

Scheduled Call-Backs

Keep Control of Call Volumes

Is your contact center regularly overwhelmed with calls? This doesn't need to be your normal. Scheduled Call-Backs is a solution designed to keep your call queues manageable, while eliminating customer frustration from waiting on hold.



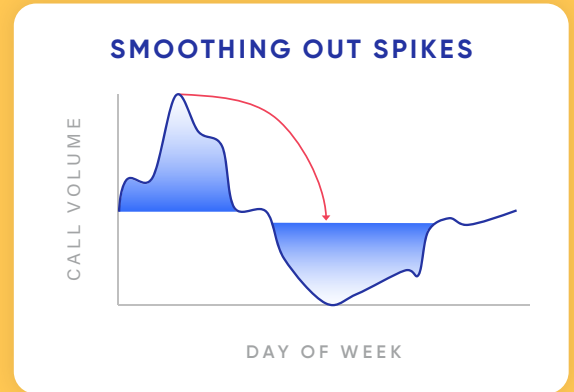
Defer calls to quieter times.

It's easy to get caught up in daily call center activities, especially when overwhelmed with customer demand.

With Scheduled Call-Backs, your callers can select a future time to receive a call-back. Easy for them. Easy for you.

When should you call a customer back? Let them decide.

Fonolo lets you schedule a conversation for up to 15 days in the future. Customize scheduling details to deliver call-backs during quieter times in your contact center.



Offer call-backs on any device.

Customers can schedule a call-back no matter where they are—on the phone, on a web browser, or even on your mobile app.

Defer calls to quieter times.

Call-backs are an insurance policy for your contact center. When call volume spikes, rest easy knowing that you can handle the traffic.

Protect your KPIs.

Scheduled call-backs shield your contact center metrics from the negative impacts of high call volume, including poor First Call Resolution (FCR), high abandon rates, and low CSat scores.

Be there for your customers, day or night.

Our After Hours feature lets late-night callers schedule a call-back during operating hours, so they're not left hanging! Limit the number of callers who can opt-in for each time slot.

Ease the pressure off your agents.

With call-backs, you can start every conversation off smoothly, resulting in lower handle times and improved agent efficiency.

Create an exceptional customer experience.

Replacing hold-time with a call-back reduces customer frustration and increases customer happiness.

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:

- Fully customizable to your contact center
- Improves customer and agent experience
- Smooths out spikes in call volume
- Differentiates you from the competition
- Prevents long lineups in your call center queue



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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