



TAPS Testimonial

100% uptime when it matters most

Who is TAPS?

TAPS (Tragedy Assistance Program for Survivors) is a charity organisation dedicated to supporting military survivors and families of fallen soldiers in America. One of TAPS' main services is a 24/7 national military survivor helpline. For an organisation like TAPS, it is paramount to guarantee 100% uptime for efficient, accessible, and empathetic support for callers. By partnering with ConnexAI, TAPS was able to achieve this level of service and help more people when it matters most. To learn more about the effectiveness of this technology partnership, we spoke to Bonnie Carroll, President and Founder of TAPS.



“As a current veteran myself, I can't express how important these organisations are. Our goals here are to ensure 100% uptime with all our systems, so that staff can work from any place, whether it be at our headquarters or remote. Last year we had 9,246 new survivors who came to TAPS seeking support and resources.”

Bonnie Carroll

President and Founder of TAPS



What is the most important thing for TAPS when it comes to communication?

We rely on a fantastic team of trained professionals who connect with survivors 24 hours a day, 365 days a year. Having a stable call platform is essential to the work we do.

How has ConnexAI helped TAPS?

ConnexAI has been the most stable platform that we've been able to use to date. We use the platform to receive, transfer, and place calls - as well as track call history and call data. On top of that, ConnexAI's support team has helped us stay connected with our survivors 24 hours a day. Technology is evolving, and our families are going right along with it, and they want to connect with us in so many different ways. They want to call us on the phone; they want to chat with us online. It's always evolving and we're so grateful to have partners like ConnexAI who can take us to the next level.

What has your experience with ConnexAI's support team been like?

ConnexAI's support team has been one of the best support teams I've ever worked with. It was real-time, dedicated, and I've never had a better support experience with a client-vendor relationship. The onboarding and programming team were able to help us turnaround in a very short 2-week turnaround to go live, whereas in cases with other vendors it took us six months.

What would you say to other organisations who consider using the ConnexAI platform?

We're so excited to have found ConnexAI, to have partnered, and to have elevated our capability to a whole new level of technology. We've been able through ConnexAI to have our staffing more coordinated, and to seamlessly connect families with all of the resources that TAPS provides.

What is your favourite thing about ConnexAI?

It's been a wonderful partnership, but we're most excited about the level of service that we've gotten. That it's so personal and is not only just about the technology, it's also about the human connection.

“The team at ConnexAI understands what we do, why we do it, why it matters and who our callers are. They know why it means so much that survivors are able to reach out and find the support, the care, and the comfort that they need no matter when they place that call.



To learn more about how ConnexAI
is helping businesses to
overhaul their customer journeys

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