



Introducing

Fonolo Automate

Proactive Outbound Engagement

Integrations and automated workflows to launch a faster, more intuitive experience.

Use outbound engagements to transition conversations to self-service or call-backs from any preferred channel including, SMS, WhatsApp, e-mail, chat, voice, and more.

Use cases across industries.



Finance & Banking

- Target clients with automated messaging to boost pre-approved credit card or loan applications.
- Enable customers to engage with the collections process more effectively, helping you to increase cure rates and reduce operational costs.



Insurance

- Ensure timely payment of insurance premiums.
- Deflect call volume and minimize inquiries by keeping customers informed on claims status.
- Increase customer retention by reaching out for policy renewals proactively and efficiently.



Travel & Aviation

- Send messages in bulk to VIP / loyalty flyers with a dedicated call-back queue for those who need to speak with a live agent.
- Send timely updates on flight changes, cancellations, or upgrade offers.



Healthcare

- Reduce no-show appointment rates by proactively reminding patients about upcoming events and offering easy access to rescheduling.
- Proactively alert consumers about prescriptions, fill status, and other relevant topics.
- Support revenue cycle management and efficiency.



eCommerce

- Increase your customer's purchase and conversion rate by sending proactive promotional offers.
- Message customers for refunds /order change requests, payment status, and much more.



Fonolo Automate Features

- Multiple Data Sources
- Two-Way Conversations
- Custom Reporting
- Enhanced Personalization
- Integrates with Fonolo Call-Backs

Don't build campaigns from *Scratch*

Let's talk! sales@fonolo.com