

Fonolo Appliance

Fail-Proof Call-Backs + Quick Deployment = The Secure Fonolo Appliance

Offer fail-proof call-backs with the Fonolo Appliance and enjoy the security of an on-premises solution with the easy access and pricing of a cloud-based model.

We've Got Your Back

Think of Fonolo as an insurance policy. When an unexpected call spike hits, our call-back technology helps protect your KPIs and the quality of your customer experience. Fonolo Voice Call-Backs positively impact your contact center operations by evenly distributing peak period calls over time.

The payoff is immediate!

"Fonolo is our life jacket. It helps us provide quality service without adding headcount. And it truly was the easiest implementation of any system I've encountered in 30+ years in finance."



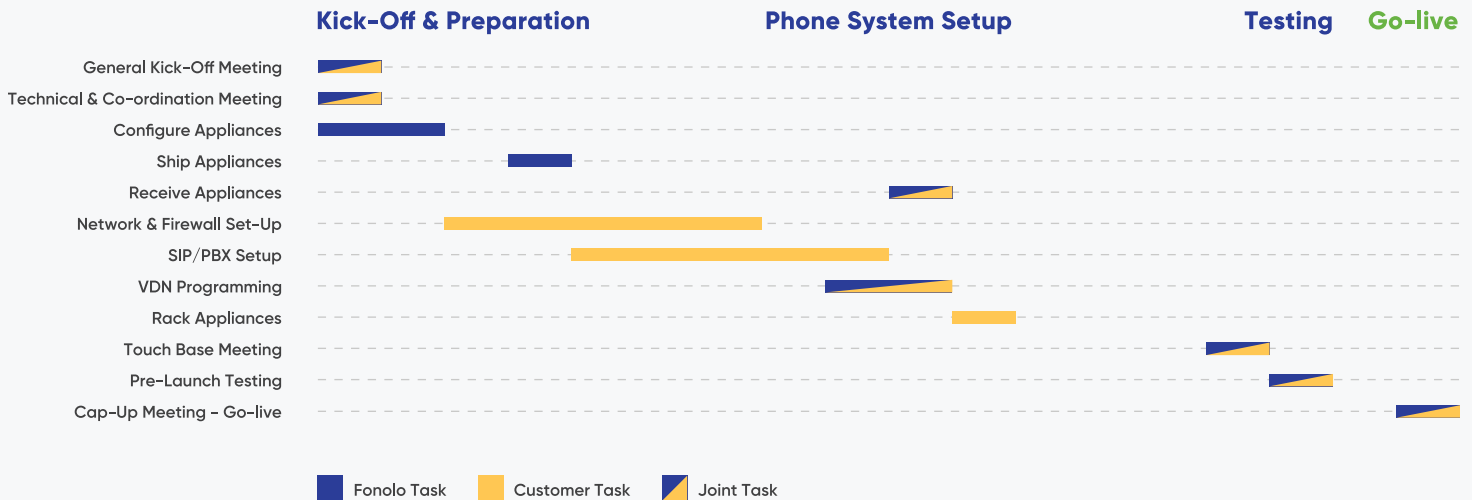
Jeannie Sugaoka

Senior VP of Support Services,
Tech CU



Deploys in Two Weeks*

The secure Fonolo Appliance can be deployed, tested, and up-and-running in your contact center in just two weeks. Really! From the kick-off meeting, through programming, testing and go-live, Fonolo's technical experts lead the installation—and your staff—every step of the way. What resources are required? This timeline shows where you'll need to commit staff during the set-up process, and for how long.



* Disclaimer: Our timeline estimate is based on previous Fonolo deployments. Deployment timeline may change depending on the resources your company has available.

Fonolo's On-Premises Appliance: Safety, Security and Serenity

Secures Your Data

Ensures sensitive customer data stays safe in your on-site network.

Guarantees Pristine Call-Quality

All voice traffic remains local to your contact center ensuring pristine end-to-end call quality.

Maintains Compliance Requirements

Appliance deployment maintains any compliance requirements your contact center has in place (HIPAA, PCI, and more).

Installs Easily

Our standard 1U rackmount servers install like any other server on your network.

Lets You Plug-in and Peace Out

Your appliance is 100% remotely managed by Fonolo's experts—including maintenance and software updates.



TECH TALK

The Fonolo Appliance is a 1U rack-mount Dell server running a mix of open-source and proprietary Fonolo software. It is installed on your premises, and remotely monitored and maintained by Fonolo, as part of the Fonolo call-back license. Fonolo uses Dell PowerEdge series servers.



PowerEdge



ABOUT FONOLO

Fonolo is the industry leader in cloud-based call-back solutions. Our call-back software has revolutionized the way contact centers interact with customers.

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