



Email



Live Chat



Phone



Support Solutions for Event Participants & Donors

Access to on-demand support engages your most committed fundraisers and largest donors so that their technology questions are answered right away, empowering them to raise and donate more.

For staff, it frees up their time to focus on the event and fundraising experience. Let us handle all your phone, chat and email needs in a turn-key solution tailored to your event program.

Charity Dynamics provides on-demand participant and donor support to event programs of all types – from the four of the Top 30 Peer-to-Peer event programs to single day walks & runs! :



All Events Can Benefit

- Runs
- Walks
- Rides
- DIY Events
- Community Events
- Dance Marathons
- Youth & College Events
- And More!



Channels & Services

- Phone Support
- Chat Support
- Email Support
- Outbound Phone Campaigns
- Proactive Chat
- Searchable Help Center / FAQ
- Extended Night & Weekend Hours
- Facebook Fundraising Outreach



Flexibility to Meet Your Needs

Optimize by Channel

Select the right combination of phone, chat and email support that will empower your constituents to get answers on demand.

On-Demand Support

Whether you need support during regular business hours or just nights and weekends, we can tailor a schedule to fit your program and budget.

Premier Customer Service

Our support staff represents you with professionalism and ensures every touch point leaves a positive impression.

Drive Fundraising and Donations

Support users make larger gifts and raise more money than those who don't reach out – make sure you are supporting your most engaged constituents.

Insights and Optimization

We aggregate case data to make recommendations for improving your event and web experience.

“Whether someone is looking for help through chat, email, or phone, it became clear to me that it would be more efficient and effective for Charity Dynamics to support all the channels, while managing the various peak periods of all of our support needs.”



Lynn Happel

SVP, Information Technology & Data Support
Autism Speaks



Helping Participants & Donors in Real Time

- Help making a donation
- Help registering
- Help using Fundraising Tools (e.g., sending email, update personal pages)
- Update information (recognition names, soft credits)
- Event information (When will I receive my t-shirt?)
- Help logging in / Password resets



We Focus on Your Success

Client success is a fundamental part of our partnerships, and at the core of everything we do. We want to ensure that we're achieving not only your short-term goals but setting you up for continued success in the future.

We customize each support program to fit your unique program so we are representing your organization as effectively as your own staff. Plus we'll provide ongoing insights into what questions your constituents are asking and how you can help them become more effective fundraisers.



Who We Are

More awareness, supporters, engagement, and donations. This is what nonprofits need to fulfill their mission, and this is what Charity Dynamics delivers.

Founded in Austin, TX in 2004, Charity Dynamics is a full-service digital marketing agency focused on leveraging technology to generate results. We're strategists, developers, designers, and project managers. We're tech gurus, data nerds, idealists, and difference-makers. We are customer service experts that understand the needs of donors and participants.

We're passionate about our clients and connecting them with the right digital solutions and innovative technologies.



Our On-Demand Support Services in Action

**Click links to view full case studies*

[Alzheimer's Association](#)



[View Now](#)

[Best Friends Animal Society](#)



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