

Custom MoH (Music on Hold) allows "comfort" messages to be stitched into the audio that is playing while a customer is on hold. A "comfort message" is a message or recording that reassures the caller to not hang up. This message can be used for advertising, for updating wait time, and more. The intervals at which comfort messages are played are configurable.

An example of a comfort message is: "Your call is important to us. Please wait on the line and an agent will be with you shortly."

Another example is if you select Wait Time/Place in Line. This comfort message tells a caller the estimated time until they reach an agent or their place in line.

For easier management, the MoH page displays all music and message settings for the entire domain (account), its users, sites, and call queues.

Timing Interval for Message Insertion

Timing intervals of messages can be set in increments of 5, starting at 15 seconds with the max time at 120 seconds. The default setting is 30 seconds.

This will set the time between the end of one message and the start of the next one; within each of these breaks the music will resume.



Messages can be easily added through the following options:

- Wait Status Updates
- Text-to-Speech
- Upload
- Record