## Web Call-Backs

The Missing Link Between Your Voice and Digital Channels

Powered by Fonolo, the pioneer of cloud-based call-backs, Web Call-Backs escalates your online customers to a call center agent - fast.

Engage your digital users right from your website or mobile app, where they can select a queue and schedule a call-back from a live agent with just one click. With Web Call-Backs, contact centers bridge the gap between channels for a **seamless experience free of hold time!**

Trusted by tech teams, Web Call-Backs is easy to deploy with a simple javascript snippet.
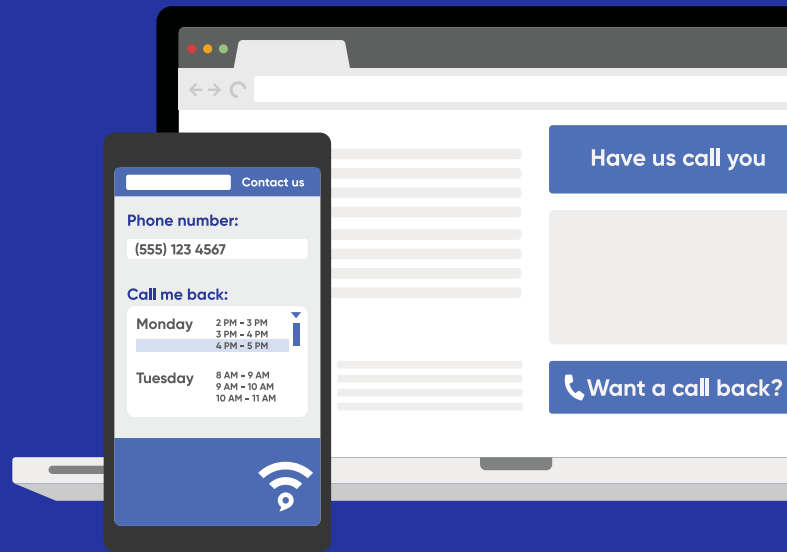
Rise to the new standards of customer experience.

Customer expectations are higher than ever when it comes to service. If they can't reach you when they need you, they'll become frustrated quickly. This is especially common among online users, who prefer to turn to your website or mobile app for support.

These digital channels are helpful for simple queries, but complex issues involving sensitive data require assistance from a live agent over the phone. Without a clear and easy way to transition online customers to the voice channel, your contact center will experience poor performance, including high abandonment rates and low first contact resolution.

> We were behind the curve in offering our members a call-back option. With this implementation, we feel like we are now on par with our competitors.
>
> **Jamie Jenkins,**
> VP of Information Technology, Ascend Federal Credit Union

Why Contact Centers Love Web Call-Backs

It keeps call volumes under control.
Call-backs flatten call spikes, making things more manageable for your agents.

Protects KPIs.
Drastically improve your abandon rates, first contact resolution, and other metrics.

Simple to set-up & easy to use.
Web Call-Backs is remarkably simple to add to your website or app and works securely with existing add-ons and legacy systems.

Secure and reliable.
Web Call-Backs is secured with session-based protections and CAPTCHA technology.

Customers can schedule two types of call-backs:

Next Available Agent.
For queries that require immediate attention from a live agent.

After Hours.
Schedule a next-day call-back, even after business hours.

Why Customers Love Web Call-Backs

- There's no waiting on hold.
- It's easy to navigate.
- Highly efficient.
- They feel empowered.

Convert More Web and Mobile Visits into Calls

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.

Works with your legacy system.
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.

DID YOU KNOW?

Web Call-Backs is fully customizable!
Use Fonolo's API to develop a unique experience, tailored to your needs.

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It was remarkable how easy it was to get Fonolo up and running. We're thrilled to be offering this improved experience to our members.

Mark Edelman,
VP, Member Services, 1st United Credit Union