

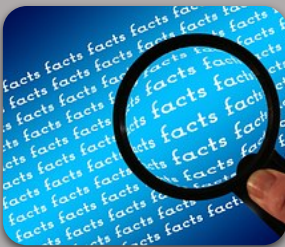
## The Telephone On Hold Process

Your Telephone On Hold account coordinator will assist you through the on-hold creation process. And, because of our in-house studios & experienced staff, this process is surprisingly quick & easy.



**Step 1: Determine the on-hold need & corresponding solution.**

Once we understand your company's specific on-hold goals, we recommend a solution that's suitable just for you.



**Step 2: Script Lab**

Our scriptwriting team researches your company and develops an on hold script corresponding to your specific company and on-hold goals.



**Step 3: Studio Production**

Once approved, your on hold script is recorded and produced with your selection of Telephone On Hold professional voice and music tracks.



**Step 4: Client Review**

Your on hold final production is sent to you for your final review and approval. In the future, you can always change your message, voice and/or music selections.