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 help 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
Change your hold times. Not your contact center platform.

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

**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 >](#)

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**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.

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