

TYPICAL PRODUCTION INCLUDES

- Ten (10) “messages” or paragraphs interspersed with music breaks
- Generally up to 600 words = a six minute production
- Paragraph length & format is determined by customer needs
- Combination of both male and female voices.
- Selection of appropriate background music tracks are chosen to suit each business

SYMBOLS

- **FVO** = Female Voice
- **MVO** = Male Voice Over
- **SFX** = Sound Effects
- **TC** = Timed channels only available with FCM2, Compact II or OnQue systems

M2 ON HOLD SCRIPT TIPS

Positives:

- Introduce your team members to offer callers that personal touch
- Thank your callers for waiting
- Music background suited to the business
- Welcome callers to your business
- Friendly and relaxed voice talent

Negatives:

- Apologising to callers
- Over-use of sound effects
- Loud background music
- Technical jargon or over-use of statistics

TIMED CHANNELS

- The in-built date clock recognises when to play and stop specific channels
- Ideal for promoting special offers, awards, upcoming events and any other information that may interest your callers
- Ensures your on hold plays only current information
- Schedule up to ten timed channels
- Timed channels play in conjunction with your generic script content only during the dates required

CHANNEL 1. Plays always.

MVO: You thought that we just did on hold messages, right? Wrong! M2 Technology has grown and now offers call management solutions, website and graphic design development and so much more. Visit us online at www.m2t.com.au.

MVO: FCM2 is here! Our clients asked for a complete call management system, and we've delivered! **FVO:** It's faster, more user-friendly and now includes TMS software at no extra cost providing everything you need to manage calls and voicemail easily and efficiently... Ask for all the low-down on the FCM2 today.

FVO: Entice, inform and excite. Onquevision. **MVO:** onquevision is your digital signage solution. With packages to meet the budgets of small to large business, you can now brighten up your office, whilst also promoting your business through the power of digital signage.

FVO: Visit www.oqv.com.au today!

MVO: Like many Australian companies, here at M2 Technology we support our community through sponsorship of various sporting teams and organisations. We are proud to be corporate partners with Fremantle Football Club, Geelong Football Club, and the West Australian Symphony Orchestra. Yes, it's true, we appreciate both football AND classical music!

MVO: Did you know that 70 percent of all callers are put on hold for an average of 43 seconds? **[SFX "Tick tock"]** **FVO:** That means your clients spend hundreds of hours each year listening to your on hold programme.

MVO: Make the most of that time, ensure your messages are interesting, attention grabbing and include the most up to date information.

FVO: Speak to our creative team today to organise a new on hold program, or visit our new website, www.m2onhold.com.au.

TC = Plays from 1st June until 31st June

MVO: Don't miss out on our end of financial year offers on E-SMS credits. Log onto our website, www.m2t.com.au, and take advantage of our great discounts!

TC = Plays until 31st October (Christmas Music)

FVO: Early birds! Order your M2 On Hold Christmas message before October 31st and be rewarded with great savings. Ho ho ho, merry Christmas!

TC = Plays Mondays and Fridays

MVO: Did you know M2 Technology now offer services in website and graphic design? **FVO:** If you would like to enlist their creative skills for your businesses website, visit www.m2digital.com.au or ask to speak to one of the team when we return to your call.

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