



SOH SUCCESS ON HOLD



Make First Impressions Count

If you're not making use of your business's on-hold telephone messaging, then you're wasting precious marketing space and time. As a division of the SOH Group; South Africa and the United Kingdom's leading multi-sensory specialists, Success on Hold will create an audio marketing solution designed specifically to transform your telephone message communication into something positive, memorable and meaningful.

Used in the right way, your telephone messaging can help to increase sales, educate about new products or specials, create a professional image and build brand awareness. Designed to capture your caller's attention while they are on-hold, Success on Hold offers a tailor-made, cost-effective tool that will transform your telephone communication and bring your brand to life.

OUR PACKAGES:

SOH Basic License

Suited to those companies looking for a fixed On Hold solution with changes on demand.

- Annual license includes all music and messaging royalties on your selected generic styles (certificate provided on download of content).
- Choice of 1 x generic style from our music library.
- Choice of 2 x generic pleasantries from our library.
- Add a customised message on demand at a small additional cost.
- Wav. file or USB driven.

SOH Standard Subscription

Build your own On Hold solution to meet your company needs - the ultimate telephone on hold marketing solution to ensure your content is up to date, fresh and relevant.

- Select from multiple music styles refreshed monthly (auto update to your system).
- Select from multiple content styles refreshed monthly guaranteed to keep your callers entertained and informed.
- Customise your own messages at a per message cost or simply subscribe to unlimited custom messages at a minimal additional fee.
- Proprietary software driven, compatible with IOS/Android/Windows or our bespoke PI3 playback hardware.
- Full remote support and knowledge base.
- Build your subscription according to your budget.

Fresh. Relevant. Current

SOH generic content styles are designed specifically for On Hold use; short, sweet and to the point. All music and message styles are updated monthly and content auto refreshes on your player. Internet connectivity is required to enjoy this service. Browse our extensive library of music and message styles at www.sohgroup.co.za



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Fine tune your telephone-on-hold service and company image with professional after-hour services and/or IVR voice prompts. First impressions count, so take advantage of an Auto Attendant to direct your incoming calls. Create a lasting impression, using an After-hours Answering Service. This service guarantees that no call is left unattended.

After-hours Telephone Answering Service

If you're not available, your business still needs to be. Communicate with your customers even when your business is closed.

Our answering service picks up incoming calls after-hours and relays a tailor-made message to the caller.

70 Second recording	Customised music and message options
48hr turnaround time for message updates	Lifetime guarantee on SOH hardware
Access to professional voice artists, script writing and technical support	

IVR Voice Prompts

Our interactive voice response (IVR) service assists in directing your callers to the right departments. Telephone traffic is managed correctly and caller engagement is optimised, without any abandoned or dropped calls.

Your IVR prompts are professionally recorded in our recording studio	Voice artist of your choice.
Sent to you ready to be uploaded to your telephone system in the appropriate format.	

Welcome to Success on Hold. Please press 1 for Sales... Press 2 for deliveries... Or Press 3 to speak to our friendly operator who will gladly assist.



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