



TELEPHONE AUDIO

GREAT BRANDS DELIVER GREAT CALLER EXPERIENCES



For a caller, the customer experience starts with the first voice they hear on the phone and in many cases this is a recorded welcome. Research tells us that customers will go elsewhere after a bad experience but stay loyal after a good one and so getting the right voice messages on your phone system has never been more important.

- 🟢 We design and deliver outstanding caller experiences, so your customers get the right message from the moment they contact you.
- 🟢 By making sure your callers reach the right team first time, and in the best frame of mind, we create a positive experience that makes the most out of every customer contact and helps to achieve your customer service, operational and brand goals.
- 🟢 Sound affects feelings and emotions, and feelings and emotions drive behaviour. Our understanding of this enables us to produce messages in a way that strengthens the relationship between you and your customer on every call.

WE SPEAK YOUR LANGUAGE



We look at your brand, your business and your customers to design a caller experience that achieves a wide range of objectives, including:

- reduced customer effort
- right first time routing
- reduced caller abandonment
- increased self-serve acceptance
- content personalisation
- brand alignment

We do this through:

- call flow design
- tone of voice design
- scripting
- music profiling
- audio production
- in-queue & on-hold management

THE LATEST ON-HOLD STATISTICS SHOWCASE A REAL NEED FOR ON-HOLD MESSAGING IN THE MODERN BUSINESS



- With the right music and voice, you can increase sales by up to 40%
- Using messages on hold is proven to reduce caller hang ups by 79%
- 34% of callers who hang up due to silence will not call back
- 70% of callers hang up after 30 seconds of silence
- 94% of marketing budgets are spent on attaining calls
- 88% of callers prefer on hold messages to any other option
- 40% of all UK consumers are dissatisfied with the way their calls are handled by businesses
- Almost two-fifths will wait longer if listening to music and voice messages.
- 30% say they would prefer to receive information from an on-hold message rather than speaking
- More than half of all consumers believe a company sounds more professional if they use bespoke music and voice messaging
- 42% prefer to receive information over the phone
- 73% will not do business with a company again if their first call is not handled satisfactorily
- More than half of customers feel more valued if they hear bespoke music and voice messages

GET A VOUCHER !

IVR



Offer price £300

1 Welcome Message

Up to 5 Separate Prompts

[Order Now](#)

ON HOLD



Offer price £450

1 x 4 min long
On Hold Production

(comprising of 2 different music tracks
and up to 6 messages)

[Order Now](#)

PRO (IVR AND ON HOLD)



Offer price £750

1 Welcome Message

Up to 5 Separate Prompts

1 x 4 min long
On Hold Production

(comprising of 2 different music tracks
and up to 6 messages)

[Order Now](#)

VOICE



Offer price £1000

20 messages or 60 prompts

[Order Now](#)

The Telephone Audio voucher scheme allows registered partners to offer telephone audio services to their clients in 1 simple and easy step. No complicated sale, product knowledge or execution needed. Simply sell your client a Telephone Audio voucher with each sale. Instantly monetise additional revenue and extra margin on your sale.

HOW A VOUCHER WORKS ?



Step 1

Register your data



Step 2

Our team will contact you



Step 3

Your New Telephone
Experience is ready to
use in no time!



☎ 01494 775500

telephoneaudio.co.uk/voucher/green