

# Legal Services National Technology Assistance Project



Helping nonprofit legal aid programs improve client services through innovative use of technology.

[www.lsntap.org](http://www.lsntap.org)

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## Call Center Technology

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.

 [TIG\\_TOOLKIT\\_IW\\_CALLCENTER\\_SEP2018.pdf](#)

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