

Spiritual Connections Anytime, Anywhere with **BoldDesk**[®]



Introduction

Henry Stevens is a manager at Crossroads Christian Communications, Inc., a faith-based media organization that provides Christian programming across Canada and throughout the world. Crossroads has many programs, but Henry and his team work on one specific initiative—Anyone Pray.

Anyone Pray is a platform for churches or like-minded groups to create a 24-hour prayer hotline powered by volunteers, offering spiritual connection anytime, anywhere. Staff, volunteers, and subscribers all use BoldDesk to facilitate more than 1,300 prayer request calls every day.

Challenges

What were you using before BoldDesk?

We're a new division that wasn't using any tools previously.

What challenges and pain points did you face before using Syncfusion products?

We built a new digital platform, so we first wanted to ensure we had a tracking system for any issues our 35 staff members and 135 volunteers had. We then moved to use BoldDesk with our Anyone Pray subscribers.

Solution

How did you hear about BoldDesk?

We did some quick research. Another department uses Monday, but it was too expensive for our department.



Which features did you find to be the most helpful in achieving your desired results from BoldDesk?

- Reporting
- Agent SLAs
- Tracking tickets

Results

How has BoldDesk improved things in your business?

It's helped us as a ticketing system, yes. We also use it for online chats for another program called Walk of Faith.

If you're looking for a customer support solution, check out [BoldDesk](#) today. [Request a demo](#) or start a free 15-day trial today!

Pull Quote

"We upgraded to a team license so we can have multiple brands. Sso far it is working well."

- **Henry Stevens, Crossroads Christian Communications, Inc.**

