Fonolo Partners with Avaya to Help Contact Centers Improve the Customer Experience

Fonolo is a Technology Partner in the Avaya DevConnect program, which focuses on developing, marketing, and selling innovative third-party products that integrate with Avaya.

As a Technology Partner, Fonolo's engineers work closely with Avaya to develop a comprehensive test plan to verify compatibility. The resulting Application Notes provide Avaya-verified configuration guides to ensure a quick and streamlined integration. Contact centers can confidently add best-in-class call-back capabilities to their network without having to replace their existing infrastructure. This results in faster deployment of the Fonolo service, reduced network complexity, and lower implementation costs.

> "We believe in the value of call-back technology, and are pleased that our customers can confidently add Fonolo Voice Call-Backs to their Avaya communication systems."

Eric Rossman
VP Developer Relations, Avaya

Fonolo's signature **Voice Call-Backs** solution is verified compliant with key Avaya platforms for the contact center on our pure cloud SIP Connect and hybrid, on-premise Fonolo Appliance deployments.

How Fonolo Works

Fonolo offers callers a call-back with a single push of a button.

Fonolo takes their place in the queue and calls them back when an agent is free. Simple!

Fonolo's call-backs help contact centers manage high call volumes and improve the customer experience by offering a call-back instead of waiting on hold. Offering callers a call-back also reduces abandonment rates, call spikes, telco costs, and individual call length.

> "Technology partners like Fonolo are key to the development and evolution of customer support channels."

Eric Rossman
VP Developer Relations, Avaya

AVAYA
DevConnect
Technology Partner

> "Working with Avaya has been incredibly valuable for our clients and partners. Fonolo and Avaya have proven to be an excellent match, and we look forward to our continued role as service partner for Avaya users."

Shai Berger
Co-Founder and CEO of Fonolo

Fonolo's Voice Call-Backs solution has completed compliance testing across the Avaya product suite, including:

- Avaya Aura Platform
- Avaya IP Office
- Avaya CS1000
- Avaya Session Boarder Controller for Enterprise

Fonolo will continue to work with Avaya to test against their new or updated offerings.

Don't settle for a basic call-back.

Take your customer experience to the next level with our powerful, industry-leading tools:

Visual IVR

SMS Notify

Conversation Scheduling

Programmable Call-Backs