
The Not-for-Profit Guide to Agentic AI

From a stretched one-person office to a digital worker that answers every call, takes the donation, signs up the volunteer, and knows exactly where the line of care sits.

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— FOREWORD

The mission is growing. The office is not.

There were 63,667 registered charities in Australia at 30 June 2025, drawing on the efforts of around 3.77 million volunteers and turning over a record \$222 billion a year.¹ It is one of the largest parts of the economy and one of the most stretched. Demand is at record highs: more than eight in ten charities report that need is at levels they have not seen before, and most cannot keep up.² At the same time the number of Australians who volunteer has fallen, and the number who donate is slipping too.³

That squeeze lands in one place first: the phone and the inbox. A supporter rings to give and no one picks up. A willing volunteer leaves a message that is never returned. Someone who needs help calls after hours and hears a recording. A regular giver's card quietly expires and nobody notices for three months. None of it appears in the annual report, which is exactly why it goes unaddressed year after year.

This guide is about a specific, practical answer: an agentic artificial intelligence (AI) voice agent that works the phones and the routine administration around them, so your people and your volunteers can spend their hours on the mission rather than on the switchboard. It is written for the coordinators, operations managers and chief executive officers (CEOs) of charities and community organisations who want to understand what this technology does, what it must never do, and how to put it to work without compromising the people you serve or the trust you depend on.

We have tried to be honest throughout. There is a clear line we keep returning to, the line between handling an enquiry and standing in for a human who cares, and a good deal of this guide is spent making sure the technology stays firmly on the right side of it.

Brad Riley

CEO, Agntic.ai

1. Australian Charities and Not-for-profits Commission (ACNC), Australian Charities Report, 11th edition, 2025 (63,667 registered charities at 30 June 2025; around 3.77 million volunteers; sector revenue of \$222 billion). 2. The Salvation Army and Good360, reported 2024 (82% of charities report demand at unprecedented levels; 65% unable to meet demand). 3. ANU Centre for Social Research and Methods, 2024; Roy Morgan, October 2025.

— WHAT IS INSIDE

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Agentic AI, in plain language

Before the benefits, the basics. What a digital worker is, why it is different from the chatbots you have already met, and the single boundary that makes it safe to use in a charity.



THE IDEA

A worker, not a chatbot.

You have used generative AI already. You type a question, it writes you an answer, and the conversation ends there. It is a clever tool, but it waits for you and does nothing on its own.

Agentic AI is the next step. An **agent** does not just talk. It is given a goal, a set of rules and access to the tools it needs, and it carries the task through from start to finish. For a not-for-profit the goal is usually simple to state: answer the call, understand what the person needs, and complete the request, whether that is a donation, a volunteer sign-up, an event booking or directing someone to the right help.

That is why we call it a **digital worker** rather than a chatbot. It speaks naturally on the phone, it listens, it asks the follow-up questions your team would ask, and then it acts: it takes the gift and sends the receipt, books the volunteer in, registers the event attendee, or logs the enquiry in your system. When something falls outside its rules, it hands over to a human.

A chatbot answers. A digital worker finishes the job, then knows when to step back.

The difference matters most at the edges of the day and when your volunteers are not in. A web form might capture a message overnight. A digital worker actually picks up the phone at 7am, at lunchtime and at 9pm, holds a real conversation, and leaves a receipted donation or a confirmed volunteer shift in your system by morning.

None of this replaces your people. It removes the repetitive, interruptive work that stops a small team from doing the parts of the job that genuinely need a person: the relationship with a major donor, the care of someone in crisis, the judgement only a human should make.

THE ONE RULE

What it must never do.

A digital worker in a charity is built around a boundary that does not exist in most businesses. It handles the administration around your mission. It does not, under any circumstances, stand in for the human care your mission exists to provide.

That means it does not counsel, it does not assess how much danger a person is in, and it does not try to support someone in distress. If a caller is in crisis or describes being at risk, the agent's job is not to handle it. Its job is to recognise the situation at once, say plainly that a person should help, and connect the caller to the right human or crisis service without delay.

THE LINE, IN ONE SENTENCE

The agent handles enquiries, giving and bookings. Care for a person always belongs to a person.

If a caller may be at risk, the agent is built to say so plainly and direct them to a trained human, to Lifeline on 13 11 14, or to call triple zero (000) in an emergency, and to escalate to your team. It never tries to provide support itself.

This is not a limitation we apologise for. It is the design. A charity that adopts this technology should be able to say, hand on heart, that no person in need was ever counselled, assessed or triaged by a machine. Everything in the rest of this guide is built on top of that promise, and Section Five sets out exactly how it is enforced.

A day in the office

The cost of an unanswered phone does not appear in any report. It shows up as a tired coordinator, a gift that never arrived and a volunteer who quietly drifted away. Here is the day as a small charity actually lives it.

02

— SAM'S TUESDAY · A COMMUNITY WELFARE CHARITY

One coordinator, four roles, every line ringing.

Sam coordinates a small community charity. There is one phone, a handful of volunteers and a long to-do list. Nothing here is unusual. That is the point.

MORNING

8:05 **Inbox and voicemail already full.** Two donor enquiries, a volunteer offering Saturdays, and a grant acquittal due Friday. Sam starts triaging while the phone rings.

9:20 A supporter rings to set up a monthly gift, reaches voicemail, and does not leave a number. The intention quietly evaporates.

10:30 **A call for help.** Someone is doing it tough and needs to know what the charity can offer. Sam listens, points them to the right program, and stays on the line longer than planned, which is exactly right.

12:45 Lunch, and Sam is in the field doing a client visit. Nine calls come in over two hours. None are answered. Three were donors.

AFTERNOON

2:15 **Volunteer follow-up.** Sam meant to call back this week's three new volunteer enquiries. There has not been a clear ten minutes. The list rolls to tomorrow, again.

4:40 A regular giver's card expired last month. The failed payment sits unnoticed in the system. That is a lapsed donor nobody chose to lose.

5:30 Phones to message bank. From now until morning, every caller hears a recording. The motivated donor gives to the next cause that picks up.

THE INVISIBLE COST

None of it was anyone's fault.

Sam is good at the job. The charity is well run. And yet by the end of the day a monthly gift never started, three volunteer enquiries went cold, a regular giver lapsed unnoticed, and a slice of next month's income is quietly at risk.

This is the trap of front-line charity work. The losses are real but invisible. A missed donor call is not recorded as a missed donation; it is simply a call that never reached a person. A volunteer who is not called back does not file a complaint; they just stop offering. A lapsed regular giver does not announce themselves; the income simply stops arriving.

Because nobody can see the cost, nobody can fund a role against it, and the team is asked to absorb a little more each year. The work that gets dropped is always the same work: the calls at the edges of the day, the supporter outreach, the gentle follow-up. The work, in other words, that a digital worker is built to pick up.

The rest of this guide is about handing that specific layer of work to an agent, so the next Tuesday looks different: every call answered, every gift receipted, every volunteer called back, every regular giver looked after, and Sam free to do the human part of the job properly.

The five jobs a digital worker does best

Not everything should be automated, and a good deal of charity work never will be. These five jobs are where an AI voice agent is genuinely strong, and where organisations see the change first.



— WHERE IT EARNS ITS PLACE

Five jobs, done properly, every time.

JOB 01**ANSWERED**

Answering and routing every call

Every call picked up on the first ring, at every hour, including the lunchtime gap and after close. Donors, volunteers, people seeking help and general enquiries each sent down the right path, with no caller lost to the message bank.

JOB 02**RECEIVED**

Taking donations and receipting

The agent takes one-off and regular gifts over the phone, captures the details cleanly, issues the receipt, and records the gift in your customer relationship management (CRM) or fundraising system. It works to your fundraising rules, every time.

JOB 03**WELCOMED**

Volunteer enquiries and onboarding

Willing volunteers answered the moment they call, their interests and availability captured, and the first steps of induction started, so an offer of help is never left to go cold on a voicemail.

JOB 04**BOOKED**

Event, program and service bookings

Registrations for events, fundraisers and information sessions, plus bookings into the programs you run, taken by phone and written straight into your system, with places, waitlists and confirmations handled cleanly.

JOB 05**RETAINED**

Supporter follow-up and donor care

The slow, patient outreach that always gets dropped first: thanking donors, following up failed or expiring regular gifts, calling back lapsed supporters and renewing memberships. The agent works the list reliably, so the income you already earned does not quietly leak away. Sensitive information is collected only with clear consent and stored to your privacy policy.

WHY THESE FIVE

Rising demand, thinning capacity.

The jobs worth handing over share a shape. They happen often, they follow rules you already have, and getting them wrong costs you supporters and income. That is precisely the shape an agent handles well, and where a stretched team is wasted.

82%

of charities report demand for help at unprecedented levels, and most cannot keep up with it.

SALVATION ARMY & GOOD360, 2024

28%

of adults volunteered in 2024, down from 36% in 2019, so there are fewer hands to answer the phone.

ANU CENTRE FOR SOCIAL RESEARCH AND METHODS, 2024

56%

of Australians donated in the year to June 2025, down from 59% the year before; donor numbers are slipping even as gifts grow.

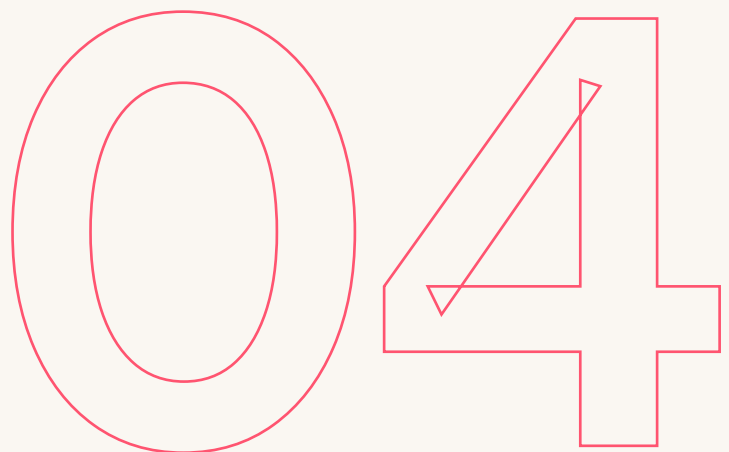
ROY MORGAN, OCTOBER 2025

Read those numbers together and the case is straightforward. More people need help, fewer people are volunteering to give it, and the pool of donors is narrowing. Every supporter who tries to reach you matters more than ever. Hand the moments where they cannot get through to an agent, and you keep the support you have already earned.

Sources: The Salvation Army and Good360, reported 2024 (82% of charities report demand at unprecedented levels). ANU Centre for Social Research and Methods, 2024 (adult volunteering at around 28% in October 2024, down from 36% in 2019). Roy Morgan, October 2025 (56% of Australians aged 14+ donated in the year to June 2025, down from 59%).

What an unanswerd phone really costs

A missed call feels like nothing. A handful of them, every day, for a year, is a different story. Here are the four quiet leaks, and what they add up to.



— THE LEAKS LEDGER

Four leaks, one total.

The weekly figures below are illustrative drivers for a small community charity, not a quote. Every organisation's numbers differ. The value of laying them out is that the leaks stop being invisible.

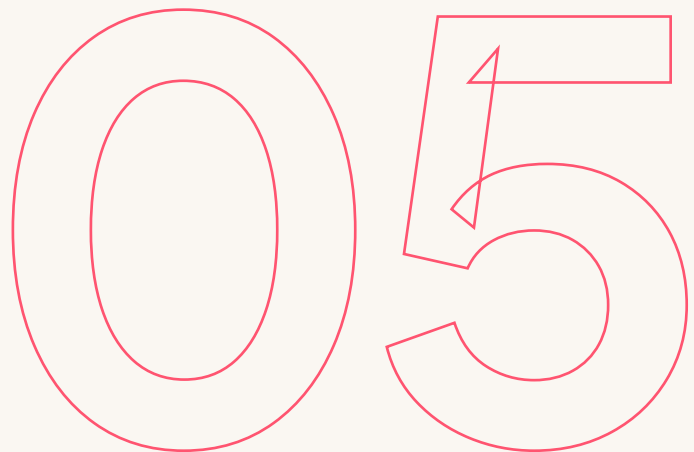
<p>Donor calls that ring out ~14 a week unanswered at the busy hours; about half were supporters ready to give or renew (\$80 each).</p>	\$560 /wk
<p>Callers who give up on hold ~4 a week who leave no message. The motivated ones simply give to the next cause that picks up.</p>	\$320 /wk
<p>After-hours enquiries ~4 a week hit a recording between close and open; the willing donor gives elsewhere overnight.</p>	\$320 /wk
<p>Lapsed regular givers Failed and expiring monthly gifts that go unnoticed and unchased, draining recurring income week by week.</p>	\$400 /wk
The combined leak	\$1,600 /wk

That is roughly \$77,000 a year leaking quietly through four holes, none of which shows up on an invoice. You do not need these exact numbers to act; even at half the assumptions the annual cost dwarfs the price of closing it. A digital worker addresses all four at once: it answers the calls that ring out, it removes the hold queue, it works after hours, and it chases every lapsing gift. Section Eight builds the full model with your own numbers.

Regular-giving context: Roy Morgan, October 2025, and Australian giving research, 2025, report that donor numbers are declining and that giving has shifted from regular to emergency support, raising the value of retaining each regular giver.

Trust, privacy and the line you never cross

This is the section that matters most for a charity and the one most guides skip. How the people you serve are protected, how donor money and sensitive data are handled, and exactly how the agent is kept on the right side of the line of care.



THE LINE OF CARE, ENFORCED

A person, for a person.

Section One set the rule: the agent handles administration, never human care. For a charity that line is sacred, because many of the people who call are vulnerable. This is how the rule is enforced in the way the agent is actually built.

THE AGENT WILL

- + Answer enquiries about your programs, services and how to access them

- + Take donations, memberships and event bookings against your rules

- + Welcome volunteers and start their onboarding

- + Recognise distress or risk and connect the caller to a trained person, to Lifeline (13 11 14) or to triple zero (000), without delay

- + Hand over to a human whenever a caller asks, or whenever the conversation leaves its rules

THE AGENT WILL NOT

- Counsel, support or advise someone in crisis

- Assess how much risk or danger a person is in

- Make eligibility or welfare decisions about a person

- Pressure anyone for a donation, or exploit distress to raise money

- Make a judgement that belongs to a trained worker

HUMAN IN THE LOOP

A person is never removed from care. The agent is a layer in front of routine administration, with clear escalation paths back to your team and a standing instruction to hand over the moment a conversation needs human judgement. You set the rules; the agent keeps to them; you can see everything it did.

MONEY AND DATA ARE HELD IN TRUST

Treated as sensitive, by law.

A charity runs on trust: the trust of donors that their gift is handled honestly, and the trust of beneficiaries that their information is safe. Much of what your organisation holds, details about a person's health, finances or hardship, is classed as **sensitive information** under the Privacy Act 1988 (Commonwealth) and the thirteen Australian Privacy Principles (APPs), which carry a higher standard of consent, handling and security than ordinary personal details.⁴

That framework has just been strengthened. The Privacy and Other Legislation Amendment Act 2024 introduced a statutory right for individuals to sue for serious invasions of privacy and, from 10 December 2026, a requirement to tell people in your privacy policy when decisions affecting them are made by substantially automated means. A charity using an AI agent should plan for that disclosure now rather than scramble for it later.

A digital worker has to be built to that standard, not retrofitted to it. The agent tells callers plainly that they are speaking with an automated assistant. Information is collected only for the purpose the person is contacting you about, and only with their clear consent. Donations are processed through your existing, compliant payment provider; the agent does not become a new place where card details sit. Every interaction leaves an audit trail.

Supporters should never have to wonder who, or what, they are talking to, or where their money and their information go.

Fundraising itself is regulated. Charities have long had to navigate different fundraising rules in each state and territory, a patchwork the sector estimated was costing more than \$1 million a month to comply with.⁵ Reform is under way: governments agreed a set of National Fundraising Principles in 2023, and from 1 April 2026 charities registered with the ACNC can fundraise in New South Wales on their ACNC registration alone. The agent is built to follow whichever rules apply to you, including honesty about how funds are used and respect for a donor's wishes.

Data stays inside boundaries you control, encrypted in transit and at rest, with access limited to the people who need it. The agent connects to your CRM or fundraising system through controlled, permissioned access. It can see and write only the things you allow, and nothing beyond that.

GOVERNANCE YOU CAN SHOW

Built to be inspected.

Charities run on accountability, to their members, their donors, their boards and their regulator. A digital worker should add to that accountability, not subtract from it. Because every interaction is logged, you have a clearer record of front-line activity than most small charities keep today, when a phone call leaves no trace at all.

That record supports the obligations your organisation already meets: the ACNC Governance Standards, which require a charity to operate lawfully and to be run in an accountable and responsible way; your privacy policy and consent practices; and your duty to handle donations honestly and report on them. The agent operates inside those frameworks rather than around them.

It also makes review simple. You can listen back, read transcripts, and adjust the agent's rules in plain language. If you decide it should never discuss a particular topic, or should always escalate a particular kind of call, that change is made once and applied to every call from then on. Consistency, in other words, becomes a setting rather than a hope.

This guide is general information, not legal advice. Before you go live, your own privacy, fundraising and governance obligations should be confirmed with the appropriate adviser. What the technology gives you is a front line that is easier to govern, not harder.

Under the bonnet

You do not need to be technical to use this, but it helps to know what is happening when the phone rings. Here is the whole thing, in six parts.



— HOW IT WORKS

Six parts, one conversation.

PART 01**It picks up and listens**

The agent answers in a natural voice, on the first ring, and tells the caller they are speaking with your organisation's automated assistant. It understands ordinary speech, accents and interruptions.

PART 03**It writes to your system**

It connects to your CRM, fundraising or booking software through permissioned access, processes gifts through your existing payment provider, and records everything straight in. No double entry.

PART 05**It works after hours**

Evenings, weekends and the lunchtime gap are covered without extra rostering or extra volunteers. The work that greets your team in the morning is already done.

PART 02**It follows your rules**

Your programs, your fundraising policy, what each volunteer role needs, opening hours and escalation points: it works from the rules you set, in plain language, not from guesses.

PART 04**It escalates cleanly**

When a call needs a person, or shows any sign of distress or risk, it hands over to your team, to Lifeline or to triple zero (000). It never tries to provide care itself.

PART 06**It reports back**

Every call is logged, transcribed and summarised. You see volumes, gifts taken, volunteers signed up and anything escalated, and you tune the rules from there.

Before you switch it on

You can stand up a working agent quickly. The organisations that get the most from it spend a little time first, getting the groundwork right. Here is what to map across two weeks.



— THE GROUNDWORK

An hour of mapping saves a month of patching.

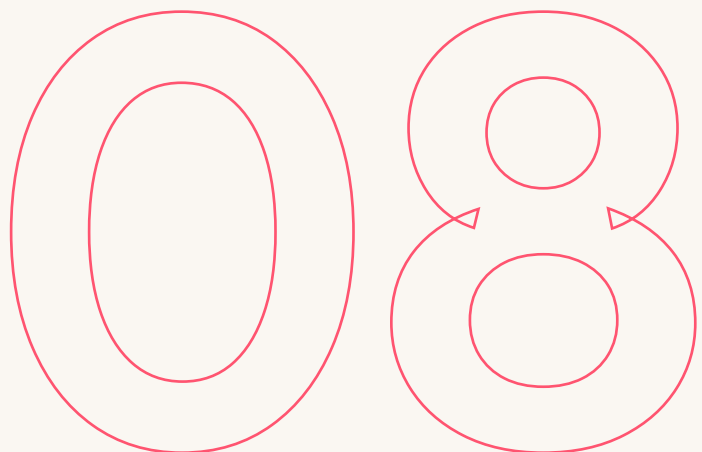
Getting an agent live is fast. The difference between a good launch and a frustrating one is whether you have written down the things your team currently hold in their heads. Work through this list before you go live.

- Your top ten reasons people call, in order
- Your fundraising rules and which gifts the agent may take
- What must always go to a human, and to whom
- The supporter lists you want worked: lapsed, expiring, overdue
- Consent wording for collecting personal information
- Your programs and services, and who is eligible for what
- Volunteer roles, requirements and the first onboarding steps
- Your distress and risk cues, and the exact words for escalation
- Your receipting, thanking and reminder wording
- Who owns the agent's rules and reviews its reports

This is a fortnight of light work, not a project. Most of it is writing down decisions you have already made informally. Once it is on paper, the agent can be configured to match exactly how your organisation already runs, which is the whole point: it should sound and behave like your charity, on its best day.

Building the business case

An illustrative model, not a promise. Plug in your own numbers and the shape of the return tends to hold: it pays for itself on captured giving alone, before you count the hours returned.



— AN ILLUSTRATIVE MODEL

Where the return comes from.

A worked example to show the mechanism, not a quote. The numbers are illustrative and rounded; replace them with your own. The point is that the three returns stack, and the first one usually covers the cost by itself.

THE SCENARIO · A SMALL COMMUNITY CHARITY

One coordinator and a roster of volunteers. Takes roughly 180 calls a week and misses about 25, mostly at the busy hours and after close. Around 4 in 10 of those missed calls were a supporter trying to give, renew or offer time. Average gift, conservatively, \$80. The charity carries a base of regular givers whose monthly gifts quietly lapse when cards fail or expire.

Where the return comes from	Illustrative annual figure
Captured giving ~10 supporter calls a week recovered (25 missed × 40% who wanted to give or renew) × \$80 × 48 weeks. The biggest line, and after-hours calls alone often cover the fee.	\$38,000
Retained regular givers Prompt follow-up on failed and expiring monthly gifts retains ~25 regular givers a year who would otherwise lapse × \$360 average annual value.	\$9,000
Office hours returned About 8 hours/wk no longer spent on repetitive calls and data entry, at a \$40 fully-loaded rate × 48 weeks. Capacity for the mission, not cash, but real.	\$15,000
Cost of the agent Indicative annual platform cost for a charity of this size, plus the groundwork time in your first fortnight.	(\$9,000)
Net illustrative return Recovered giving and returned hours, less the cost of running it.	\$53,000

Read it conservatively and the case still holds. Halve every assumption and the model clears the cost of the agent several times over, on captured giving alone, before the returned hours and the better supporter experience are counted. We will build this with your real numbers in a short call rather than ask you to take a generic figure on faith.

What you don't need

Some of what holds charities back is not cost or risk, but a set of assumptions that are simply not true. Here are the ones worth retiring before you start.



 MYTHS WORTH RETIRING

Less than you think.

YOU DON'T NEED

- To replace your team or your volunteers. The agent takes the repetitive layer, not the people

- To rip out your CRM or fundraising system. It connects to what you already run

- To be technical. The rules are written and changed in plain language

- A long IT project or a big budget. A working agent is a matter of days, not quarters

- To let it near the care of a vulnerable person. By design, it never goes there

YOU DO NEED

- + A clear picture of why people call, and your fundraising rules

- + Agreement on what always goes to a human

- + Your privacy, consent and fundraising wording confirmed

- + One owner inside the organisation who watches the reports

- + A willingness to start with one job and grow from there

The honest summary is that the barrier is smaller than the reputation of "AI for charities" suggests. You are not rebuilding your organisation. You are adding a reliable, well-governed layer to the front line and keeping a firm hand on what it is allowed to do.

In practice

Three composite organisations, drawn from the kinds of deployments this technology suits. The names are illustrative; the situations are not.



COMPOSITE CASE STUDIES

What changed, and how fast.

COMPOSITE · COMMUNITY WELFARE

A small community charity

One coordinator, high call volume, supporter follow-up always behind.

0

calls to message bank after going live, day or night

The lunchtime gap, closed.

The charity's worst hours were the middle of the day and after close, when the coordinator was in the field and most calls went unanswered. The agent now picks up every call, takes the gift or the enquiry, and records it straight into the CRM.

Within the first fortnight the lapsed-donor list, which had been rolling over for months, was worked through by the agent in the quiet hours, and the team saw recurring income that had been slipping away begin to recover.

COMPOSITE · ANIMAL RESCUE

A volunteer-run animal rescue

No paid office; volunteer enquiries and donations lost overnight.

After hours

volunteer sign-ups and gifts now captured instead of lost

The overnight offer of help, kept.

Most volunteer enquiries came in the evening, after people finished work, when no one was there to answer. The agent now picks up, captures availability and interests, starts the induction and takes any donation, so the group wakes up to new volunteers and gifts rather than a silent message bank.

COMPOSITE · COMMUNITY SERVICES**A multi-program community organisation**

Several programs across two sites, one shared phone line, many enquiry types.

2→1

sites, one consistent front line, every call answered the same way

One front line for every program.

Calls about different programs landed on the same line and were handled differently depending on who answered. The agent gave the organisation a single, consistent front line: it routes each caller to the right program, books people into services, takes donations, and recognises distress so a person is connected to help straight away.

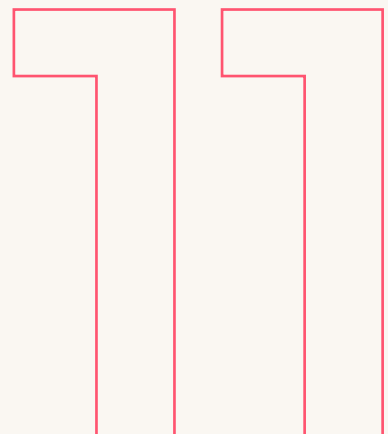
Staff were freed from the phones during program hours, and the organisation could finally see, in one place, how many people were reaching out and what happened to each enquiry.

A NOTE ON THESE EXAMPLES

These are composites built to illustrate common patterns, not named clients. Your organisation's results depend on your call volume, your fundraising rules and how you choose to use the agent. We are happy to talk through a realistic picture for your specific charity.

Questions not-for-profits ask

The questions that come up in almost every first conversation, with straight answers.



FREQUENTLY ASKED

The honest answers.

Will people know they are talking to an AI?

Yes, always. The agent tells callers plainly that they are speaking with your organisation's automated assistant. Transparency is a requirement, not an option, and callers can ask for a person at any time.

What happens if someone in crisis calls?

The agent is built to recognise distress or risk, say plainly that a person should help, and connect the caller to your team, to Lifeline on 13 11 14, or to triple zero (000) in an emergency. It never tries to counsel or support someone itself. That boundary is the whole point.

Is it safe to take donations over the phone this way?

Yes. Gifts are processed through your existing, compliant payment provider, so the agent does not become a new place where card details sit. It follows your fundraising rules, issues receipts and records every gift, with a full audit trail.

Does it work with our CRM or fundraising system?

It connects to common CRM, fundraising and booking systems through permissioned access, reading and writing only what you allow. We confirm compatibility with your specific system before you commit to anything.

Will it replace our staff or volunteers?

No. It takes the repetitive, interruptive layer of the work so your people can focus on the mission and the conversations that need a human. Most organisations redeploy their people and volunteers rather than reduce them.

We are a tiny organisation. Is this only for big charities?

No. More than six in ten Australian charities turn over under \$500,000 a year, and the stretched one-person office is exactly where an agent helps most. You start with one job and grow from there.

What about our fundraising obligations across different states?

The agent is built to follow whichever fundraising rules apply to you. Reform is simplifying the old state-by-state patchwork, and we configure the agent to your obligations. Confirm your specific position with your own adviser.

How long until it is live?

Days, not quarters. The groundwork in Section Seven is the main task, and most of it is writing down how your organisation already runs. After that, configuration and testing are quick.

What if we want to change how it behaves?

You change the rules in plain language and the change applies to every call from then on. Consistency becomes a setting. You can also listen back and read transcripts whenever you like.

Your first seven days

A short, concrete path from reading this guide to a live agent answering your phones. Three steps, one week.



FROM HERE TO LIVE

Start with one job. Grow from there.

DAYS 1-2**Map the basics**

Work through the Section Seven checklist. Pin down your top call reasons, fundraising rules, escalation points and consent wording. This is the real work.

DAYS 3-5**Configure and test**

We set the agent up to match your rules, connect it to your CRM or fundraising system in a controlled way, and test it together against real call scenarios until it sounds like your organisation.

DAYS 6-7**Go live on one job**

Start with a single job, often after-hours calls or donor follow-up, watch the reports, then widen its remit once you trust it. Small start, fast confidence.

THE ONE DECISION TO MAKE THIS WEEK

You do not need to commit to a full rollout. Pick the single job that hurts most right now, the after-hours calls, the volunteer enquiries that go cold, or the lapsed givers nobody has time to chase, and let an agent take just that. The rest follows from what you learn.

When you are ready, the best next step is a short walkthrough where we build a realistic picture for your organisation: your numbers, your rules, and a clear view of what the agent would and would not do. No generic figures, no pressure.

Answer every call. Never cross the line of care.

A digital worker that answers your phones, takes the gift, signs up the volunteer and looks after your supporters, governed by your rules and kept firmly clear of human care. Built for Australian charities.

TALK TO US

Agentic.ai
Book a 20-minute walkthrough for your organisation

ABOUT THIS GUIDE

General information only.
Not legal, privacy or fundraising advice.
Confirm your obligations with the appropriate adviser.