

## Customer Care Program

Fonality understands that you are focused on running your business and need your phone system to just work. A service included with every system Fonality sells, the Fonality Customer Care Program was developed to ease the transition to your new phone system and avoid potential pitfall and challenges.

### Customer Care Program Benefits:

- Complementary program enrollment with every system
- Get up and running faster with full installation support
- Improve adoption with user-type training
- Specialized care assistance with active monitoring
- Priority support and escalation

## Every step of the way

Designed to get you up and running faster, the Customer Care Program assigns a Fonality Care Specialist to assist you through every step of setup and installation, as well as monitor and offer specialized assistance your first month of service.

### ■ Installation Assistance & Support

Fonality wants to ensure timely and successful installation of your new Fonality service. Get personal, one-on-one assistance from a live Customer Care Specialist who will walk you through every step of the installation process, and ensure your system is up and running at the end of your appointment.

### ■ Basic Configuration & Training

Fonality wants you to get the most out of your Fonality business phone system. At the time of your installation appointment, Fonality will walk you through basic business rule configurations.

Depending on your Fonality deployment, Fonality also offers specialized user training for call center managers and agents, executive and managers, and or regular end-users. This ensures not only successful installation, but helps end-user adoption to speed implementation.

### ■ Fonality Care Assistance

Complete customer satisfaction is our goal. That is why Fonality will continue to actively monitor your account after the initial installation process. A Fonality Customer Care Specialist is assigned to every account and actively monitors user, technical support issues, and any escalations during the first 30 days of service.

## Get Up & Running Faster!

### Program Highlights

- ✓ Shipment Notification & Confirmation
- ✓ 1-on-1 Installation Appointments
- ✓ Basic Configuration Training
- ✓ User-level System Training
- ✓ Active Adoption Monitoring

Free with every system.

## Need More?

### Add Professional Services

- + Additional user training
- + Additional configuration training
- + CRM, 3rd application integration
- + Custom IVRs
- + Call recording features
- + Special call queuing
- + Customized reporting

Ask for more information.