

Add the Power of Call-Backs to Any Call Center. Fast.

Fonolo's technology-agnostic solutions work with any phone system. Really! Adding call-backs is as simple as transferring calls between your platform and ours, creating a seamless experience for agents and customers.



Offer Fail-Proof Call-Backs

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

The payoff is immediate!



Fonolo is our life jacket. It helps us to 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 Support Services,
Technology Credit Union

Modernize Your Call Center Infrastructure on Any Phone System!

Whatever deployment you need, Fonolo's technical experts lead the process — and your staff — through every step of the set-up.

- Kick-Off Meeting
- Technical Meeting
- Phone System Set-up
- Touch Base Meeting
- Pre-Launch Testing
- Go-Live



Direct PSTN

Deploys in minutes!*

Direct PSTN uses one phone line per call-back (as if your caller simply waited on hold) so no additional lines are required. Bonus: You fully control access to your lines by deciding how, and when, to offer call-backs.

[LEARN MORE >](#)

SIP Connect

Installs in 1-2 days.*

Fonolo connects directly to your phone system or SIP infrastructure, bypassing the need for costly professional services from your upstream carrier or telephony provider. Fonolo is platform agnostic, and fully supports any SIP-enabled PBX or SBC.

[LEARN MORE >](#)

Fonolo Appliance

Deploys in two weeks.*

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 using Dell PowerEdge series servers, and is remotely monitored and maintained by Fonolo, as part of the Fonolo call-back license.

[LEARN MORE >](#)

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

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.

Legacy systems are no problem.

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.

Change your hold times. Not your contact center platform.

Fonolo deploys quickly on ALL platforms. ALL phone systems. ALLways.

AVAYA

CISCO

GENESYS

aws Amazon Connect

twilio

Five9

Mitel

allworx

broadsoft

ALVARIA

nextiva

Sangoma



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

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