Call Center Technology Toolkit

Telephones—including text messaging, email, and chat—are a common means for people to seek help, and hotlines are a common way legal services provide that help. The right technologies can make sure your organization provides advice, referrals, and services clients need efficiently and in line with your existing procedures for intake and confidentiality.

Advances in call center technology have kept pace with other technological advances, and today a number of legal aid organizations that have developed a call center are looking to upgrade their systems, implement new features, or streamline their workflow. This toolkit will help legal aid organizations understand the call management technology and software features that are available on the market today, see how their peers have integrated other software solutions into their call center operations, and help organizations think through the options available to upgrade their existing call centers.

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[Call Centers](#) [Toolkits](#)
Files
[TIG_TOOLKIT_IW_CALLCENTER_SEP2018.pdf](#)
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Table of Contents

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