

Fonolo Call-Backs for Employee Support

Offer a Call-Back to Employees and Boost Their Productivity

Protect your most valuable asset — your employees' time. Your staff have more important things to do than navigate a phone menu or wait on hold for a representative from your support center. Fonolo's cloud-based call-back technology easily hooks into your existing call center infrastructure, with minimal impact to your business processes.

Benefits

- Eliminate employee hold times
- Use Visual IVR and Click-to-Call-Back
- Feedback with Post-Call Surveys
- Prepare agents ahead of the call
- IVR, mobile and web support
- No hardware or software to install

Success Story



"With Fonolo, our Field Technicians get an immediate productivity boost, because they no longer have to wait on hold during client visits."

- Kent McInall, Director of Service Activation & Assurance, Allstream

Allstream is a Canadian leader in IP communications with 2,500 employees, 600,000 customer connections and a nationwide fiber-optic network. In 2012, they deployed Fonolo's Mobile Rescue solution to boost employee productivity in the field. This allowed field technicians to reach the support center with just one click on their mobile devices, eliminating hold time during client visits.



In-Call Rescue

Give employees the option to receive a call-back when hold times are too long.



Mobile Rescue

Let employees easily connect to a live agent, directly from within your mobile app.

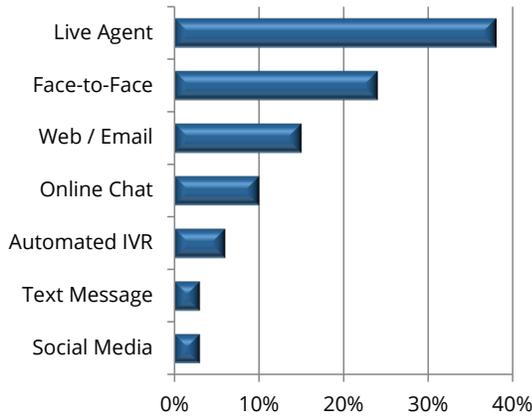


Web Rescue

Enable employees to seamlessly transition from web to live assistance.

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The Voice Channel is Critical to Your Business



Source: 2011 American Express Consumer Barometer Report

It's the Channel People Prefer for Support

According to American Express, when it comes to support, a live agent conversation is the most preferred channel for anything other than a "Simple Inquiry".

Call-Backs Reduce Abandonment

Research from ContactBabel has found that adding a call-back option can reduce abandonment rates by 32%. Whether your call center is focused on service or sales, fewer abandoned calls translates into a healthier bottom line.

Cloud-Based

The idea of replacing hold-time with a call-back has been around for a long time. Fonolo has revolutionized "virtual queuing" by delivering it as a cloud-based service.

This approach offers:

- Lower costs
- Faster deployment
- Easier configuration
- Better scalability

"The option to hold their place in a queue and go on to do something else is highly appealing, with 75% stating a preference for it."

- Global Consumer Preference Report for Contact Centers

About Fonolo

Fonolo is the leading provider of cloud-based call-back solutions. The company's innovative products improve the way call centers interact with their customers by seamlessly replacing hold time with a call-back. Regardless of where the conversation begins - on the web, mobile or by phone - Fonolo quickly and conveniently routes customers through the call center, connecting them to the right agent and eliminating hold time. A growing list of organizations, including the Royal Bank of Canada (RBC), Nationstar Mortgage and Thomas Cook trust Fonolo to improve the call center experience for their customers. Learn more at fonolo.com.

Some of the businesses that trust Fonolo: