Web Rescue

Offer a Call-Back From Your Website

Did you know that 83% of online customers require some degree of support to complete a purchase? Additionally, 35% of consumer inquiries that originate through other channels eventually escalate to voice. It's essential to empower customers by allowing them to connect to call center agents with just one click – no phone menus and no waiting on hold.

Web Rescue lets online customers request a call-back from your website, enabling them to seamlessly transition from web to live assistance.

Connects Easily

With just a few lines of code, add a widget to your website that allows customers to request a call-back.

Works with Your IVR

Automatically navigate callers through the IVR based on their web context. No need to install additional hardware or software.

Empowers Agents

Pass customer information from web sessions to your agents and improve their efficiency.

Questions about our rates?

Receive a call from our next available representative.

Name: John Smith

Call-Back Phone Number:

+ 1 . 416-366-2500

REQUEST CALL BACK

SCANA ENERGY

? What is this?   fonolo

How it Works

By adding the Fonolo widget to your website, your customers will see a Visual IVR (a visual representation of your phone menu).

1. Customers click on the "We'll Call You" icon on your site .

2. They see a visual representation of your IVR and choose the type of agent they need. You can also prompt them for additional information (e.g. name, customer ID, etc).

3. After starting a call, they can watch the progress through the widget so they know when to expect the call back. They'll see status messages like "Calling Company", or "Waiting on Hold".

4. Agents receive what looks like a regular inbound call (except it's Fonolo on the line).

5. When an agent answers the call, Fonolo provides any information collected via the web widget and calls the customer back.

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.

Join Us for a LIVE Demo

Visit **fonolo.com** to learn how you can increase sales, lower abandon rates and create happier customers.

REGISTER NOW!