

Professional voice on hold services for your PBX system

Voice on hold services

Introduce callers to your company, promote upcoming events, answer frequently asked questions and promote your products, professionally - all while your customer is "On Hold".

- Save time - Recording professional messages yourself is much harder than you might anticipate. Save time by using recording software.
- Use on hold time effectively as a tool to promote your company and offerings.
- Improve your brand image with professionally recorded voice-overs.
- Save cost - Sourcing and hiring your own voice-over artist can be very expensive. Vox has done the hard work for you by evaluating and sourcing the best voice-over capabilities to meet your budget.
- Make your interaction more efficient by answering FAQ's and leveraging interactive voice prompts to direct calls to the right department.

Product overview

Telephony plays a large and important role in customer communication and is often the first point of contact a customer has with your organisation. Portray a professional image and make use of the customer contact point to promote your business and offerings through professional voice-over services.

There are many different uses for telephone on hold voice-overs including voice mail greetings, voice prompts, Interactive Voice Response (IVR), phone trees, voice-over IP mail boxes, phone attendants, or on hold promotional messages. Our services can be used for any telephone voice application need.

Vox provides the option of male or female professional voices to choose from.

Your telephone voice recordings for your business should provide customers with the same enjoyable experience as they would receive from speaking directly with one of your employees. In order to ensure that experience, you should consider using a top telephone voice talent who specialises in providing telephone voice recordings.

In today's technology-driven world, top quality telephone voice-overs are more of a necessity than ever, particularly for companies putting a premium on their customers' satisfaction. This is where Vox's versatile telephone voice talent comes in handy.

Telephone voice recordings for your business

How it works



Features and benefits

- **Quick upload to PBX system**

Vox provides a cost-effective PBX professional greeting and messaging service which can be uploaded to your Vox PBX platform, quickly and seamlessly.

- **Choose your voice talent**

Find the right talent for every project. Choose from male and female voices available to you.

- **Keep your customers engaged and cut costs**

Voice on hold is a simple and effective way to communicate to existing customers and potential new ones with engaging

information and offers. An effective voice on hold message holds the attention of potential clients and makes sure they stay on the line, thereby increasing your sales effectiveness and revenue while you save on talent, production and administrative costs.

- **Flexibility**

Vox's voice on hold services are offered on a capex purchase basis & can be changed as often as your business requires. (Additional charges will apply). This ensures your business voice on hold services are always current and up to date.

Additional Information

Vox's voice on hold solution is an outright/capex solution which will provide you with the following:

- **Scripting**

Writing for audio is a different kind of writing. We will assist with formulating and optimising your scripts for audio. Production will only take place once you are satisfied with the script content.

- **Casting**

We totally understand the special capabilities that each voice-over genre requires. We have the ability to find the

right talent for every project. Vox will provide a male or female voice artist to choose from.

- **Production**

We take care of the recording, editing, quality control and review. The recording, based on your approved script, will not be uploaded without your final approval.

- **Implementation**

Vox will ensure your recording is uploaded to your Vox PBX and works in conjunction with your IVR setup.

About Vox

Innovation and insight combine in Vox - a market leading end-to-end integrated ICT, infrastructure provider and telecommunications company. From data to voice to cloud, business collaboration, conferencing tools and so much more,

Vox offers intelligent solutions that connect South Africans to the world. Vox supports entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information click here. [click here.](#)

For more information on complementary or alternative products, visit us at vox.co.za

New Business Sales JHB : +27 (0) 87 805 5050
Consumer Support : +27 (0) 87 805 0530
Business Support : +27 (0) 87 805 0500
Email: info@voxtelcom.co.za

