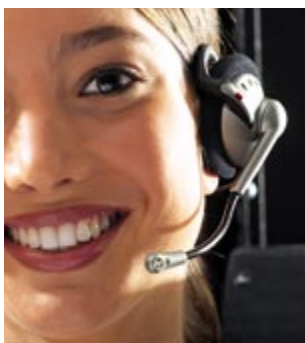




Putting Insights In Your Corner.



**Strengthen
your donor
relationships
with a suite
of tailored
donor call
centre
services**

Contact Us

Cornerstone Group of Companies
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Call Centre Services for Fundraisers

Complete Inbound and Outbound Call Services

We offer a no-hassle way to provide your donors with the best donor-care services. Inbound services we handle include one-time or general phone donations, In Memory donations, duplicate receipt requests, label requests and donor information changes, as well as other general look-ups. Outbound donor acknowledgment, consisting of a thank you follow-up call to recognize a gift, has proven to be a cost-effective way to increase future gift levels in the longer term.

Seamless and Prompt Service

Donor calls are handled by fully qualified bilingual (English-French) representatives. Our customer service representatives (CSRs) are trained to provide seamless service on your behalf, answering your donor calls within 45 seconds and based on the message you provide.

Flexible Capacity

We scale our call centre to meet the call-volume needs of our Clients by adjusting our staffing. Never worry again about sick days or vacations, as our call centre is fully staffed from 9 to 5, and can run additional shifts depending on your needs.

Real-time Database Access and Updates

Our CSRs have access to your donor database and are therefore equipped to personalize responses to a range of queries. And real-time updates to your database are made according to the business rules and donor preference codes that you stipulate.

Customized Reporting

A number of detailed reports on your donor call activity are available on demand, including reports relating to the phone number and origin of calls, as well as the average talk time.

Learn More about Our Call Centre Services

To get started, call us at 1.416.932.9555 today.