



Office Manager: Music on Hold (MoH)

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1. Music on Hold

Clicking the Music on Hold (MOH) icon, as seen in figure 1.a, will take you to your account's Music on Hold center, as shown in figure 1.b. You will be able to see the users that have music on hold. You can uncheck Hide Users Without Music On Hold to see all users on the account.

Clicking into the Owner lists all the custom music uploaded to the user that is played when you place someone on hold. Music is played in a top-to-bottom order or randomized, depending on how the queue was created. The MOH can be customized for the entire domain, specific users, or individual queues. A user's MOH is added at the user level and then integrated within the domain's MOH.



Figure 1.a

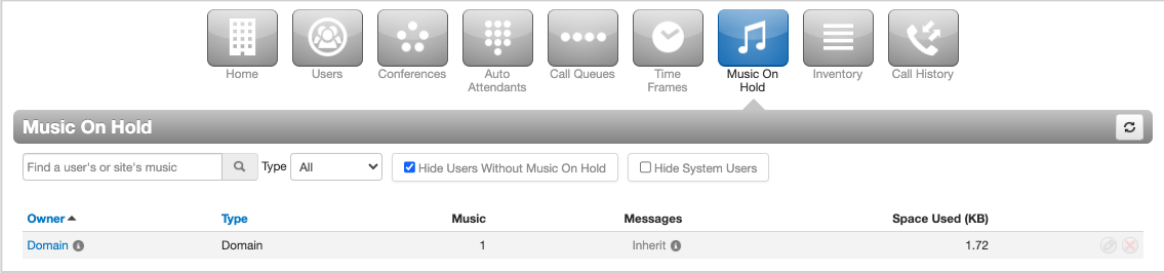


Figure 1.b

1.1 Add Music On Hold

Clicking into the Owner, as seen in figure 1.b, will display the Music on Hold within that user, as seen in figure 1.1.a. Here you can add additional Music, select Randomize music, or add an Introductory Message. When you click Add Music, you will be asked to upload a WAV or MP3 file and then name the file.

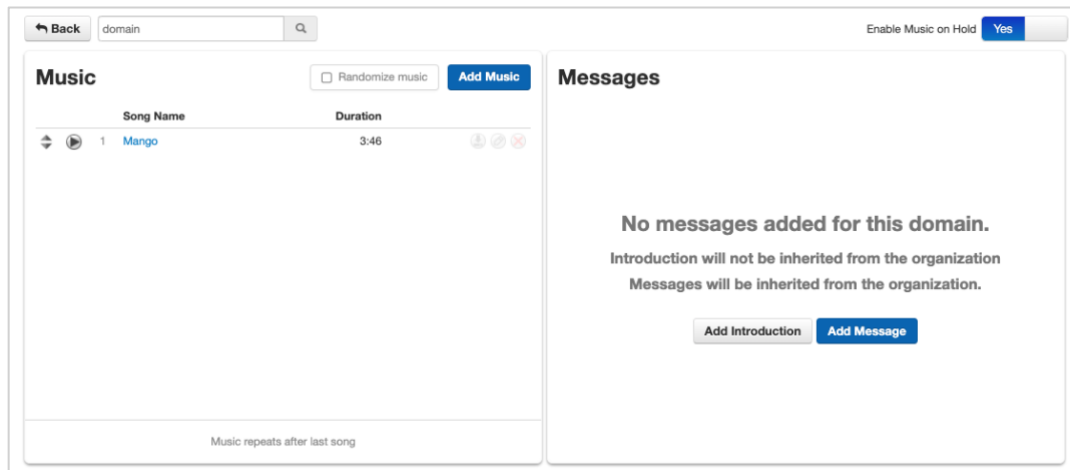


Figure 1.1.a

1.2 Add Introductions or Messages

When click Add Introduction or Add Message, you will be asked to upload a WAV or MP3 file or record a message and then name the file. Introductory messages will always play first when someone is placed on hold, music will play after greeting has finished.