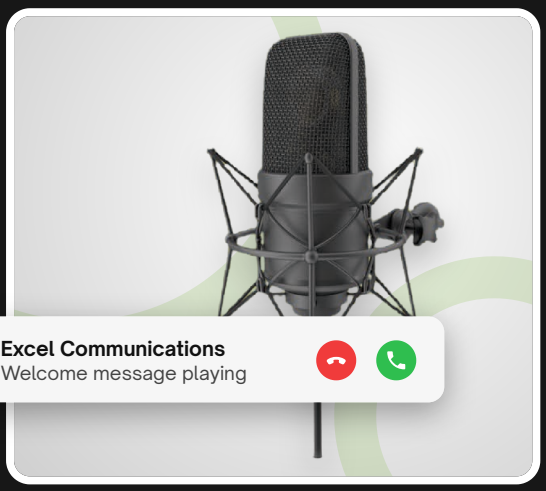
Professional Audio

Give every caller a positive first impression with great-sounding recordings by human voiceover artists.

Human voiceover artists
Real voices

Royalty-free music
Every style & genre

Complimentary scriptwriting
Written for you



A Warm Welcome

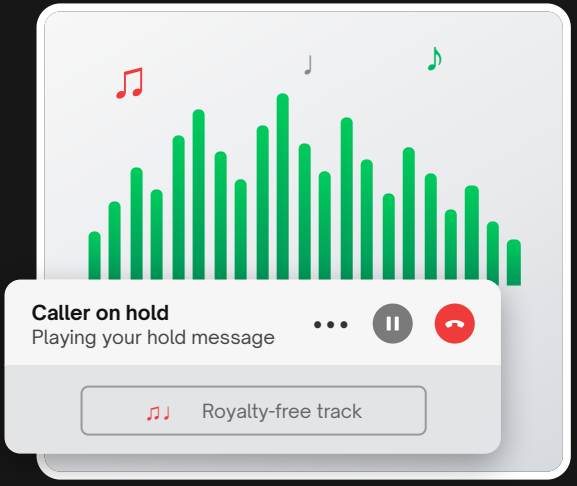
Introduce your business instantly and represent it in a positive, professional manner from the very first ring.

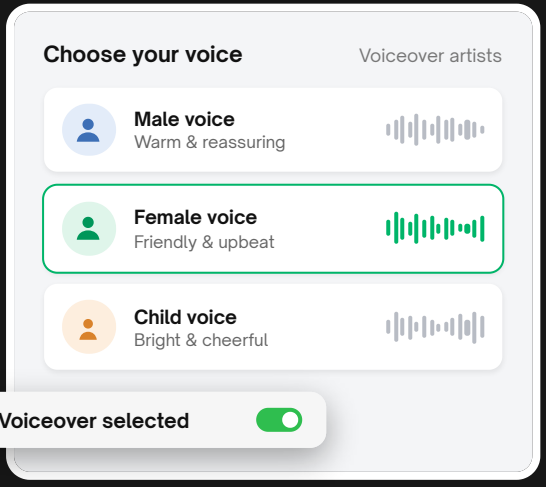
- **Welcome greetings:** Greet every caller with a polished, professionally voiced introduction.
- **Call menu options (IVR):** Present callers with multiple options so they reach the right place swiftly.
- **Call queuing:** Reassure callers while they wait to be connected.
- **Out of hours & voicemail:** Share your opening hours and suggest another way to get in touch.

Keep Callers Listening

Callers on hold are highly engaged. Turn waiting time into a chance to promote your products and services.

- **Royalty-free music:** An extensive library of styles and genres from throughout the decades.
- **On hold messages:** Raise awareness of your products and services while callers wait.
- **Up-sells and promotions:** Deliver enticing offers to warm leads already on the line.
- **Hold attention:** Interesting, useful messaging keeps callers on the phone for longer.





The Ideal Voice

With men, women and children of all ages, and a range of different styles, we're bound to have the ideal voice for your business.

- **Professional voiceover artists:** Human recordings that sound natural and trustworthy.
- **Complimentary scriptwriting:** We'll help you write messages that work.
- **All file formats:** Recordings converted to suit your phone system.
- **Flexible plans:** Choose a one-off recording or update your audio throughout the year.

Audio Plans

Complete flexibility when sourcing your professional audio: a fixed cost based on script size, or a monthly fee for regular updates.

Single Payment

Perfect for companies who prefer to pay a fixed cost based on the length of the final production.

- Welcome or IVR message
- On hold production
- Out of hours or closed message
- Choice of professional voiceover
- Royalty-free music track
- Complimentary scriptwriting
- File conversion to all file formats

ONE SUITE OF AUDIO FILES

Regular Updates

Ideal for companies who wish to update their audio production throughout the year.

- Welcome or IVR message
- On hold production
- Out of hours or closed message
- Choice of professional voiceover
- Royalty-free music track
- Complimentary scriptwriting
- File conversion to all file formats

UPDATED THROUGHOUT THE YEAR

Audio Recordings for Other Purposes

Our voiceover artists and music library aren't just for phone systems.

- eLearning
- Video narration
- Telephony
- Radio commercials
- In-store announcements

Why On Hold Messaging Works

A customer on the other end of the line is an extremely engaged prospect. On hold messages can raise awareness of your products and services by delivering enticing up-sells and promotions to warm leads.

When someone calls a business, they are highly engaged – but the longer they wait, the more disengaged they become. Interesting and useful on hold messaging holds their attention for longer and keeps them on the phone.

Ask us for a free, no-obligation customised demo so we can show you what we can do!

Excel Communications

Call
03333 660 770

Drop us an email
support@excelcomms.co.uk

Visit our website
excelcomms.co.uk