Fonolo and SJS Solutions Bring Virtual Queuing Data to Call Center Wallboards

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TORONTO, ON - 12th August 2015 - Fonolo, the company that improves the call center experience by replacing hold time with a call-back, and SJS Solutions, a global leader in digital displays for contact centers, today announced a partnership to make Fonolo's virtual queuing data easily visible and actionable to call center managers and agents.

Wallboards and digital displays have been shown to increase agent engagement and performance. SJS Solutions has deployed their Optymyse Digital Display Solution in many types of call centers including support desks, sales teams, operational areas, driver depots and logistic offices. Optymyse is compatible with 90% of all PBX technology including Avaya, Cisco, ShoreTel and Unify. It includes an API that allows organizations to capture data from sources like Salesforce, ZenDesk and, now, Fonolo.

Fonolo's cloud-based solutions allow call centers of any size to easily add call-back functionality without having to install any hardware or software. Offering call-backs provides a better customer experience, lowers abandonment rates, and reduces cost-per-call. According to Forrester Research, 75% of callers think the option of a call-back is "highly appealing". When the frustration of hold-time is eliminated, both callers and agents have an improved call experience.

"Forward thinking companies that invest in their agent environment benefit from improved performance, lower attrition and reduced absenteeism," said Steve Pace, CEO of SJS. "Our products help with this effort by mixing together key information from a variety of systems and delivering that data in an intelligent display. Because of our new partnership with Fonolo, we are the only solution on the market that adds virtual queuing data to that mix."

"Eliminating hold time leads to increased customer satisfaction. But beyond that, it also drives happier and less frustrated agents, as they no longer have to deal with customer complaints about long hold-times." said Shai Berger, Fonolo CEO. "Both Fonolo and SJS are focused on improving agent satisfaction and efficiency, thereby creating a natural and complimentary partnership."

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. Fonolo was named "Top Technology Provider" by the 2015 Call Center Week Awards. Learn more at www.fonolo.com

About SJS Solutions

Founded in 2001, SJS Solutions develop innovative, affordable, easy to deploy employee engagement and communications solutions suitable for call & contact centers, help & support desks, sales teams, operational areas, driver depots and logistic offices to name a few. The SJS range of solutions are the result of over 10 years working with and listening to customers ranging from multi-billion dollar health care enterprises to insurance & automotive companies with small teams of people striving to deliver the best service and customer care possible. In the last 5 years, SJS has become a global leader in creating the most flexible, easy to deploy visual communications products for companies of different sizes with varying needs. The SJS API now ensures customers can display anything, anywhere. www.sjssolutions.com

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