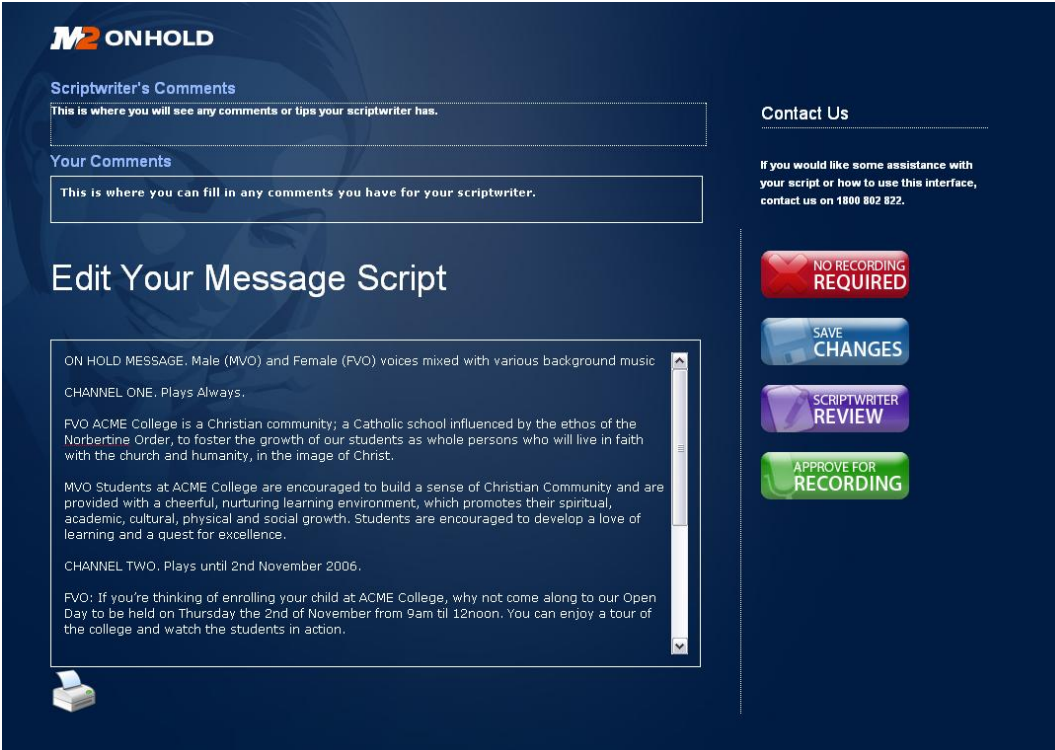


By now you should have noticed that the team here at *M2 On Hold* have changed the way by which you update your on hold messages. Gone are the days of documents being emailed back and forth between yourself and your scriptwriter. Gone are the days where we'd need you to fax your approval through. These methods have been updated... streamlined... improved – all in the efforts of making life easier for you, our valued customer.

“So what’s changed”, we hear you ask. Well, why don’t we show you?

Whether you’re a new customer receiving your first-ever script, or an existing client receiving your forty-first... you’ll receive an email from one of our scriptwriting team and this email will contain a link. If you click on this link you will be taken to an interface, which looks similar to this;



The screenshot shows the M2 On Hold web interface. At the top left is the logo 'M2 ONHOLD'. Below it are two text input fields: 'Scriptwriter's Comments' with the placeholder 'This is where you will see any comments or tips your scriptwriter has.' and 'Your Comments' with the placeholder 'This is where you can fill in any comments you have for your scriptwriter.'. The main section is titled 'Edit Your Message Script' and contains a large text area with a vertical scrollbar. The text in the area includes: 'ON HOLD MESSAGE. Male (MVO) and Female (FVO) voices mixed with various background music CHANNEL ONE. Plays Always.', 'FVO ACME College is a Christian community; a Catholic school influenced by the ethos of the Norbertine Order, to foster the growth of our students as whole persons who will live in faith with the church and humanity, in the image of Christ.', 'MVO Students at ACME College are encouraged to build a sense of Christian Community and are provided with a cheerful, nurturing learning environment, which promotes their spiritual, academic, cultural, physical and social growth. Students are encouraged to develop a love of learning and a quest for excellence.', 'CHANNEL TWO. Plays until 2nd November 2006.', and 'FVO: If you're thinking of enrolling your child at ACME College, why not come along to our Open Day to be held on Thursday the 2nd of November from 9am til 12noon. You can enjoy a tour of the college and watch the students in action.' Below the text area is a printer icon. On the right side, there is a 'Contact Us' section with the text 'If you would like some assistance with your script or how to use this interface, contact us on 1800 802 822.' and four buttons: 'NO RECORDING REQUIRED' (red), 'SAVE CHANGES' (blue), 'SCRIPTWRITER REVIEW' (purple), and 'APPROVE FOR RECORDING' (green).

Looks great, doesn't it?

This easy-to-use interface has a few components to it, so we'll go through these quickly for you.

### SCRIPTWRITER'S COMMENTS

In this section, your scriptwriter may leave comments for you. These could be suggestions, tips, or if production charges are relevant – they will be written up here for you.

### YOUR COMMENTS

We don't want the scriptwriters to be the only people who can comment, so if there's anything you would like to say or suggest, you can enter it here. Would you prefer just a male or just a female voice instead of both? Would you like a change of music? If so, the YOUR COMMENTS section is just for you.

## EDIT YOUR MESSAGE SCRIPT

This is where your script is housed. As you can see, there's a scroll bar on the right-hand side for you to browse through your entire script. If you're a new customer, this would be the first draft of your script, as written by your scriptwriter. If you're an existing customer, then this box will house your current script. Your scriptwriter may have made a few changes or alterations to the script, however they will alert you to this in the SCRIPTWRITER'S COMMENTS section.

The beauty of this box is that the text is fully editable – meaning you don't need to call us and tell us to change the text – you can simply make the changes you require!

### “WHAT ABOUT THOSE COLOURED BUTTONS ON THE RIGHT?”

We're glad you asked. We've provided a number of options for you once you receive your script from your scriptwriter.



If you're a current customer signed to one of our Voice Service Agreements (VSA), your scriptwriter will contact you when it's time for your script to be updated. If, by chance, you're not ready for an update – you can click the NO RECORDING REQUIRED button.

Obviously we'd prefer if you did change your message, as a vibrant and up-to-date on hold message is a fantastic way of marketing your business to your callers. However, if you're just not ready for a message change, you can click this button and let us know why you don't want a change and when we should contact you for your next update.



Have you made changes and you want your scriptwriter to cast their professional eyes over them before you approve for recording? Click the SCRIPTWRITER REVIEW button to make this happen. Your scriptwriter will then have a look at the script and see if everything's good to go. If so, they'll send you another link with the latest version of the script to approve.



If you receive your script and everything is right for recording, click the APPROVE FOR RECORDING button. Once this button is clicked, M2 On Hold's terms and conditions for recording will appear beneath the button. Simply click the check box and we're done! This will let your scriptwriter know your script is ready for recording and as such, they will submit the script for production.



We understand that sometimes you'll receive your message and you have to either work on it for a period of time, or send it around the office for input. If so – then the SAVE CHANGES button is for you. By clicking this button you can save the script (and URL) and come back to it at a later stage.

## PRINTING

In our testing of our new interface, clients pointed out they would like the option to print the script for their own archival purposes. We didn't think this was a problem so we've provided you with a print button;



Simply click this button and a new window will pop up ready for printing. Be sure to still make changes to the script via the interface though!

## "I'M GETTING A ERROR PAGE – WHAT'S HAPPENED?"

**Important note for all users:** Your initial link is an automatically generated URL and as such is only valid the first time you click on it. The SAVE CHANGES button alleviates this for you by saving the URL for future use. Please note however that once you click on either the SUBMIT FOR SCRIPTWRITER REVIEW or SUBMIT FOR RECORDING buttons, your initial link will be rendered invalid. A new link will be generated when your scriptwriter re-submits the script to you.

If you do get an error page (such as the following);

A screenshot of a dark blue error page. At the top left, the word "Oops!" is written in a large, white, sans-serif font. Below it, a white text box contains the message: "The script you are trying to access has either been submitted for further review or for recording." Underneath this, in a smaller white font, it says: "If you would like us to contact you, please fill in the fields below and we'll get back to you as soon as possible." Below that, a line of text reads "All fields are required." There are four white input fields stacked vertically, each with a label to its left: "Your Name", "Company Name", "Phone: (no spaces)", and "Email:". At the bottom center of the form area is a white button with the word "Submit" in a dark font. The background of the page features a faint, stylized image of a person's face.

Fill out the fields available and we'll contact you to sort out any problem you may have.

So that's it! We hope you enjoy using this new interface. Obviously, if you have any questions at all – please don't hesitate to pick up the phone and give your scriptwriter a call on 1800 802 822. We sort everything out for you and get you back on track!

**Kind regards,**

**The M2 On Hold team.**