



## Features Offered By Service Type

### Community Reach

1 Organization  
5 Managers

### Extended Reach

Multiple Organizations  
Unlimited Managers

#### MEMBER MANAGEMENT

Unlimited Number of Programs and Opportunities	✓	✓
Data Migration and Imports	✓	✓
Complete Volunteer Profiles	✓	✓
Volunteer Ratings and Internal Notes	✓	✓
*Patented Filtering / Sorting Capabilities	✓	✓
Multiple Languages - English, French, Spanish, German, Dutch, Italian	✓	✓
Bulk Data Actions	✓	✓
Data Export to CSV	✓	✓
Unlimited Custom Attribute Data Tagging	X	✓
Task Management	X	✓
Workflow / Training Tracking	X	✓
Inventory Management	X	✓

#### SCREENING & RECRUITMENT PROCESS

Build Custom Signup Workflows	✓	✓
Organization Member Approval / Rejection	✓	✓
Customize Visibility of Opportunity Listings Through Logic Queries	✓	✓
Multiple Signup Forms	✓	✓
Capture Skills, Qualifications, Roles, Interests, Availability	✓	✓
Group Signup (3 Styles of Groups)	✓	✓
Social Media Sharing and Promotion	✓	✓

#### ROBUST SCHEDULING

Create an Unlimited Number of Schedules and Shifts	✓	✓
Special Permissions: System Roles	✓	✓
Volunteer Self-Signup to Shifts	✓	✓
Rostermode Best Match Engine: Roster Gaps and Group Rostering	✓	✓
Duplicate Shifts, Schedules, Programs	✓	✓
Manage Unlimited Venues / Locations	✓	✓
Schedule an Unlimited Number of Roles	✓	✓
Create Public or Private Opportunities	✓	✓
Volunteer Shift Confirmations and Notifications	✓	✓
Attendance Tracking (Web: Check-In / Check-Out)	✓	✓
Volunteer Self Report Hours / Tasks	✓	✓
Shift Waitlisting	✓	✓
Shift Approvals	X	✓
Check-in Kiosk	X	✓



<b>EMAIL COMMUNICATION</b>		
Pre-Schedule and Send Email Messages	✓	✓
Send Personal Schedules and Schedule Confirmation Requests	✓	✓
Send Invitations to Organizations, Opportunities, or Shift Signups	✓	✓
Custom Template Messages	✓	✓
Send History Tracking	✓	✓
Open Rates and Bounce Reports	✓	✓
Automated Schedule Confirmation Requests	✓	✓
Automated Schedule and Shift Reminder	✓	✓
Automated Birthday and Anniversary Messages	✓	✓

<b>REPORTING</b>		
Customize Reporting Across Opportunities & Date Ranges	✓	✓
Check-In/Out Logs	✓	✓
Volunteer Demographics	✓	✓
Service Time by Day, Week, Month, Year or by Staff, Program, Group, Location	✓	✓
Schedule Gaps & Availability Reports	✓	✓
Volunteers View Their Service Hours	✓	✓
Broadcast Communication Logs	✓	✓
Customize Reporting Across Opportunities and Data Ranges	✓	✓
Check-In / Check-Out Logs	✓	✓
Volunteer Demographics	✓	✓
Geolocation Adherence Reports	X	✓

<b>MOBILE APP: ADMINISTRATORS</b>		
LiveMode™ Real-time Onsite Management	✓	✓
Complete Staff List & Master Schedule	✓	✓
Staff Presence Dynamic Filtering & Quick Roster Changes	✓	✓
Check-In / Check-Out Capabilities	✓	✓
Realtime Schedule Problems Notifications	✓	✓
Broadcasts and 2-way in-app messaging	✓	✓
Guaranteed 3-tiered Communication Workflow (in-app>email>sms)	✓	✓

<b>MOBILE APP: VOLUNTEERS</b>		
Access to Personal Schedule & View Documents	✓	✓
Automatic Shift Notifications / Reminders	✓	✓
Check-In / Check out Capabilities and View Service Time	✓	✓
Signup to more Shifts & Opportunities	✓	✓
In-App messaging to Supervisor	✓	✓
Geolocation-Based Check In / Check Out	X	✓



COMMUNITY HUB		
Unlimited Corporate, Nonprofit, and Group Volunteer Partners	X	✓
Aggregate Cross Sector Stakeholders	X	✓
Advanced Data Access Views and Permissions	X	✓
Partner Self-Serve and Management	X	✓
Rolled Up Partner Reporting	X	✓

CUSTOMER SUCCESS		
Email Support Response Time	24 Hour Response	Priority Support
Live Chat Support	✓	✓
Phone Support	✓	✓
On-boarding and Training	Leader Led	Leader Led
Data Migration Service	Optional	Optional
Premium Onboarding, Support, Training Services	Optional	Optional - Recommended
Self-Paced InitLive <a href="#">Learning Academy</a>	✓	✓
Access to <a href="#">Self-Serve</a> Knowledgebase articles	✓	✓
Designated Success Representative	X	✓

INTEGRATION / PARTNERSHIPS		
Salesforce CRM	Optional Add on	Optional Add on
Maptag Delivery Route Optimization	Optional Add on	Optional Add on
Open API for Data Sharing	Optional Add on	Optional Add on