



## Offer a Call-Back From Your Mobile App

Mobile applications have become a necessity for companies in many industry verticals. Sadly, most apps fall short when it comes to connecting users to a live agent. Often the “Contact Us” page shows no more than a phone number, forcing the customer to dial in to the company’s phone menu and “start over” with an agent.

Mobile Rescue lets customers easily connect to a live agent, directly from within your mobile app. With one tap on their smartphone customers can request a call-back and avoid hold time.

### Easy to Use

Give mobile customers a simple and intuitive way to request a call-back from a live agent.

### Works with any App

Offer customers live assistance from within any mobile application on any platform.

### Connects to Your IVR

Automatically navigate callers through the IVR. No need to install any additional hardware or software.



## How it Works

Mobile Rescue is a self-contained component that can be easily added to your iPhone or Android app and replaces the “Contact Us” section.

1. Customers go to the “Contact Us” section of the app.
2. Instead of seeing a phone number, they see a visual representation of your IVR that lets them choose the type of agent they need.
3. Customers tap their desired option and click “start call”.
4. They can put their phone away and will get a call from the next available agent.



DATASHEET

# Mobile Rescue



## 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



## Security Options

Fonolo can be enhanced with a turn-key appliance that will let you comply with strict security requirements (no voice data leaves your data center), while still using the convenience and efficiency of the cloud.

## 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 trust Fonolo to improve the call center experience for their customers. Learn more at [fonolo.com](http://fonolo.com).





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