

Queue and Hold Music

Santiago Garcia - 2024-07-24 - Media

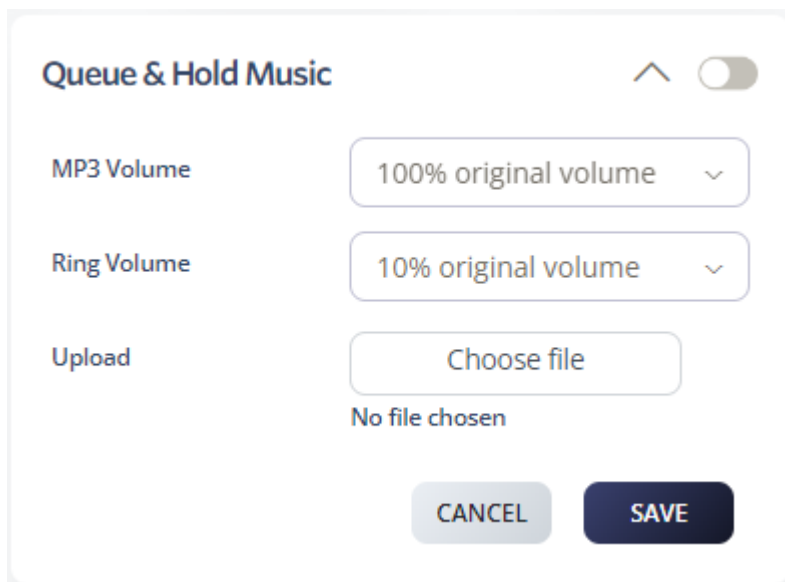
Queue and Hold Music

Upload your personalized Call Queue and Hold Music

Long wait times mean abandoned calls, lowered customer satisfaction, and ultimately lost business.

Setting up a call **Queue and Hold Music** creates a personable approach to your customers' calls. Upload your own MP3 files to replace ringing when people call you and set up your own music on hold. There is no additional charge for this service, it is included.

1. Go to the **Switchboard > Advanced > Queue and Hold Music**
2. Select options for volume and **Choose file**.
3. Click **Save** settings to update.



The screenshot shows a settings modal titled "Queue & Hold Music" with a toggle switch in the top right corner. It contains three rows of settings: "MP3 Volume" with a dropdown menu set to "100% original volume", "Ring Volume" with a dropdown menu set to "10% original volume", and "Upload" with a "Choose file" button. Below the "Choose file" button, it says "No file chosen". At the bottom of the modal are two buttons: "CANCEL" and "SAVE".

Tags

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