

# Get to Know Fonolo Voice Call-Backs

Think of Fonolo as an insurance policy. When an unexpected call spike hits, our call-back technology helps protect your KPIs and the quality of your customer experience.

Voice Call-Backs positively impact your contact center operations by distributing calls during peak periods evenly over time. And the payoff is immediate!



**No integration required.** Fonolo's cloud-based technology sits above your phone system and works with both DIDs and SIP extensions, so you don't need to worry about adjusting your existing platform and processes at all.



**We're technology-agnostic.** Our solutions work with any phone system – seriously! It's as simple as transferring calls between your platform and ours, creating a seamless experience for agents and customers.



**Quick and easy deployment.** Typically, it only takes around a week to get Fonolo up and running in your contact center, depending on the availability of your resources.



Fonolo is our life jacket. It helps us to provide quality service without adding headcount. And it truly was the easiest implementation of any system I've encountered in 30+ years in finance."



**Jeannie Sugaoka**

Senior VP Support Services,  
Technology Credit Union

## HOW IT WORKS

### Ring, ring!

A customer calls your contact center and joins a hold queue.



### Make them an offer.

Let your customer know they can "press 1 to receive a call-back". You control everything – the recorded message, the timing, and the frequency.

### Enter Fonolo.

When a customer opts in, their call is immediately transferred to Fonolo's cloud-based system. We validate their phone number, let them schedule a time, and even offer them SMS updates.



### We take action.

Once the customer hangs up, Fonolo transfers the call-back to your platform and waits in their place as a regular inbound call.

### Time to make a connection.

Fonolo appears as a regular inbound call to your agents. When they pick up the phone, our system calls your customer back and connects them!



MESS AGES

Customer Service

Thank you for using our call-back service. Please let us know

### The result.

Satisfied customers and a stress-free process for your agents!



# About Voice Call-Backs

**Your IVR, your rules.** You dictate the customer experience. Record your own custom message and decide when and where customers will be offered a call-back.

**Security concerns?** Whether you're in healthcare, finance, or retail, Fonolo's on-premise appliance ensures sensitive customer data stays safe in your contact center.

**Minimal training required.** Because Voice Call-Backs appear as a regular inbound call, Fonolo is super easy for agents to adopt.

**Unparalleled support.** Think of our team as an extension of yours. We're here to help you make the most of your call-back technology.

## Enhance Your Call-Back Experience

Boost Fonolo Voice Call-Backs with these incredible features:

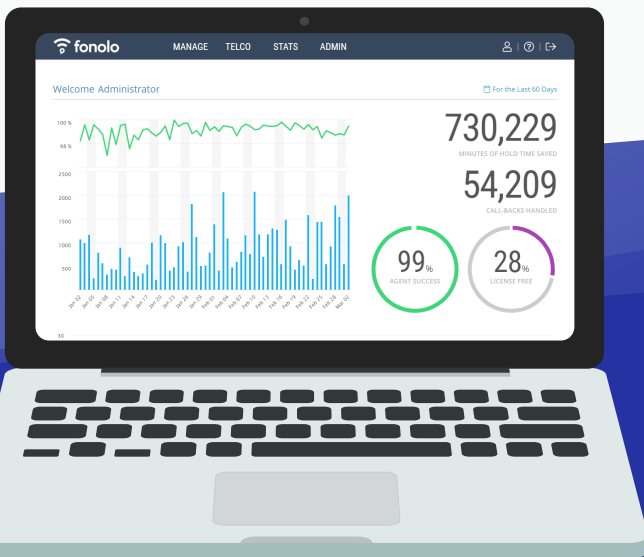


[SMS Notify >](#)

[Smart Routing >](#)

[Conversation Scheduling >](#)

[Programmable Call-Backs >](#)



## Manage Your Solution in One Place

Our easy-to-use Fonolo Portal provides an end-to-end view of all your call-back solutions, including real-time data, event-based metrics, and call-detail records (CDRs). You can manage this yourself, or have one of our experts guide you through the process!

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TURN Key SOLUTIONS COMPANY

### ABOUT COSMOS GROUP

Cosmos Group (Cosmos Business Systems AEBE, COSMOS CONSULTING AEBE, CBS IT Systems Cyprus) is one of the leading companies in the field of integrated IT and telecommunications solutions in the Greek and Cypriot markets.

Its turnover in 2021 amounted to €45 million and is addressed to large and medium-sized private sector and banking companies as well as to public and public sector entities.

Cosmos Business Systems completed in 2022, 34 years of operation.

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