Queue and Hold Music

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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.

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