

## XN120 MailLite & Music On Hold

# Enhance your Company Image

**With a 'wav' file on the DSPDB card, MailLite can be used as the Music on Hold source negating the need for an external source.**

Few businesses today can afford to be without the convenience of a Voicemail system, which helps you, improve both your internal and external communications. With a fully integrated XN120 MailLite voicemail system, you have one of the most powerful, yet easy to use voicemail system, actually built in to your XN120.

Missed calls and uncollected messages become outdated, enabling your business processes to improve and with it, your productivity and level of customer care.

Using the version 5, MailLite DSPDB Card on your XN120 means you now get advanced Music on Hold messages free of charge!

Music on hold adds highly sought after credibility and professionalism to any business and especially to the small to medium enterprises. In fact, music on hold can have a dramatic effect on a customer's perception on a business, stopping them putting the phone down and in turn stopping you losing their custom.



## Turn Your On Hold Time.. Into Sales and Profit!

Everyone in business knows that at some point, you have no choice but to put a customer on hold, but when it is your customer, you do not want them to feel abandoned....



## Silence is not good business

### Especially when your customers are on hold.

Playing music or announcements whilst your customer is on hold, in a queue or being transferred lets your customer know that their call is still in process, and the hold does not appear to be as long as when there is silence.

Music on Hold today has come a long way since Vivaldi's Four Seasons and today's businesses use this dead time to promote their products and company.

## Benefits

- Psychologically reduces hold time
- Reduces caller hang ups
- Enhance corporate image
- Obtain competitive edge

Normally to achieve a high standard of On Hold Music or messages your company is required to purchase a separate, and very expensive Music on Hold box or CD Player with customized music and greetings but with the XN120 MailLite Music on Hold is a completely free feature.

Using the MailLite VRS Card XN120 users can now store a customized Music on Hold greeting,

which can last from zero to fifteen minutes and can be professionally recorded as a WAV file.

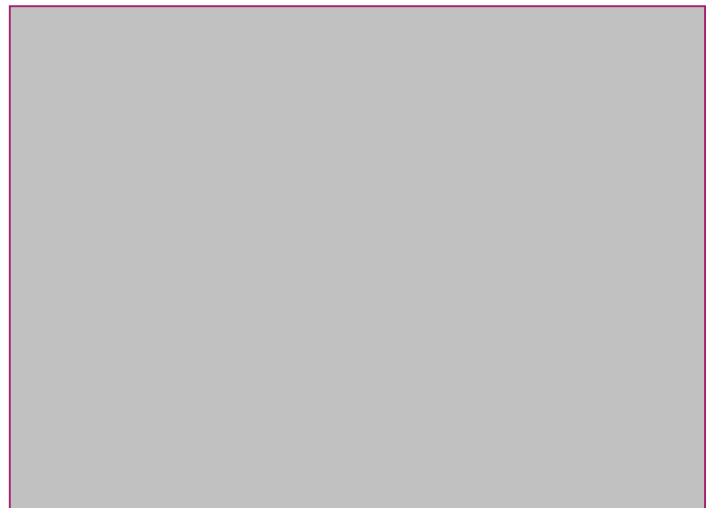
This can be achieved in two ways.

- A WAV file can be loaded from your PC to the CF Card and this will support fifteen minutes of Music on Hold
- Use the recorded message via a service code either locally or remotely via DISA. This will support 2 minutes of Music on Hold

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