fonolo

Get to Know Fonolo Voice Call-Backs

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.

Voice Call-Backs positively impact your contact center operations by distributing calls during peak periods evenly over time. And the payoff is immediate!

No integration required. Fonolo's cloud-based technology sits above your phone system and works with both DIDs and SIP extensions, so you don't need to worry about adjusting your existing platform and processes at all.

We're technology-agnostic. Our solutions work with any phone system — seriously! It's as simple as transferring calls between your platform and ours, creating a seamless experience for agents and customers.

Quick and easy deployment. Typically, it only takes around a week to get Fonolo up and running in your contact center, depending on the availability of your resources.

"

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

HOW IT WORKS

Ring, ring!
A customer calls your contact center and joins a hold queue.

Your call is important to us…

Make them an offer.
Let your customer know they can "press 1 to receive a call-back". You control everything — the recorded message, the timing, and the frequency.

Press one for a call-back

Enter Fonolo.
When a customer opts in, their call is immediately transferred to Fonolo's cloud-based system. We validate their phone number, let them schedule a time, and even offer them SMS updates.

We take action.
Once the customer hangs up, Fonolo transfers the call-back to your platform and waits in their place as a regular inbound call.

Time to make a connection.
Fonolo appears as a regular inbound call to your agents. When they pick up the phone, our system calls your customer back and connects them!

CUSTOMER SERVICE

MESSAGES
Customer Service
Thank you for using our call-back service. Please let us know

The result.
Satisfied customers and a stress-free process for your agents!

About Voice Call-Backs

Your IVR, your rules. You dictate the customer experience. Record your own custom message and decide when and where customers will be offered a call-back.
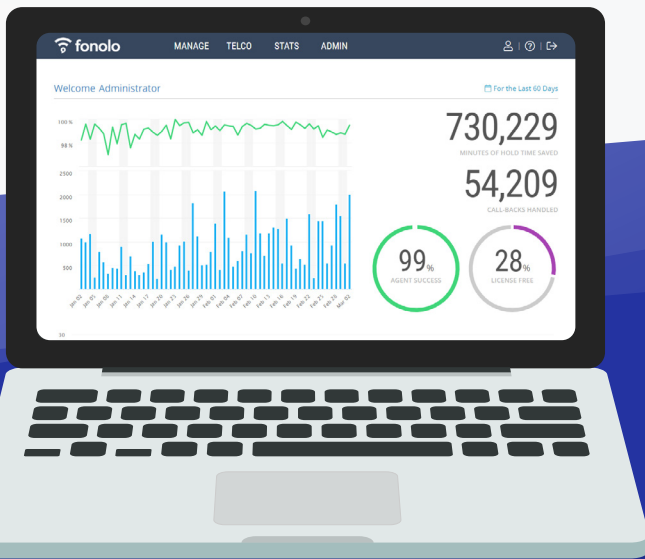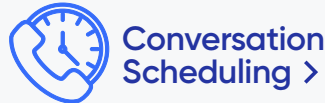
Security concerns? Whether you're in healthcare, finance, or retail, Fonolo's on-premise appliance ensures sensitive customer data stays safe in your contact center

Minimal training required. Because Voice Call-Backs appear as a regular inbound call, Fonolo is super easy for agents to adopt.

Unparalleled support. Think of our team as an extension of yours. We're here to help you make the most of your contact center through call-back technology.

Enhance Your Call-Back Experience

Boost Fonolo Voice Call-Backs with these incredible features:

SMS Notify ›

Smart Routing ›

Conversation Scheduling ›

Programmable Call-Backs ›

fonolo   MANAGE   TELCO   STATS   ADMIN

Welcome Administrator   For the Last 60 Days

730,229
MINUTES OF HOLD TIME SAVED

54,209
CALL-BACKS HANDLED

99% AGENT SUCCESS   **28**% LICENSE FREE

Manage Your Solution in One Place

Our easy-to-use Fonolo Portal provides an end-to-end view of all your call-back solutions, including real-time data, event-based metrics, and call-detail records (CDRs). You can manage this yourself, or have one of our experts guide you through the process!

DISCOVER ALL THE CUSTOMERS THAT TRUST FONOLO VOICE CALL-BACKS ›

esurance®

KOHLER®

Nutrisystem

THE GENERAL INSURANCE

charles SCHWAB

Essentia Health

Reliance home comfort™

First Service Credit Union

UMassMemorial Health Care

Blossman Gas & Appliance

BlueCross BlueShield Minnesota

McKee