Support Your Employees with Internal Call-Backs

Call-backs make life easier for your customers. But did you know they can streamline your internal processes too?

Support your staff, contractors, field reps, and other stakeholders in your organization with call-back technology. Less time wasted on the phone means better productivity for your business.

An Innovative Solution That Works for Your Team

Efficient communication is key to successful business operations. Instead of waiting on hold, call-backs help your employees and other stakeholders connect with ease, every time.

It's as simple as setting up a dedicated channel for employees. How you use it is up to you!

Are Internal Call-Backs the Solution for You?

- **Assess any bottlenecks in your staff communication.** Avoid letting employees waste valuable time attempting to access support from other departments or stakeholders.

- **Set up a dedicated channel for employees.** Web Call-Backs are a simple way to do this; just add a widget for your staff to use when they need support.

- **Spend less time on hold.** Keep your workforce connected and streamline your business operations!

Benefits of Call-Backs

Eliminate Employee Hold Times

Prepare Agents Ahead of the Call

Instantly Boost Productivity

IVR, Mobile and Web Widget Support

Feedback with Post-Call Surveys

No Hardware or Software to Install

How Allstream Improved Productivity for Field Technicians with Fonolo Call-Backs

Allstream, a leading Canadian telecom provider, is committed to providing strong customer service. Their field technicians often needed to contact their internal call center to test and complete their work. This resulted in long hold times and frustration for the technician, not to mention poor customer perception.

With Fonolo, Allstream was able to set up a dedicated line for technicians to request a call-back, rather than waiting on hold in front of the customer. They also set up Web Call-Backs, so technicians could request a call with the tap of a button. By eliminating hold time, Allstream saw a significant increase in productivity, as well as improved customer feedback.

"With Fonolo, our field technicians get an immediate productivity boost because they no longer have to wait on hold during client visits."

Kent McInall, Director of Service Activation & Assurance

allstream.

TECH TALK

Fonolo is Tech Team Approved

Works across systems.
Fonolo can operate across multiple phone systems, environments, or datacenters at once, under a single license.

Safe and secure.
Keep your customers safe with secure appliances, secure SIP, direct site-to-site IPsec VPN (optional) and CIAM technology, including MFA, SSO, password expiration and IP limiting.

Works with your legacy system.
Fonolo easily integrates with legacy systems through PSTN.

Your add-ons are OK.
Fonolo works well with your existing add-on solutions, including IVRs and call recording features.

Migration is easy.
If you switch or upgrade your platform or system, Fonolo can easily move with you.

But Wait, There's More:

- **Offer internal support.** With call-backs, your employees can rest assured that support will be in touch to help them without wasting time on hold.

- **Keep remote workers connected.** Help employees spend less time waiting on hold so they can stay productive.

- **Support your field staff.** For team members on the road or on-site with a client, call-backs are a reliable resource when they're troubleshooting a problem.

---

fonolo

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.

CONTACT US
info@fonolo.com | 1.855.366.2500

FOLLOW US

BOOK A DEMO >

fonolo.com