

REPRESENTATIVE EXPERIENCE

Green Cosmos Zambia

Volunteer, training, and application management using Salesforce NPSP



Business challenge

Green Cosmos Zambia needed a practical way to centralize volunteer records, training programs, board-member applications, and volunteer applications while reducing reliance on disconnected forms and manual follow-up.

Prudence B2B approach

Prudence B2B implemented Salesforce NPSP and integrated Jotform-based intake processes so application information could be captured consistently and managed within Salesforce.

Capabilities delivered

- Configured NPSP for constituent and volunteer information
- Created structures for training-program tracking
- Supported board-member and volunteer application processes
- Integrated Jotform submissions with Salesforce
- Enabled centralized records and improved reporting readiness

Business value

- Centralized volunteer, training, and application information
- Reduced fragmented manual intake and follow-up
- Improved visibility across program and applicant records
- Established a scalable Salesforce foundation for future growth

Technology and delivery context

Salesforce NPSP | Volunteer management | Training programs | Jotform integration