Fonolo Direct PSTN
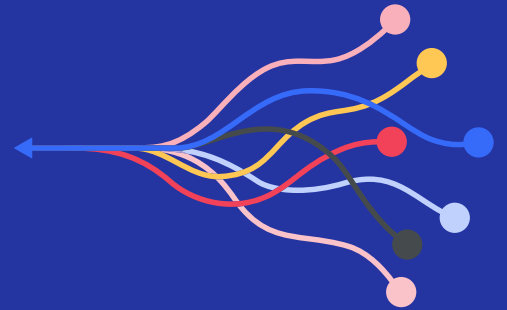
Add Call-Backs to Any Contact Center Platform—Fast!

Direct PSTN lets you add the power of call-backs to any call center—even legacy platforms and environments that may not support SIP technologies. No special configuration or software is required. It's that simple.

We've Got Your Back

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

> "Fonolo is our life jacket. It helps us provide quality service without adding headcount. And it truly was the easiest implementation of any system I've encountered in 30+ years in finance."
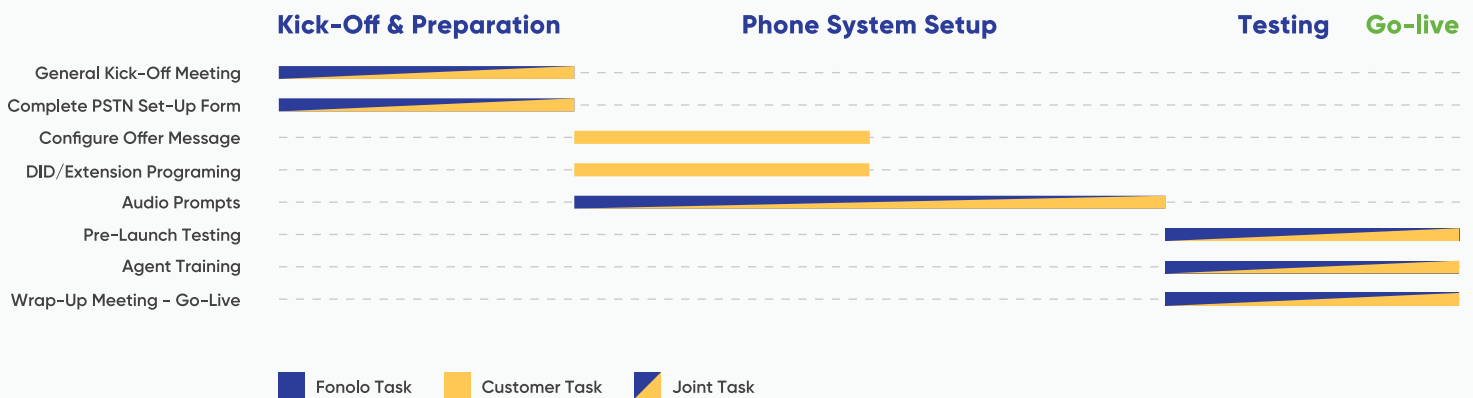
Jeannie Sugaoka
Senior VP of Support Services,
Tech CU

Deploys in Minutes. Really.*

Direct PSTN is a simple, secure way to offer your callers a Fonolo call-back. Best part? It can be deployed in minutes, even on legacy platforms. Fonolo's technical experts lead your deployment, and your staff, every step of the way—from the kick-off meeting, through the phone system set-up and agent training. What resources are required? This timeline shows where you'll need to dedicate staff during the set-up process, and for how long.

	Kick-Off & Preparation	Phone System Setup	Testing	Go-live
General Kick-Off Meeting				
Complete PSTN Set-Up Form				
Configure Offer Message				
DID/Extension Programing				
Audio Prompts				
Pre-Launch Testing				
Agent Training				
Wrap-Up Meeting - Go-Live				

■ Fonolo Task   ■ Customer Task   ◩ Joint Task

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

No SIP? No Problem!

Simple Set-Up
Starting a Fonolo call-back is as easy as transferring a caller to a local Fonolo phone number.

Secure & Accessible
Direct PSTN uses your existing PSTN processes and requires no new security or network changes.

Platform Agnostic
Works on any on-premises or cloud-based contact center, even legacy or mixed platform environments.

Globally Available
Access to a redundant network of Tier 1 carriers in more than 100 countries around the world.

TECH TALK

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 retain full control over access to your lines by deciding how, and when, to offer call-backs.