

SOLUTION SNAPSHOT



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Experience Cloud for Nonprofits

Put your stakeholders in the driver seat, streamline self-service, and share the story of your mission's impact with Experience Cloud for Nonprofits.



Introduction

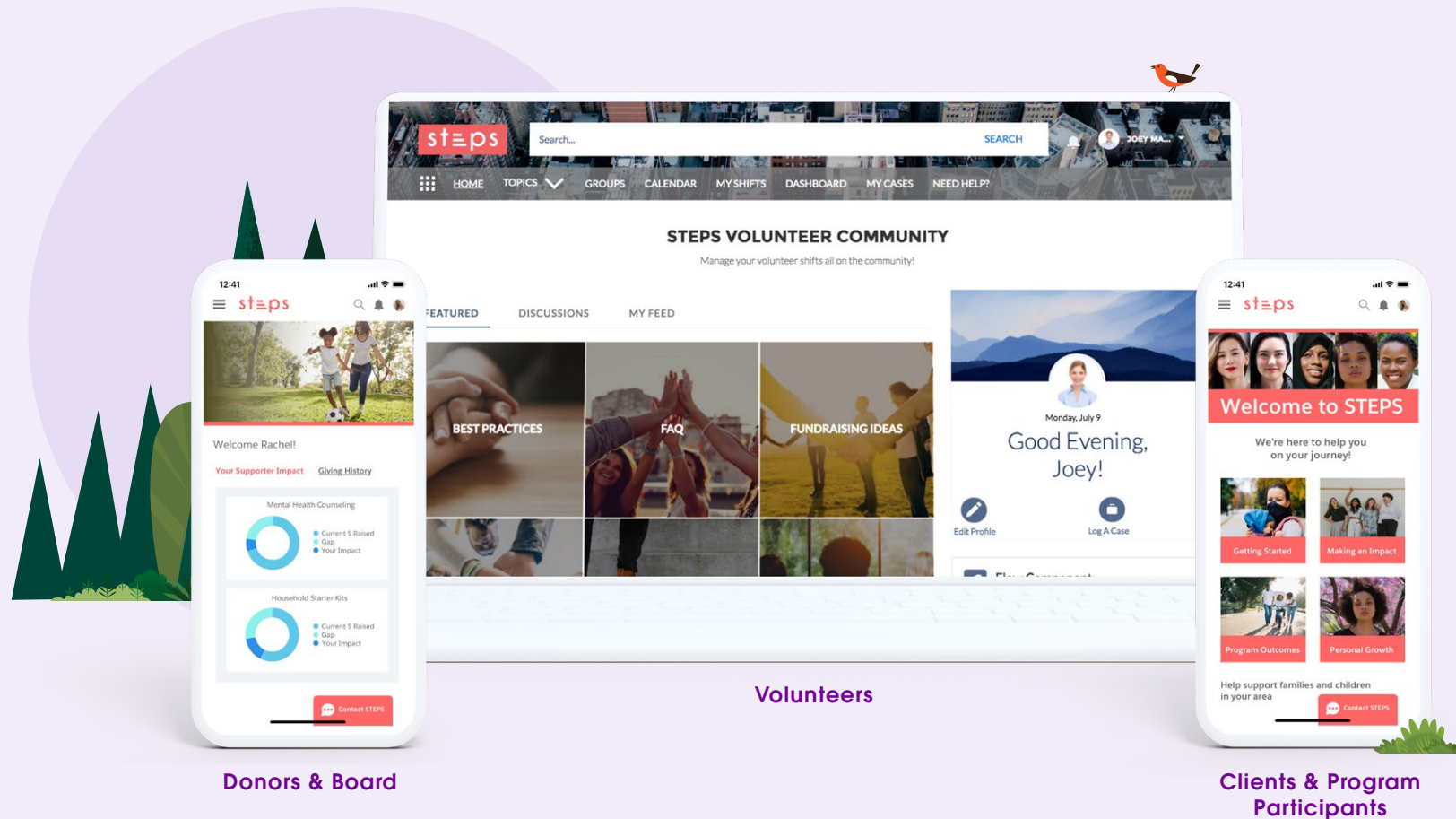
A great digital experience is about the little things: the health provider that allows you to connect directly with your doctor in between appointments, the shopping website where you can save an item in your cart for later, the nonprofit that lets you sign up and manage your own volunteer shifts.

It's about improving the overall experience that us as constituents, donors, volunteers, or program participants have with organizations – that no longer have to take place in person.

With **Experience Cloud for Nonprofits**, you create interactive, secure online spaces that allow your stakeholders to engage with where your organization how they want to and on their own time. No longer do you have to wait for that next in person donor meeting or client call to build off of that great interaction that happened yesterday. Cultivate strong relationships by creating a portal, or community, your stakeholders can connect directly with staff, fellow supporters, or peers in their program. Increase transparency into your organization's work and give them more control over their personal information – saving valuable staff time with self-service options. Most importantly, put the engagement data you collect with these interactions to good use so you can use it to personalize every touch point you have, whether the next time is online or offline.

Let's learn more how you can connect with those stakeholders that are eager to engage

What Kind of Stakeholders Do You Want to Engage With?

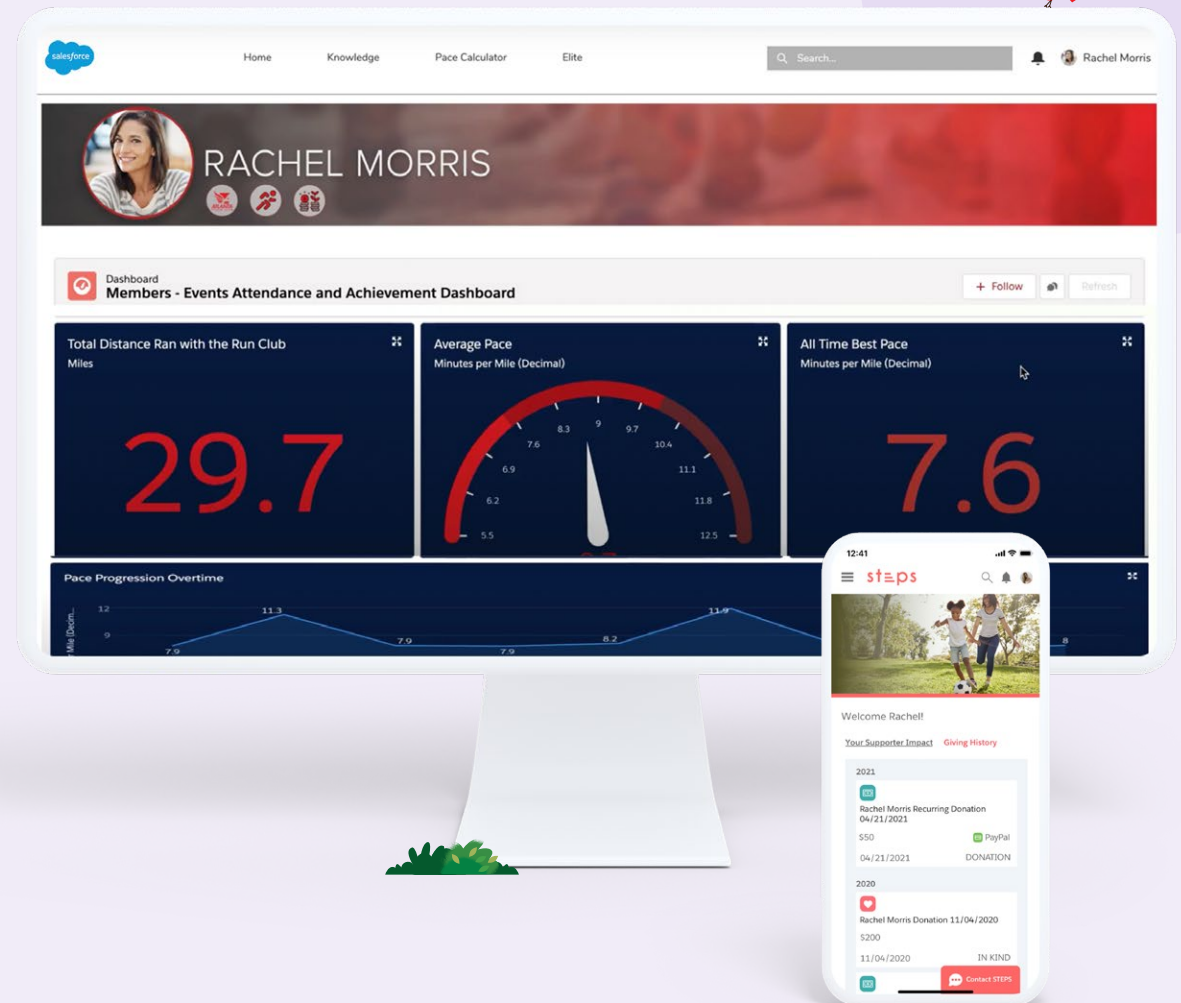


Donors & Board

Stay Connected & Service Donors and Your Board at Scale

With **Experience Cloud for Nonprofits**, fundraisers can create donor or board portals that streamline self-service and build even stronger connections between donors and the nonprofit they've chosen to support. And because the portal can be designed to look just like your website's brand and color scheme, it's one seamless, engaging experience.

Donors can login and view their giving history, update their contact or credit card information, donate quickly and securely, or make changes to ongoing gifts. Share impact reports with donors and the board so they can understand where their gifts are being allocated and connect them with staff or other supporters with similar passions. Put donors in the driver seat and share proof of your mission's impact.





Customer Success

Empowering Donors to Manage Their Giving and Scale Fundraising Teams

With over 500,000 active constituents in their database, **International Justice Mission** (IJM) is one of the largest global organizations focused ending slavery in our lifetime. With previously disparate systems, donor operations were time consuming, donor data was incomplete and donor retention was slipping. With Experience Cloud for Nonprofits and integrations to payment providers and banks, IJM was able to set up a donor portal making it possible to:

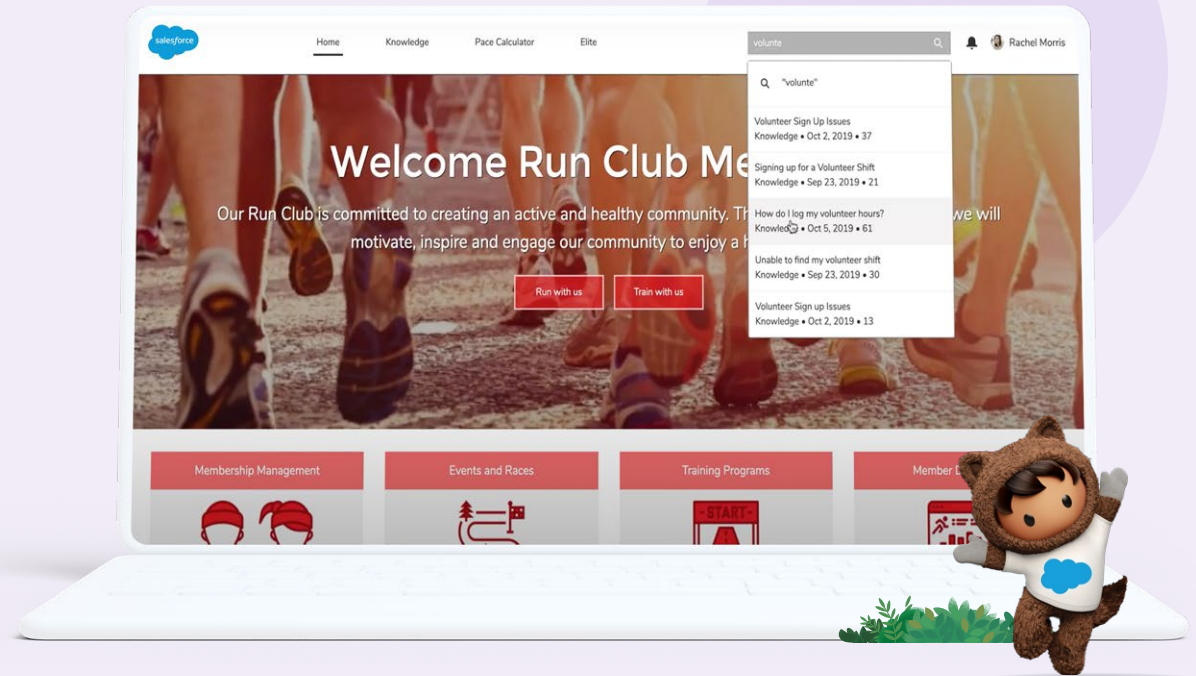
- Give donors a properly branded, seamless experience, where they can engage with IJM on one platform
- Allow donors to manage their profile and contact information, update their giving amount, change payment options and frequency, and retrieve their giving history or tax statements
- Improve donor retention enabling donors to self-serve and freeing up time for the IJM team to focus on fundraising growth

Volunteers

Maximize Volunteers' Contributions and Save Staff Time

Volunteers can be great but also time-intensive when you're managing a lot of them. Create an online space for them to search and sign up for volunteer opportunities and manage their own shifts.

Have an application process as a part of your volunteer program? Help volunteers complete next steps in the process like sharing their previous volunteer experience or identifying their skills and interests. Give them visibility into the application process and status. Share training materials or FAQs prior to their volunteer activity and allow an online space for them to connect with each other and collaborate on projects. When your volunteers are put to work, let them log and view their hours and see the impact they're making with their time.





Customer Success

Preserving Life-Changing Relationships by Pivoting In-Person Mentoring to Virtual

As the nation's largest donor- and volunteer-supported mentoring network, **Big Brothers Big Sisters** makes meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles"). Due to the COVID-19 crisis, they were able to pivot how they maintained the connections between their Bigs and Littles in just 8 short weeks. Using Experience Cloud for Nonprofits the organization:

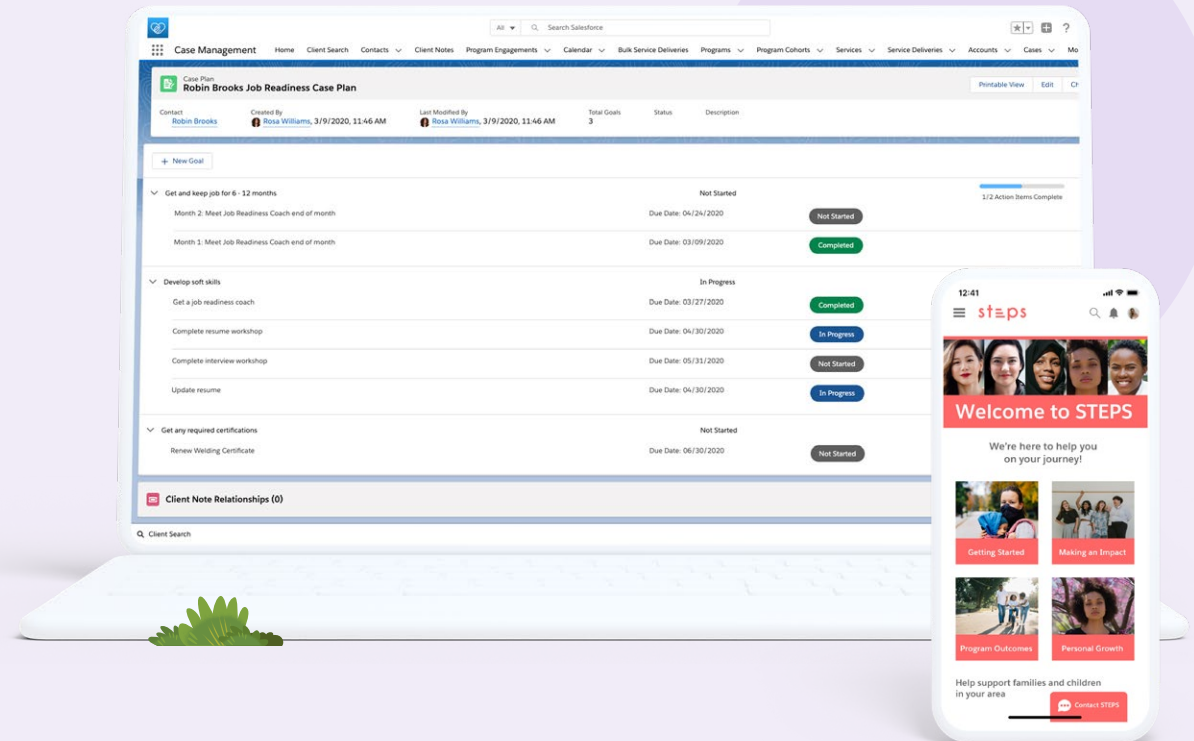
- Enables messaging between Bigs and Littles in a safe and monitored environment
- Continues mentor training with access to a shared library of resources on best practices and safety protocols
- Ensures oversight by distinct staff called Match Support Specialists

Clients & Program Participants

Delivering Programs Beyond the Next In-Person Meeting

Creating a positive experience for your program participants or clients is why you do the work you do. But how can you provide the best service when you're limited to the next time you see or talk to them?

With a secure, beautiful online home base for your program participants they can connect directly with staff, their peers, view case plans, update personal information and more. Give your program staff opportunities to provide help when it's needed most rather than waiting until their next meeting with a client. Provide visibility into completed and upcoming tasks so they can track where they are in their service journey. Post how-to articles or FAQs so they can find the information they need and staff can spend more time delivering more personalized services. Create strong relationships with the people in your programs that go beyond the sessions you spend with them.





Education
and
Employers

Customer Success

Inspiring Children to See What is Possible

The gulf between education and the world of work can seem huge, which means many children leave school confused and intimidated. **Education and Employers** helps pupils get a better understanding of the right path for them and to do this they work in partnership with schools, colleges, employers and the Department for Education.

This organization created three communities built on Experience Cloud for Nonprofits to:

- Support teachers
- Recruit new governors for schools and colleges
- Connect with their volunteers more easily

More than 45,000 users are able to take advantage of the communities, which are integrated with Education and Employers' website. The volunteer and teacher communities feature a unique mapping capability that brings together the right people in the right location. In the past, matching volunteers to opportunities was complex, but using Experience Cloud for Nonprofits has made this easy.

Types of Experience Cloud Licenses

[Have questions? Contact our Account Team](#)

License Type	Customer Community	Customer Community Plus	Partner Community	Experience Cloud for Nonprofits
Accessibility				
Cloud Based	✓	✓	✓	✓
Mobile Compatible*	✓	✓	✓	✓
Lightning Community Builder	✓	✓	✓	✓
Functionality				
Cases	✓	✓	✓	✓
Knowledge	✓	✓	✓	✓
Search Engine Optimization (SEO)	✓	✓	✓	✓
Community Analytics	✓	✓	✓	✓
Community Manager	✓	✓	✓	✓
Custom Objects	10	10	10	10
Role Based & Advanced Sharing		✓	✓	✓
Reports		✓	✓	✓
Dashboards		Read Only	Read and Write	Read and Write
Delegated Administration		✓	✓	✓
Data Storage		1 MB/login, 2 MB/member	1 MB/login, 5 MB/member	1 MB/login, 5 MB/member
Leads			✓	✓
Opportunities / Donations			✓	✓
Campaigns			✓	✓
Events & Calendar	Read Only	Read and Write	Read and Write	Read and Write
Tasks	Read Only	Read and Write	Read and Write	Read and Write
Access to Objects in Nonprofit Cloud Products				
Nonprofit Success Pack (NPSP)	✓	✓	✓	✓
Volunteers 4 Salesforce			✓	✓
Nonprofit Cloud Case Management**				✓

*Additional purchase of the product [Mobile Publisher](#) is needed for a Mobile App deployment.

**[Learn more](#) about using the product Nonprofit Cloud Case Management with Experience Cloud.



Learn more about Salesforce Nonprofit Cloud

[Learn more](#)