bucher+suter

b+s Connects for Non-profits

Contact center software that lets you help more with less

Available for



Why contact centers for non-profits deserve better tech

You're not a business but you're just as busy. Whether you're coordinating volunteers, connecting with donors, or offering hotline support, your contact center is at the heart of your mission. b+s Connects helps you run your contact center with more speed, empathy, and clarity without the complexity of toggling between systems or manually updating CRM records.

Did you know?

30% of nonprofit employees report **feeling burnt out,** with another 20% at risk, contributing to **churn and lower service quality** in contact centers.

Source: GiveButter

When agents spend less time switching screens and more time supporting people, **everyone wins**. b+s Connects cuts the busywork and brings context forward, so **your team can focus on impact**, not admin.

connects plus

Real-world non-profit use cases

- Donor call handling with full context in CRM
- Volunteer recruitment & coordination
- Emergency or mental health hotlines
- Campaign-based call routing (donor tier, region, etc.)
- Time-stamped call logs for compliance & reporting
- Click-to-dial for follow-ups & outreach
- Omnichannel support with voice as the anchor

We're proud to support non-profits

Through our b+s PLUS Program, qualified NPOs receive highly discounted rates on b+s Connects licenses when purchasing directly from Bucher + Suter.

Key benefits for NPOs

Real-time supervision & training

Monitor calls, whisper guidance to volunteers, or step in when needed. b+s Connects supports efficient onboarding and ongoing coaching for high-turnover or seasonal teams.

Built-in reporting for grants & governance

Every interaction is tracked - calls, outcomes, wrap-up codes - ready for dashboards, audits, or grant reporting. Show your impact with data that tells your story.

A single agent interface

Eliminate screen-switching and data gaps. Agents get one unified, CRM-based view with all the information they need like donation history, volunteer hours, and engagement touchpoints, right at their fingertips.

Automate repetitive tasks

Log every call. Create every case. Record every interaction, automatically. Free your teams from manual data entry so they can focus on high-impact work.

Smarter conversations with donors & volunteers

When someone calls, their full profile appears instantly. That means no more reintroductions, no more wasted time and no missed opportunities to deepen relationships.

Are you eligible? If your organization is a nonprofit and runs Cisco or Webex Contact Center, you may qualify.
Get started: plus@bucher-suter.com

This is part of our commitment to Pledge 1% - offering time, talent, and technology to those doing meaningful work.