How Call-Backs Can Boost BPO Revenue

As the demand for outsourced call centers continues to grow, it's critical that BPOs provide services that meet the expectations of modern, hi-tech businesses. Part of that is offering a range of secure and easily deployable solutions to help contact centers bridge the gap.

Call-backs are the simplest and most powerful added-value service the modern BPO can provide.

Exceed Customer Expectations

Call-backs provide BPOs with a competitive edge by giving them the ability to offer customers exceptional service with a quantifiable return on investment.

BPOs that offer call-backs can improve the call center experience and maintain service level expectations by:

- Smoothing out spikes in call volume
- Reducing handle time
- Decreasing abandonment rates
- Lowering telco costs

All that results in greatly improved CSAT and less-stressed agents. With Fonolo's easy-to-deploy software, you'll reap these rewards immediately.

How Fonolo Works

Fonolo offers your customers a call-back with a single push of a button.

Press one for a call-back

Fonolo takes their place in the queue and calls them back when an agent is free. Simple!

CUSTOMER SERVICE

Hybrid Cloud-Based Approach

Fonolo offers wholesale call-backs via a 'hybrid cloud' approach. Turnkey appliances keep all voice traffic on-site, while the service is managed using the convenience and power of the Fonolo cloud. By delivering call-backs as a cloud-based service, BPOs can enjoy lower costs, faster deployment, easier configuration, and increased scalability.
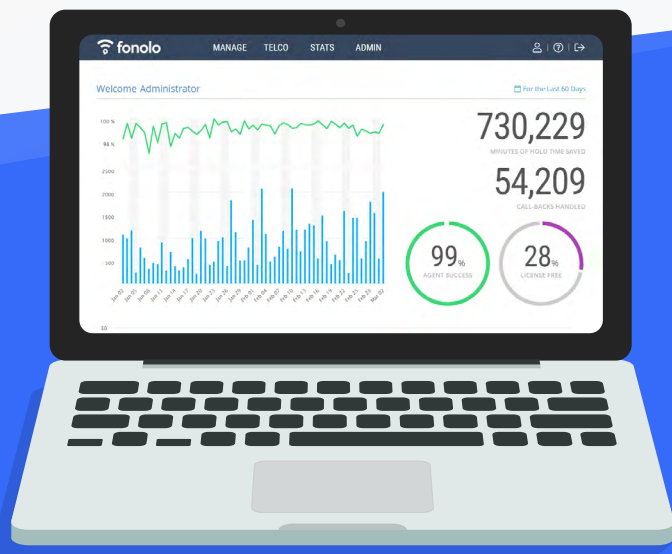
Management Portal

BPOs can create custom reports for their customers via the Fonolo customer portal, which includes data ranging from full CDRs to failed call logs. This lets your clients receive details about their call statistics without requiring a Fonolo account!

The Fonolo customer portal offers:

Comprehensive Reporting

Powerful Call-Back Options

Intelligent Call Routing

CALL CENTER BPOS USING FONOLO

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Radial a bpost company

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