



IP Telephony

Contact Centers

Mobility

Services

## Magic On Hold® Offerings



3128-090 or 700427503

**Messenger USB:** Utilizes USB flash drive technology for storage and playback of MP3 audio files. Simply save the Magic On Hold audio file from email or our secure customer center to the flash drive, then insert it into the unit for instant audio playback over your telephone system.



3128-045C or 700378904

**Messenger MP3:** Delivers outstanding audio quality storing recordings on non-volatile removable flash media cards. Cards may be programmed by plugging the unit into any available USB port of a standard PC running Windows XP or higher. The Messenger MP3 will show as a removable drive. Retrieve your MP3 files via email and copy files just as you would any other type of removable media.



3128-ILINK or 700380041

**iLink:** Internet downloadable music and messaging system connects via existing broadband connection. Dual independent channels allow for 2 separate audio outputs for overhead messaging as well as on hold messaging from one unit. Separate background music inputs included. Power scheduling provides for customized day parting.



3128-087 or 407582998

**TELink 700:** Allows our engineers to remotely download new audio directly via phone line connection with no user involvement. Audio is stored directly into non-volatile flash memory. Unit will share any analog line, port, or fax line. Ideal for single location or multiple locations where accurate delivery of new productions is critical.



3128-1CD or 700345077

**Sonorous:** Loads audio into high density flash memory via standard data CD burned using MP3 files. This pure digital-to-digital transfer of audio into a high-density flash memory. Simply drag and drop audio creating a data CD. Insert CD into the unit's drive and the audio automatically loads, yielding crystal clear audio.

## Custom Magic On Hold® Productions

**On Hold Messaging/Music (31284 or 407556224):** A custom production consists of up to 8 different on hold messages (paragraphs) with up to 550 words, combined with licensed music from our diverse library. Messages highlight different customer products and services, reinforce the branding, convey a professional image, drive traffic to the customer's web site, answer most frequently asked questions, and more. For music only with no messaging, use codes (31285 or 406769455).

**Auto Attendant/Voice Mail Greetings (3273-055 or 407380153):** The auto attendant is like your customers' "other" front door. It is important to project a positive first impression with every customer contact. Magic On Hold will produce clear, concise, and professional telephony greetings helping to increase call efficiency, reduce caller abandonment, and enhance the caller experience. This offering consists of up to 4 paragraphs with up to 275 words in total. Part # 3273-020 consists of one paragraph of up to 75 words in total.



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