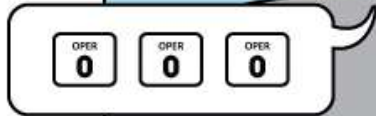


Is your phone system saying ...

"... for reservations press 8,
for billing press 9, to hear
these options again ..."

While your customer
is pressing ...



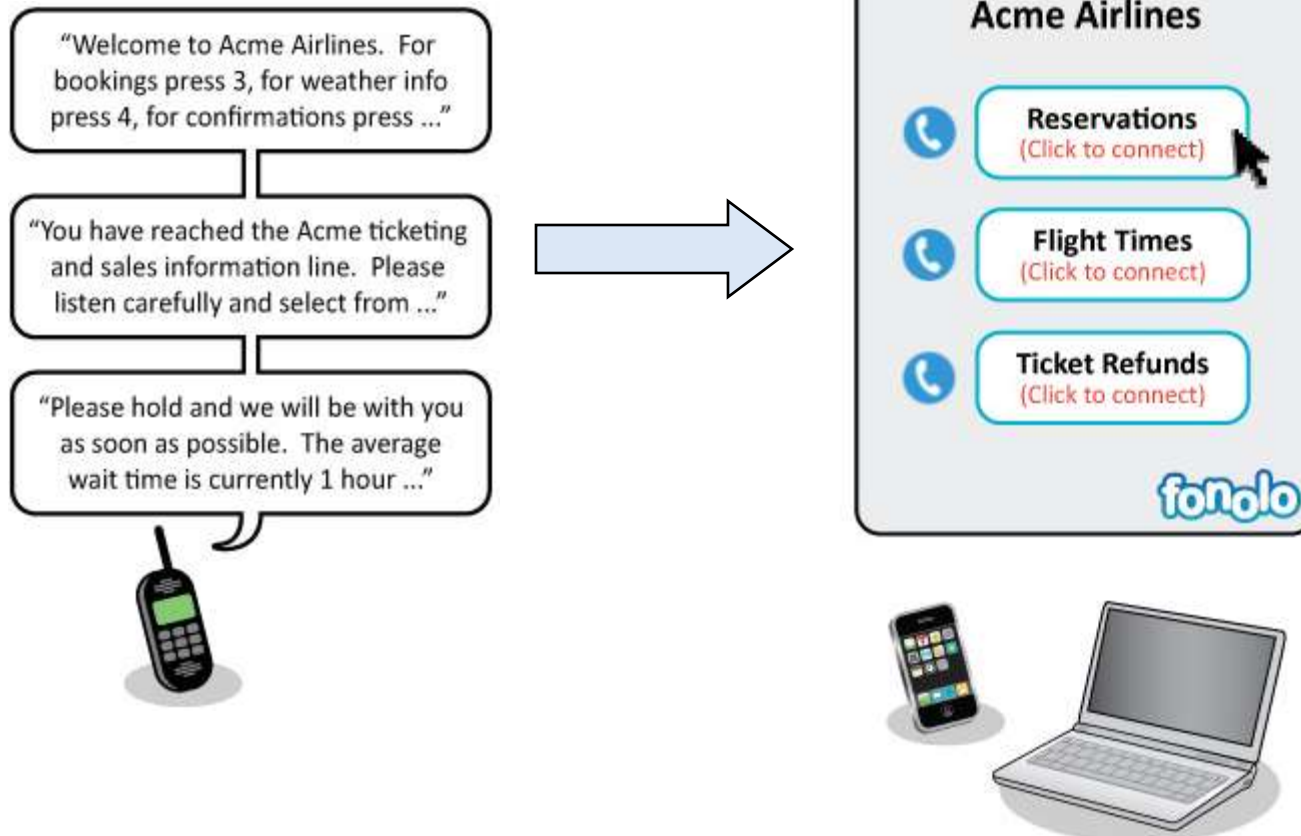
... and thinking, "I hate calling these guys"?

fonolo

Shai Berger
CEO

2008: Fonolo.com

A free service for consumers that eases phone menu frustration



2009: The bigger picture

1. Phone menu frustration is part of a larger failure by the call center industry to deliver a good experience.
2. This failure is costing companies a lot of money.
3. Companies are eager to fix these problems but are powerless to do so.

2010: Fonolo for Enterprise

Makes it *easy* for large companies to improve the customer calling experience, by adding intelligent web and mobile interfaces to their existing phone menu.

Fonolo in action...



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To direct your inquiry effectively, please note:

- Changes and cancellations to flight bookings can only be handled by telephone. If you are already in transit, [please contact your airline directly](#).
- Activities and services cannot be refunded or changed once purchased.
- Price quotes cannot be provided by e-mail.



Most Popular Questions

Choose below, or [see all FAQs](#).

[View your itinerary](#)

Packages

- How do I confirm my flight status?
- Can I change what's in a package?
- How do I find the best package deal?
- more...

Cars

- How do I reserve a rental car?
- How do I cancel a car reservation?
- Can I use an international credit card?
- more...

Activities

Hotels

- Is there a reservation charge fee?
- What is a credit card guarantee?
- Can I use an international credit card?
- more...

Flights

- How do I view my e-ticket?
- How do I confirm my flight status?
- Are there fees to change my booking?
- more...

My Profile


Travel Buzz

- ▶ [Carry-on bag permitted for US-bound flights](#)
- ▶ [Travel to Haiti not advised](#)
- ▶ [Airline fee chart](#)
- ▶ [Flight identification requirements](#)
- ▶ [Currency converter](#)
- ▶ [Liquids, gels and aerosols](#)
- ▶ [Check your flight status](#)
- ▶ [ESTA form compulsory for Visa Waiver Program countries](#)
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- ▶ [New Secure Flight Program](#)
- ▶ [Argentina reciprocity fee](#)
- ▶ [Passport, visa and health info](#)
- ▶ [Country travel reports](#)
- ▶ [more...](#)

Buttons “Deep Dial” to the IVR

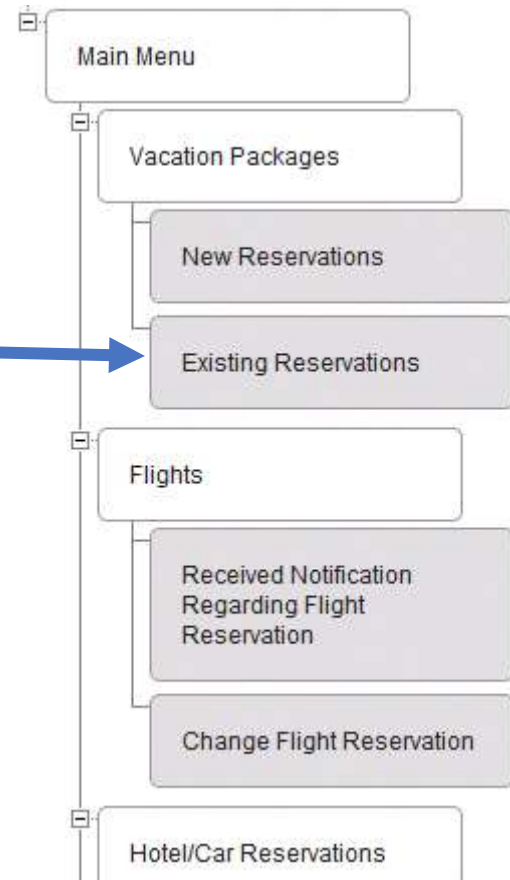
Talk to us!

Skip our phone menu and call us directly! Just click on the option you want to call, enter your phone number and we'll call you right back.

-  [New Vacation Reservations](#)
-  [Existing Vacation Reservations](#)
-  [Received Notification Regarding a Change to Your Flight](#)
-  [Change Flight Reservation](#)

 What is this? 

The existing phone menu



Virtual Queuing

Talk to us!



New Vacation Reservations

You are in queue for an agent.

Elapsed time: 4:33



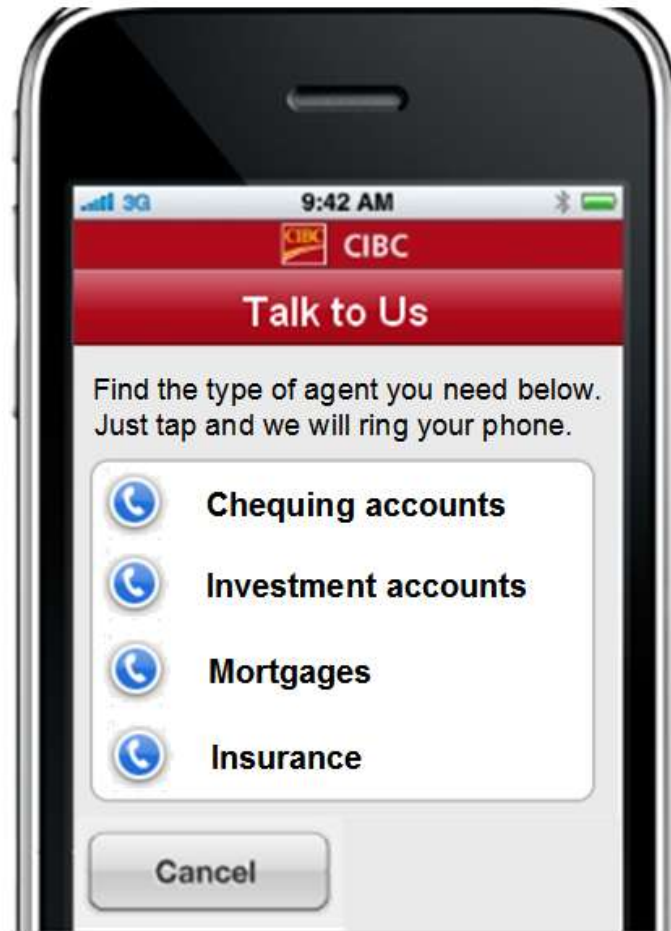
We will call you at 650-322-4433 when the agent is ready.

End Call

 What is this?

fonolo

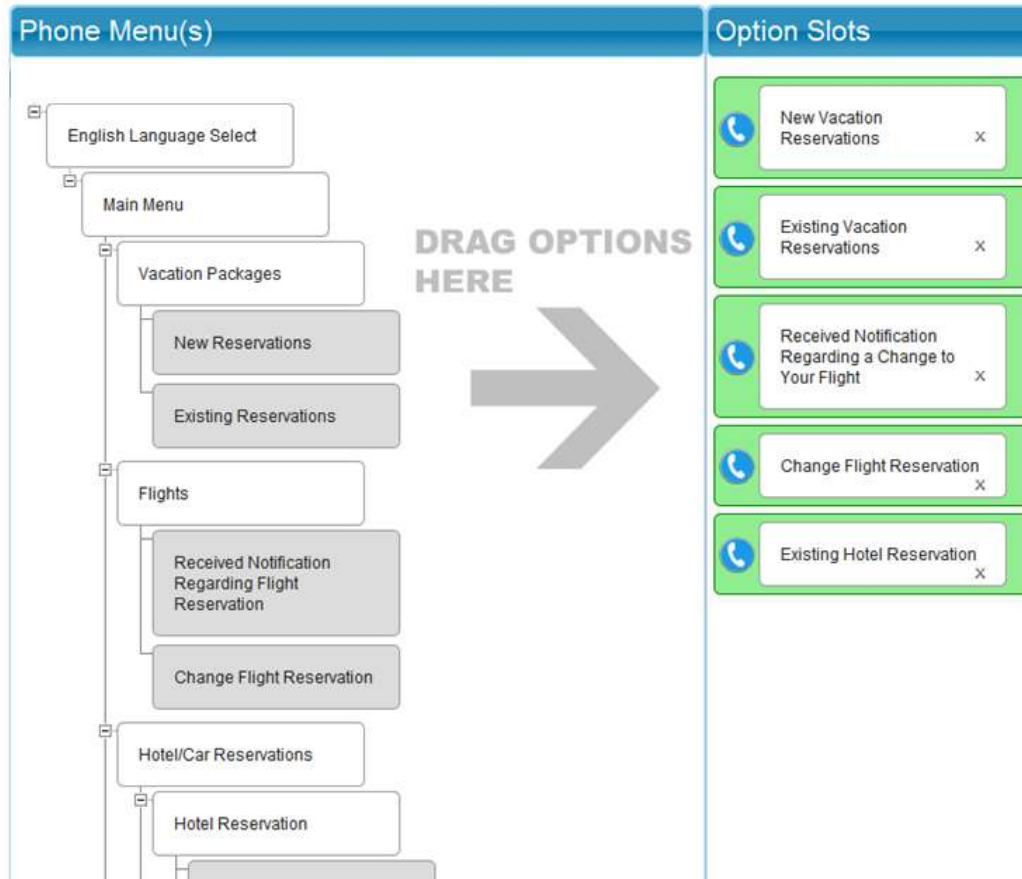
Fonolo on the smart phone



Collect info before the call



New paradigm of control



Incredible control over the calling experience through a dead-simple web interface.

- On the left: The existing IVR as captured by Fonolo.
- Create a new call button by dragging any node on the left to the right.
- Changes appear real-time on the web widget and mobile interface.

The Fonolo solution

- Improves the experience, lowers cost through:
 - Visual navigation
 - Virtual queuing
 - Pre-call info collection
- Unified UI to the call center on the smart phone and web
- Lives in the cloud, *independent* of the call center