



Music & Messaging

Telephone On-Hold Overview

What are your customers hearing when you put them on hold? Take control of your customers experience while they wait for you to answer the phone. Telephone On-Hold Services is the right way to capture your customers attention while they wait on-hold.

PlayNetwork now offers the ability to deploy Telephone On-Hold Messaging through the SERENADE web based tool.

SERENADE web based tool allows user to schedule and update on hold messaging from any internet connection. Telephone On-Hold Messaging can be provided by client or can be fully produced by PlayNetwork Messaging Services.



Managing Telephone On-Hold has never been easier.

Home > Var Home > Accounts > DEMO Master Service Level > Messages

Welcome Super | Settings | Logout
Customer Info | Service Provider Info

DEMO Master Service Level

Account Profile

Account Details | Locations | Music | Messages | Campaigns | Reports

Filter Message List

Message	Last Modified	Campaign	Comments	Length(Sec)	Category	Status	Total Plays
Telephone on Hold #1	11/3/2008	Fall Messaging o...		16		Active	0
Telephone on Hold #2	11/3/2008			32		Inactive	0

New | Edit | Delete | Request Message | Remove From Campaigns | Create Campaign | Create Category | Create Report

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PlayNetwork Messaging Services can provide fully produced professional on-hold messaging content, which can include copyrighting, voice talent sourcing, translation services while maintaining clients brand integrity. If using existing messaging content, .wav or .mp3 files can be loaded from any internet connection directly to the SERENADE web based tool for distribution to any and all client locations.

PlayNetwork is the leader in developing technology that helps create and manage the messages that enhance brand and give full control to deliver the On-Hold Messaging experience.