



BT On Hold Music & Messaging Services

Whatever size is your organisation, we've got the expertise to make the most of your on hold time.



Show your customers how much you care

Making customers feel welcome is important, so greeting them with clear, professional messages and informing or entertaining them using music or messages are proven ways to deliver higher rates of customer satisfaction.

Great first impression

Create a professional image ensuring callers are welcomed and connected in the most efficient manner.

Professional greeting

Clear professional auto-attendant messages help to manage caller's expectations and create a clear call rout. It ensures that your customer's enquiries are properly directed at any time.

Effective marketing

By keeping callers engaged and informed, on hold messages work to improve standards of service, increase enquiries and strengthen customer loyalty. This is a cost effective marketing tool when compared with traditional advertising.

One stop solution

We offer a one stop solution that includes a range of on hold services, the supply of hardware and installation.

Maintenance

Three and five year maintenance options are available.



What can we offer you

We provide premise and cloud based on hold music and messaging solutions that work across all BT telephone systems.

Fully managed service

We offer fully managed on hold service that is a complete one stop solution. Messages are automatically uploaded to your telephone system and played back to callers on a scheduled basis.

On demand service

This service allows you to select your on hold music from preloaded tracks on the digital playback unit or upload new recordings by connecting the device to the USB port on a PC.

Manage it online

On hold service is managed via a dedicated online portal which allows you to create the bespoke message content, choose your preferred voice over artist, music, and view the message production progress in real time.

Professional voice over artists

Choose from ten professional voice over artist categories to match your caller profile. Range of young and mature voice over artists that are commonly heard on local and national TV and Radio.

Variety of message packs

Select the most convenient message pack choosing from a single message and quarterly or monthly message contracts.

Music for any requirement

Copyright free music contracts allow you to choose from over hundred diverse royalty free tracks.

Get started today.

Your customers are calling – answer them and do more with your phone system.

Visit business.bt.com/products/business-phone-systems/on-premises/ to find out more.

Offices worldwide

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