

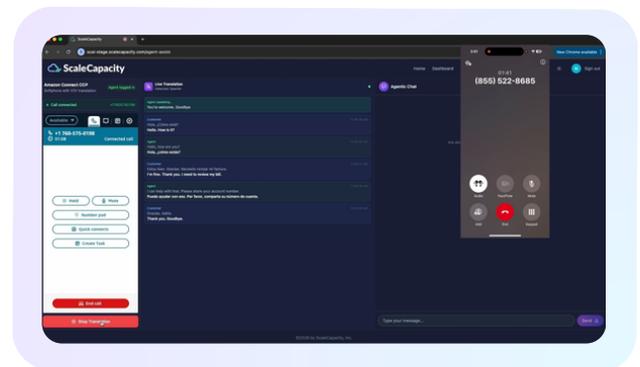


# How ScaleCapacity Helps Nonprofits Transform CX & Contact Centers

Nonprofits do incredible work while operating with small teams, volunteers, and outdated phone systems. ScaleCapacity's AWS Connect-powered, AI-enhanced contact centers modernize communication so nonprofits can respond faster, serve smarter, and scale as their missions grow. They transform outdated phone systems into modern, scalable contact centers allowing organizations to boost responsiveness, improve service quality, and further increase mission impact.

## Benefits:

- **Faster, more compassionate service**  
Cloud-based, AI-assisted capabilities improve response times, streamline caller interactions, and enhance service quality.
- **Lower costs and predictable spending**  
Modern cloud telephony replaces expensive legacy systems freeing up budget.
- **Elastic scalability for demand spikes**  
Amazon Connect automatically scales during fundraising events, disasters, seasonal surges, and program enrollment periods—without manual intervention.
- **Automation that supports small teams**  
Reduce call volume to staff and volunteers with AI-powered self-service, intelligent routing, and automated triage allowing them to focus on meaningful, high-impact interactions.
- **Improved data, transparency, and impact reporting**  
Gain analytics and insights that help with grant reporting, donor stewardship, issue tracking, and demonstrating community impact.



## More on ScaleCapacity:

ScaleCapacity brings deep expertise in modernizing contact centers with AWS Connect, helping nonprofits replace outdated systems with AI-enabled, cloud-native solutions. Their approach delivers rapid deployment, continuous innovation, and meaningful cost savings—all while improving service quality including **66% cost reduction, 60% lower hold times, and complete elimination of outages**. ScaleCapacity enables nonprofits to run more responsive, resilient, and mission-aligned contact centers.