

Fonolo Announces J.B. Hunt Transport Services, Inc. and UMass Memorial Health Care as the 2016 Customer Experience Excellence Award Winners

Fonolo, the pioneer in cloud-based call-back solutions for the contact center, today announced the winners for its 2016 Customer Experience Excellence Awards: J.B. Hunt Transport Services, Inc. and UMass Memorial Health Care. The awards program recognizes companies who demonstrate excellence in customer service and customer experience for the call center.

Toronto, ON ([PRWEB](#)) April 05, 2016 -- [Fonolo](#), the pioneer in cloud-based call-back solutions for the contact center, today announced the winners for its 2016 Customer Experience Excellence Awards: J.B. Hunt Transport Services, Inc. and UMass Memorial Health Care. The awards program recognizes companies who demonstrate excellence in customer service and customer experience for the call center. Companies were selected based on the cumulative amount of customer hold time saved according to data collected by Fonolo.

“We are proud to acknowledge these recipients for their commitment to outstanding customer service,” said Shai Berger, CEO, Fonolo. “Our mission at Fonolo is to make it easy for call centers to add features like call-backs, virtual queuing and visual IVR with minimal effort by utilizing cloud-based technology. Winners of the 2016 Customer Experience Excellence Awards have gone above and beyond service level expectations using Fonolo’s call-back solutions.”

“We wanted to provide options for our customers that would make their experience the best possible,” said Brad McBride, Information Services Manager, J.B. Hunt. “Fonolo allowed us to offer call-back options to our customers without the need for excess time or capital investment. Since implementing the Fonolo solution, our average speed of answer and abandon rate have both improved over our baseline statistics. Additionally, we have had multiple reports from our customers about how much they enjoy the call-back option.”

“The ability to provide callers with immediate access to the information they need is paramount,” said Michele Sweeney, senior director of Patient Access Services, UMass Memorial Medical Center. “At the time of the Fonolo implementation, our abandon rate decreased nearly 20 percent despite an increase in call volume. Today, our call center continues to exceed our call abandonment rate goal of 5 percent or less when fully staffed.”

With the ongoing advances in technology, businesses are focusing on improving efficiencies and cultivating the customer experience. As a leader in cloud-based call-back solutions, Fonolo continues to help call centers boost their customer satisfaction levels and net promoter scores in a truly cost-effective manner.

Visit fonolo.com/awards for more details about the 2016 Customer Experience Excellence Awards.

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.



To learn more about how Fonolo can help reduce abandonment rates, improve your customer experiences, and lower costs, visit fonolo.com.

About J.B. Hunt

J.B. Hunt Transport Services, Inc., a Fortune 500 and S&P 500 Company, focuses on providing safe and reliable transportation services to a diverse group of customers throughout the contiguous United States, Canada and Mexico. Utilizing an integrated, multimodal approach, the company provides capacity-oriented solutions centered on delivering customer value and industry-leading service. J.B. Hunt Transport Services, Inc. stock trades on NASDAQ under the ticker symbol JBHT and is a component of the Dow Jones Transportation Average. J.B. Hunt Transport, Inc. is a wholly owned subsidiary of JBHT. For more information, visit www.jbhunt.com.

About UMass Memorial Health Care

UMass Memorial Health Care is the largest not-for-profit health care system in Central Massachusetts with more than 12,900 employees and 1,670 physicians, many of whom are members of UMass Memorial Medical Group. Our member hospitals and entities include Clinton Hospital, HealthAlliance Hospital, Marlborough Hospital, UMass Memorial Medical Center and Community Healthlink, our behavioral health agency. With our teaching and research partner, the University of Massachusetts Medical School, our extensive primary care network and our cancer, diabetes, heart and vascular, and musculoskeletal programs, UMass Memorial delivers safe, high-quality and compassionate care. Visit umassmemorialhealthcare.org.



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