



Connecting Every Generation



**Intelligent
Contacts**

Intelligent Contacts

An all-in-one, fully hosted contact and donation solution bridging the generation gap and providing meaningful communication with church members in the way they prefer to be contacted.



Feature Summary

- Personal 1 to 1 contact
- Automated message delivery
- Personalized voice messages
- Automated calls with link back
- Interactive surveys
- Text/SMS notifications
- Email campaigns
- Online donation portal
- Fund designation and tracking
- Complete payment processing

Overview

Even in a world filled with technology, our lives are defined by our relationships with other people. Creating a feeling of community and connectedness is key to church growth and effectiveness. Getting your message out to families, parents, grandparents, students, guests, and community members in the way they prefer has never been easier. Intelligent Contacts enables churches to send voice, text, or email messages to everyone on your contact list or just to specific groups with just a few clicks. Churches use Intelligent Contacts to:

- Send a weekly message from the Pastor
- Text the youth to encourage attendance
- Remind members of important events
- Reschedule during inclement weather
- Notify members of special needs
- Announce fundraisers
- Counseling/Advice Helpline
- Announce special events and speakers
- Check on the sick or elderly
- Encourage giving on the church website
- Online registration for trips & activities
- Eliminate manual phone trees
- Instantly send urgent prayer requests
- Share-a-thon/Telethon pledge drive



Meaningful Connections

Live Voice: Ideal for special events, fundraising campaigns, volunteer calls, or even a fully hosted PBX system for the church. Intelligent Contacts voice solutions are accessible from anywhere via the web: make and receive calls, staff a helpline, accept donations by phone, follow up with members in need, or provide a friendly voice and caring, personal contact. The system is packed with high end features including an IVR, conference rooms, and voicemail. Zero capital expense and nothing to break, fix, install, or maintain.

Automated Message: In today's busy world up to 85% of calls go to voicemail. An effective strategy for many churches is leaving an unobtrusive message. After receiving a message, members report feeling encouraged and informed, but most importantly they feel valued and more connected. Messaging puts the recipient in control by letting them listen to the message at their convenience. In cases where someone answers the phone the message can give that person the opportunity to instantly connect with a staff member through the link back "warm transfer" function if they have a question or need further assistance.

Socially Intelligent

E-Mail: Highly effective among congregations of all sizes, churches can easily send reminders, follow up information, and quickly communicate items of importance to members. Email is an ideal channel to provide newsletters, e-cards, invitations, and conduct surveys. Members may easily opt-in and out of relevant mailing lists to receive the information they want with no administrative hassles or headaches for the staff.



Text/SMS Message: Many people under 30 communicate extensively via text message. In fact, in 2012 web based email usage dropped an astonishing 59% among middle school and high school students who prefer to communicate via text, instant message, and social media. Texting has proven to be an efficient and effective communication tool in the church as a whole, but especially engaging within Student Ministries. In addition to sending and receiving messages through the user-friendly web interface, staff can include web links, pictures, maps, videos, donation/payment links, and other helpful information.



Social Media: People of all ages are infatuated with social media. A recent report showed that 1 out of every 8 minutes online in the US was spent on social media sites. Intelligent Contacts allows text and email messages to be instantly shared on popular social media sites extending the reach of your message to the masses and capturing new audiences.



Intelligent Giving

Online donations for churches

A 2012 study reports that 81% of household bill payers bank online and 66% utilize online bill pay. Direct members to your fully branded custom web portal to make donations or pay for events. They can easily schedule recurring payments using debit/credit cards or bank account. Electronic giving is simple, often automatic, and it matches the way many people prefer to make payments. Online giving immediately reduces overhead, and speeds cash directly to your account so it can be put to use quickly. A true payment partner, Intelligent Payments alleviates the majority of the PCI compliance burden by securely storing payment data in our "vault".

All Payment Channels, One Source

Not limited to just online, Intelligent Payments gives churches the ability to accept card and check payments via mobile devices, over the phone, and of course, in person. Payments from all channels are accessible in a user-friendly online gateway with complete reporting, comprehensive search options, and instant export capability.

Payment solutions are compatible with all Church Management Software (CMS) including: FellowshipOne, ACS, PowerChurch, LogosCMS, CDM+, ChurchPro, IconCMO, Church+, and more



97% of text messages are read, and almost all of those are read within 5 minutes of receipt according to Pew Research.



121,100,000,000

The number of minutes users spent on social mediums in July 2012 according to Nielsen's 2012 Social Media report. That's up from 88.4 billion minutes during July 2011.

Donation Features

- Debit Cards - Debit Only option available
- Credit Cards
- Electronic Checks
- Customized Donation Website
- Donation Portal integrated with Church Management Software
- Recurring Donations & Payments
- Full Donation Tracking
- Monthly / Annual Statements
- 100% Mobile Optimized
- Fully PCI Compliant
- LOW Cost Payment Processing



"Giving Back" Referral Program

Every church receives a referral web link to make available to their members, associates, friends, and their community. When businesses sign up for a merchant account using the referral link, not only will they save money on their merchant fees, **a portion of the monthly revenue generated is donated to the church.**

Engaging and Effective

User Friendly



Intelligent Contacts

5600 Tennyson Parkway
Suite 275
Plano, Texas 75024
Office: 1-800-214-7490
Fax: 972-674-2940