

Elevate Your Contact Center with Call-Backs

Your contact center is hit with a huge wave of inquiries. Your agents are overwhelmed and your customers are left waiting. Worse yet, many of them hang up in frustration.

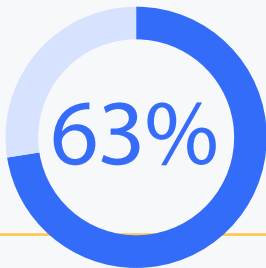
Does this sound familiar?



Fonolo to the Rescue!

Chaotic call spikes don't need to be your contact center's 'normal'. Fonolo is the leading cloud-based call-back solution designed to keep your customers happy and your agents productive.

DID YOU KNOW?



of customers prefer a call-back to waiting on hold.

SOFTWAREADVICE

Our simple, powerful tool will:

- Manage **spikes** in call volume,
- Lower **abandonment rates**, and
- Improve the agent and **customer experience**.

And, with Fonolo's easy-to-deploy software, you'll reap the rewards immediately.

How Fonolo Works

When faced with a lengthy wait, Fonolo offers your customers a call-back with a single push of a button.



When an agent is free, we place a call to the customer and connect them. It's as simple as that!



Fonolo's Key Features

A product is only as good as its building blocks. Here's what sets our call-backs apart from the rest!



Any Channel, Anywhere

Offer an exceptional call-back experience on phone, web, or mobile around the globe.



Technology Agnostic

Fonolo seamlessly adapts to any existing platforms you have in place.



100% Secure

On-premise appliances ensure sensitive customer data stays in your hands.



Customer Portal

Manage all aspects of your experience on one easy-to-use platform.

Don't settle for a basic call-back.

Take your customer experience to the next level with our powerful, industry-leading tools:



SMS Notify



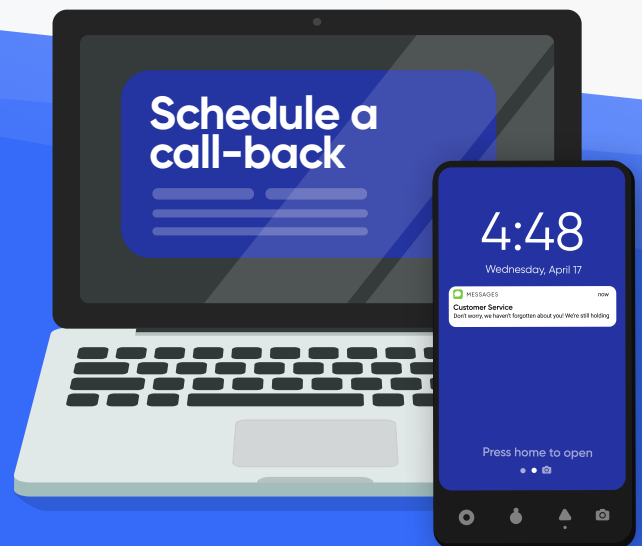
Smart Routing



Conversation Scheduling



Programmable Call-Backs



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INSURANCE

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SCHWAB

Essentia Health

Reliance
home comfort™

First Service
Credit Union

UMassMemorial
Health Care

Blossman
Gas & Appliance

BlueCross
BlueShield
Minnesota

McKee



ABOUT FONOLO

Fonolo, the leader in cloud-based call-back solutions, empowers customers with an innovative alternative to waiting on hold. Fonolo's award-winning solutions are trusted by a growing list of call centers that aim to provide a superior customer experience. From Fortune 500 companies to SMBs, Fonolo is valued by customers for its scalability, expertise, and proven ROI.

Visit fonolo.com to learn how your call center can reduce abandonment rates, smooth out call volume spikes, and lower costs.



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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