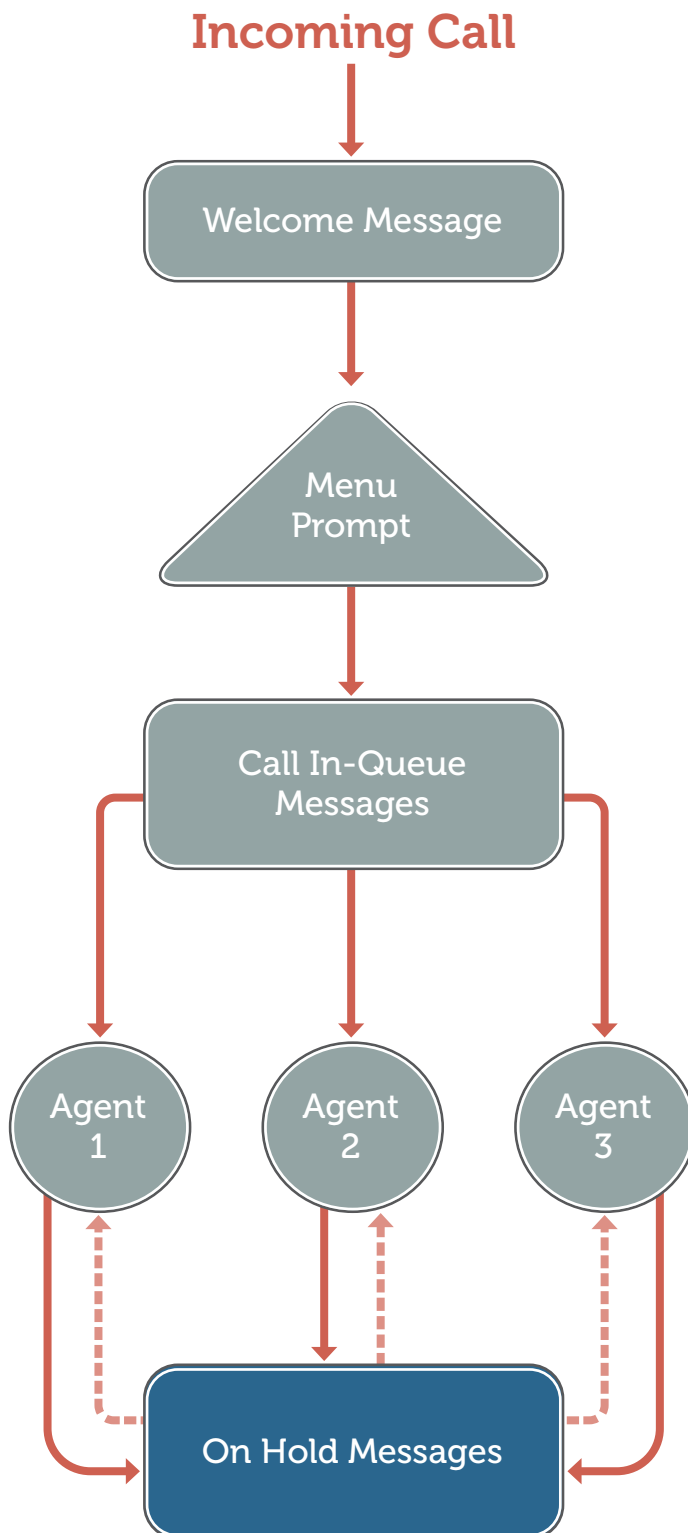


CALL FLOW | EXAMPLE 1



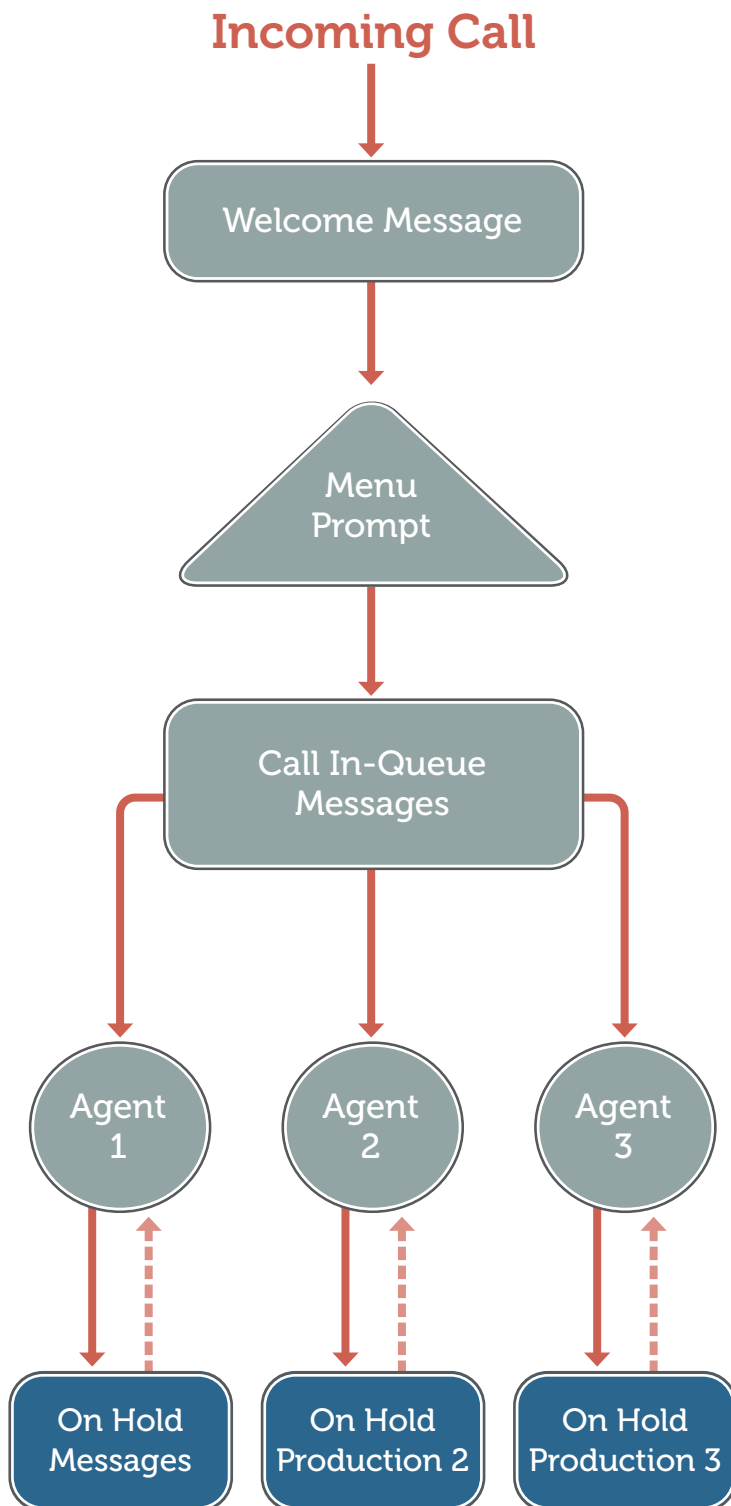
The **Welcome Message** is the first impression your caller has of your company and sets the tone for the rest of the phone call, so it's vital that it's of outstanding quality. Set your customer's expectations high with a professional welcome message that perfectly reflects your branding – let our creative copywriters show you how.

Menu Prompts direct callers to the right place from the moment their call is answered. Poorly structured menu prompts will frustrate your callers, so ensure they start their experience with you on the right foot, with clear and easy to understand options.

Call In-Queue Messages are what your callers hear while they wait to speak with a member of your team. Get the most out of these messages, by focussing on sales, marketing and customer service and update them regularly. We understand not all companies are built alike, so let our team help you find the most effective messaging strategy for you.

On Hold Messages are a powerful platform for you to show-off your new products, get callers excited about promotions and events, and answer callers' questions, before you even pick up the phone. Polished, engaging, and captivating on hold messages educate your callers and gets them excited about talking with your team.

CALL FLOW | EXAMPLE 2



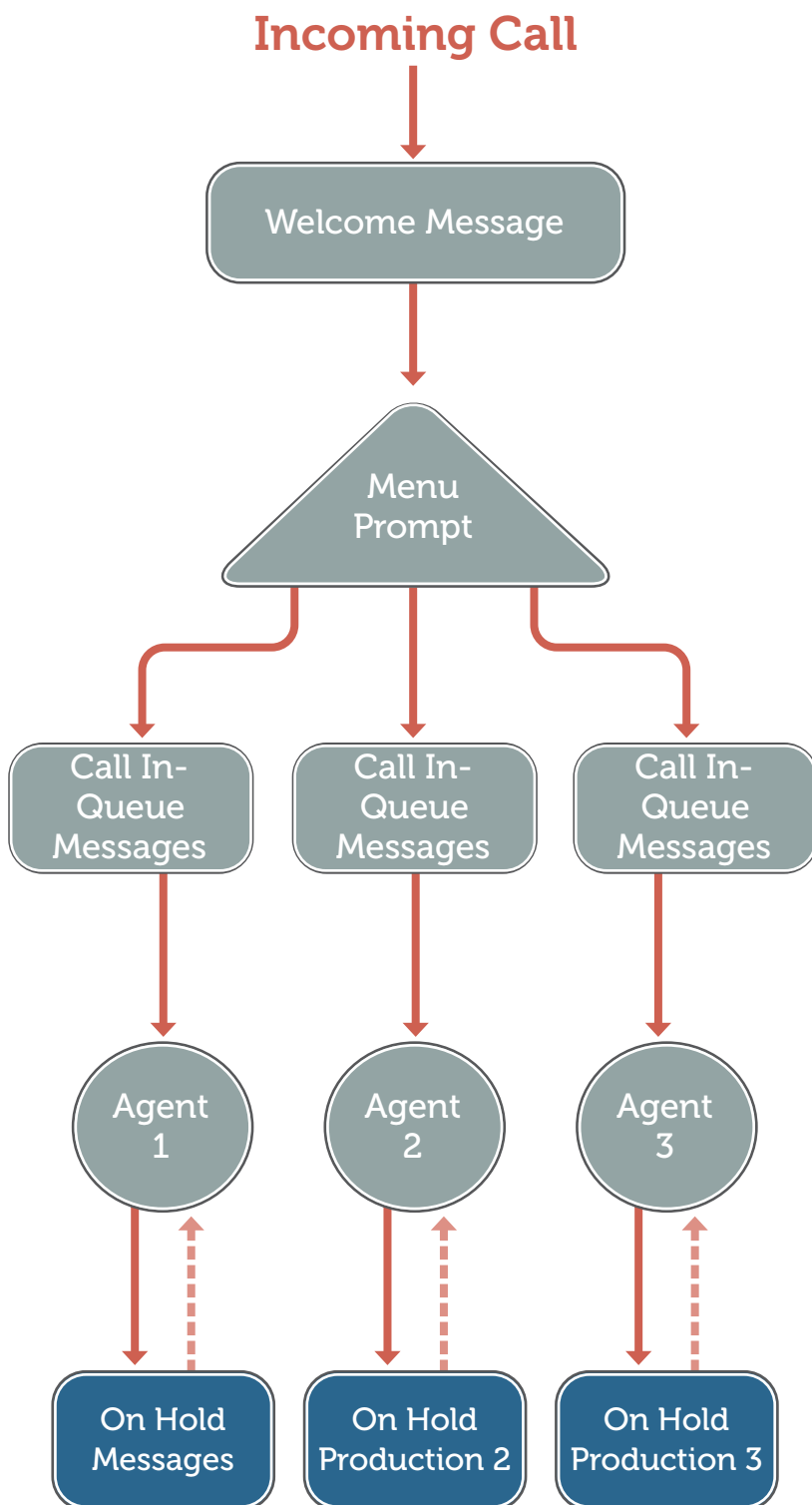
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CALL FLOW | EXAMPLE 3

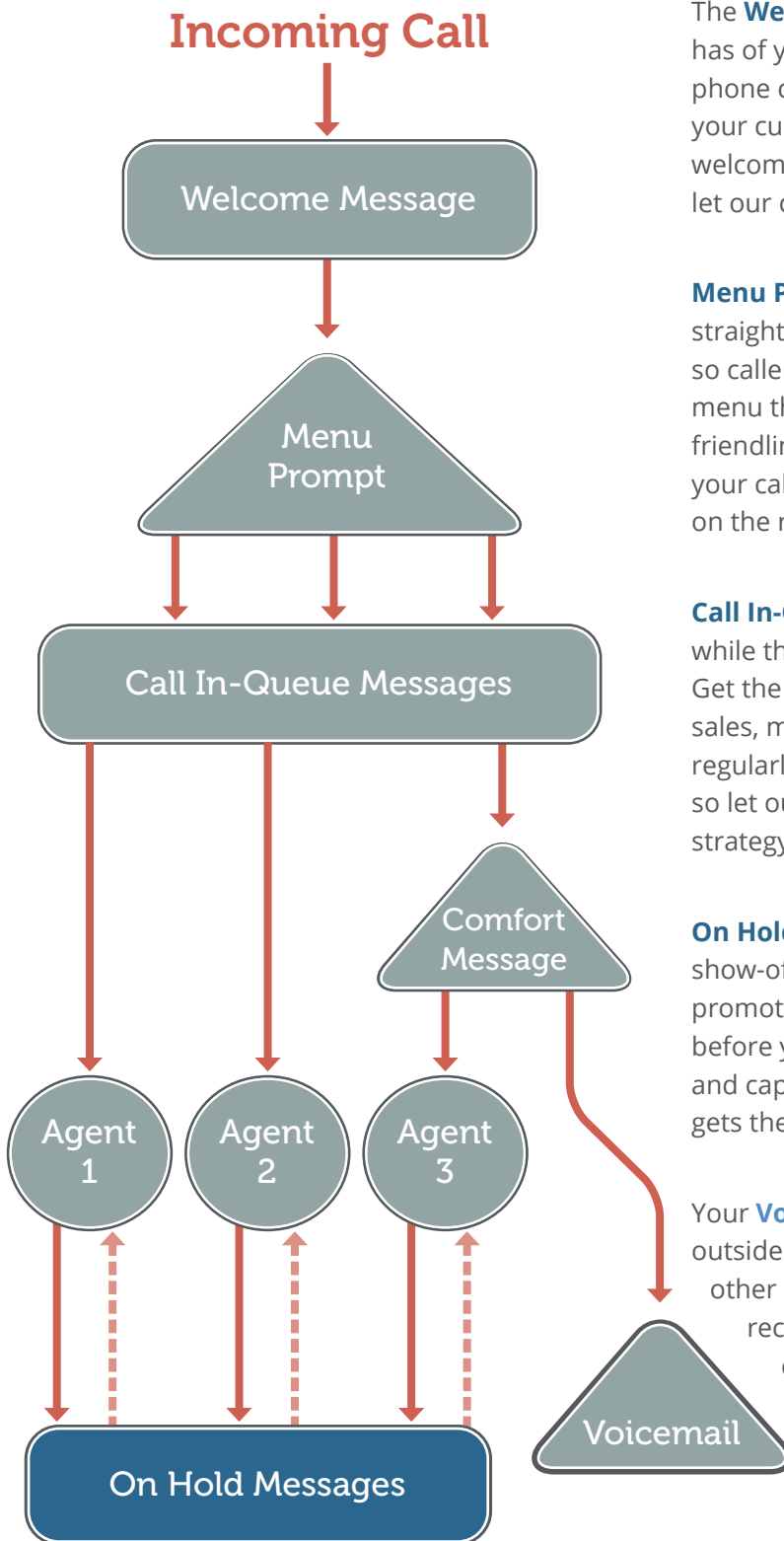


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Menu Prompts direct callers to the right place from the moment their call is answered. Poorly structured menu prompts will frustrate your callers, so ensure they start their experience with you on the right foot, with clear and easy to understand options.

Call In-Queue Messages are what callers hear while they wait to speak with a member of your team. Get the most out of these messages by tailoring your Call In-Queue Messages according to your callers' menu selection. We understand not all companies are built alike, so let our team help you find the most effective messaging strategy for you.

On Hold Productions are a powerful platform for you to show-off your new products, get callers excited about promotions and events, and answer callers' questions. Customise your On Hold Messages to fit the agent or department your caller is waiting on hold with and offer polished, engaging, and captivating messages to educate your callers and get them excited about talking with your team.



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Menu Prompts direct callers to the right place in a simple, straight-to-the-point manner. Prioritise your prompts so callers go where you want them to go, with a clear menu that strikes the ideal balance between brevity and friendliness. Poorly structured menu prompts will frustrate your callers, so ensure they start their experience with you on the right foot, with professional menu prompts.

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Your **Voicemail Greeting** is what many callers will hear outside working hours or if your team is tied up helping other callers. It can also be a message callers hear on a recurring basis. This is why it's essential the greeting is clear, concise and well-modulated, and accurately shows your team's professionalism.