

## Telephone Messages On Hold

*"have proved to reduce customer hang-ups by 30%"*

On-hold messages keep callers informed, promote products, enhance business reputation, provide useful information and educate callers who are on hold or being transferred.

When a caller is on hold, that is your chance to tell them what you do, how you do it, affiliated services and a little about your history. That way your customers are much less likely to hang up when they are on hold and you get your message across, gain further respect, and with any luck make that extra sale.

Established in 1996 in Geelong, **Voice Opus On Hold** produces on-hold information services for both business and government customers across Australia.

## Voice Opus On Hold

*"a leader in on-hold technology"*

**Voice Opus On Hold** is a leader in the on-hold industry using technology and production systems that are now sold overseas in over 30 countries. We continue our commitment to providing quality *Australian* products and services. Our specialist recording studio is state-of-the-art and achieves superior quality audio over the telephone medium for our customers.

We utilize experienced script writers and professional voice over artists and guarantee our productions will enhance the image of your business. We also pride ourselves in our quick turnaround time - you can have on-hold messages on your phone within 7 days in most cases.

## The Production Service

*"includes everything from scripting to installation"*

**Voice Opus On Hold** offers a complete on-hold message solution. Our service includes creative scripting, professional voicing, music licenses, studio production, digital messaging equipment, delivery and technical and installation support.

Our production service covers a number of messages (usually between 8 and 10 depending on your requirements) running around 15 seconds each. We always use 2 voices (a male and a female) on each production because it sounds better. We mix a number of different music tracks between the messages and all music licences are included so there are no extra PCCA fees.

If you have something playing on hold now, you know you can play on-hold messages. If not, and your office has a telephone key system (PABX) you almost certainly can connect on-hold because almost all modern phone systems have that facility. If in doubt, please ask us.

## On-Hold Players

*"can expire a message exactly at a preset time and date"*

**Voice Opus On Hold** recommends one of two player options:

The *IMS On-Hold Messages Player* is a computer controlled player. There are many benefits of using a PC including the ability to date-time schedule individual messages (for date sensitive promotions), you can control your own messages and you can have immediate internet studio connection updates.

For the computer controlled player option you need a Windows PC with an available sound card. This is strongly recommended if you want to use date-sensitive material.

## Recommended

*"...in my opinion does the best voice over messages I've heard. I could not recommend Gary and his company high enough to you" - Phil Golotta, Director, Westside Talent.*

*"Outstanding service...extremely professional, works very well for us" - Gavin Comport, Assistant Manager, Yarraville Club*

As an alternative, we supply Digital Message Players which we recommend where a computer is not available. With this option we record your messages on Memory Card and send them to you.

Pricing for either player is included with rental and there's a full new for old replacement service for the duration of the contract. **Voice Opus On Hold** will cover all equipment costs. The only other fee you may need to pay is to your telephone company if your telephone system is too far away or needs special programming or if you don't have a Music On Hold Plug.

**To order please complete the following Production Order Form.**

### Voice Opus On Hold

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