



Tips & Best Practices Guide for Churches

Learn from thousands of pastors and ministers across the country who are improving their communications, growing their membership, and boosting attendance by using OnSolve One Call Now!

What our customers have discovered...

We brought together the knowledge and experiences of our happiest and most successful customers, and compiled their recommendations into this easy-to-use guide.

Now you can benefit, too!

OnSolve One Call Now Churches Are Doing Things Right

92%

experienced more participation and support for church activities/events

98%

agree One Call Now has increased their ability to connect to their members

100%

agree One Call Now is the most effective way to deliver time sensitive messages

100%

agree that our service is easy to use

Avoid Some Common Pitfalls

- Do your members actually listen to your entire message?
- Do you spend a lot of time when they call you back, asking you to repeat your message?
- Does only one person know how to use One Call Now, and that person is not always available?
- Would other leaders in the church benefit by having their own access to the One Call Now system so they could send messages to their own groups? Maybe the choir director or the youth pastor?

Prioritize Your Prayer Needs

- Send life-threatening, critical prayer requests (car accidents, heart attacks, emergency surgeries) to everyone, at every number, right away.
- Group general prayer needs, such as members and families undergoing testing, pre/post surgery requests, minor illnesses and prayer reminders, into one message.
- Send general prayer needs at a regular day and time, such as 5-7 pm when most people are home to get the message, and send those only to the Primary Numbers on file for each member.
- Respect your members' time by not bombarding them with too many messages each day. Members begin to tune out, and your important messages won't get through.

It's All About The Message!

- Keep messages relevant to engage your members. Include all the important stuff (who, what, where, when, why, and how) and keep it in the optimal 30-45 second range to keep members' attention.
- Send phone calls to older members, emails when you want to provide complete details, and remember that 78% of people 45 years and under are using text!



Short And Simple

- Make sure your Message Introduction introduces your church, not a specific person
- Target your message with Subgroups: prayer team, women's group, choir, etc.
- Prioritize Prayer Needs and send messages accordingly
- Spread your workload by using Messengers!
- "Message Burnout" — avoid giving it to your congregation
- Learn about Primary Number and when to use it
- Keep messages short
- Include the details: who, what, where, when, and why
- Send messages the way your members want them: phone, text, and/or email
- Let your members know how they can replay your message — without calling you back!

Need More Instructions?

Find all the help and user instructions you need on our website:

- Go to onsolve.com
- Click on **Login** in the top right corner
- Click on One Call Now
- Login using your Group ID and password
- From the main dashboard you can click Support or Webinars under the Need Help section to find assistance on a variety of topics

Visit [OnSolve.com/One-Call-Now](https://onsolve.com/One-Call-Now) to learn more.

One Call Now
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