

# SIMPLEFIBER

INTERNET & VOICE MADE SIMPLE

## **MUSIC & MESSAGES ON HOLD** **GUIDE**

Comfort messages for callers on hold or in queue

# How to add MOH Comfort Messages

1. Click Call Queues
2. Find the queue you would like to edit and click the music icon

Name	Extension	Department	Site	Type	Callers in Queue	Agents (Available)
8102	8102			Tiered Round-robin	0	1 (0)
Park 1	701		Site 1	Call Park	0	-
Park 2	702		Site 1	Call Park	0	-
Park 3	703		Site 1	Call Park	0	-
test	8100			Ring All	0	1 (1)

Click Add Message

**Music**

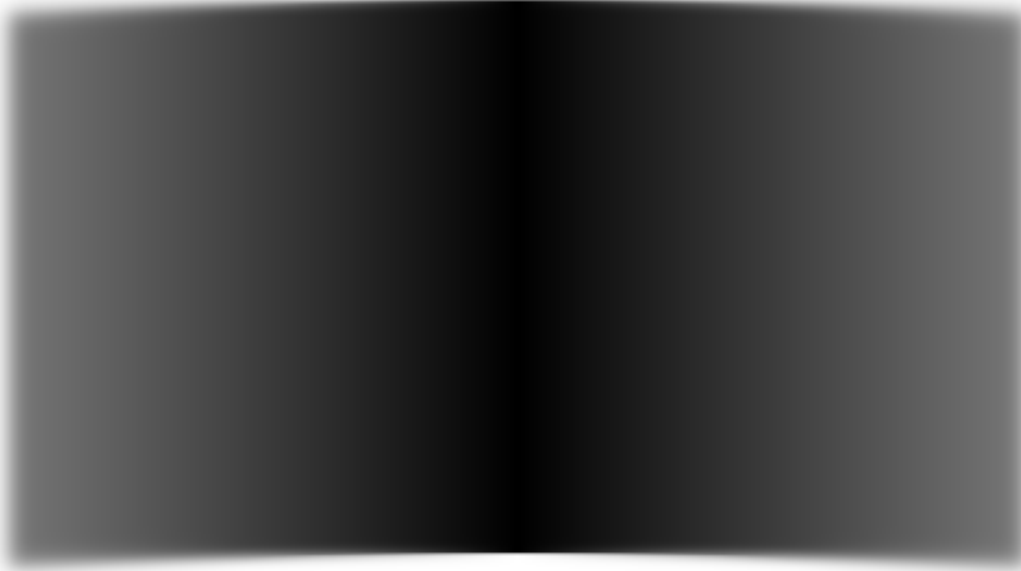
No music added for this queue.  
Music will be inherited from the organization.

[Add Music](#)

**Messages** 30 [Add Message](#)

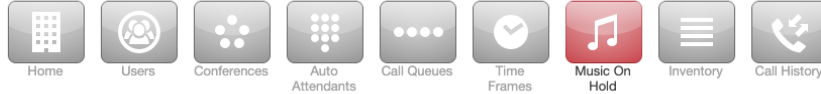
Messages	Duration	Filesize
No introduction added		
1 wait for agent	0:17	131.99 KB
2 Wait announcement: Time, Position	0:00	0 B

Messages repeat after the last message



You select the Wait Status Updates option and check the Estimated Wait Time “for this to be accurate it needs to be a high volume queue” or Current Queue Position options. You can also add a custom message with the Upload, Record and text to speech options.

Once added you can adjust how frequently the message/s will play by clicking the time and using the slider to increase or decrease.



Music On Hold / 8100

8100

**Music**

No music added for this queue.  
Music will be inherited from the organization.

[Add Music](#)

**Messages**

Messages

No introduction added

Messages	Duration	Filesize
1 wait for agent	0:17	131.99 KB
2 Wait announcement: Time, Position	0:00	0 B

Messages repeat after the last message

If you have more than one message you can change the order in which they play. First click on the grey arrows and drag to the position you would like. Then in the popup you will click save.



Music On Hold / 8100

8100

You have reprioritized your Music on Hold. When you are done, save the changes you have made. [Cancel](#) [Save](#)

**Music**

No music added for this queue.  
Music will be inherited from the organization.

[Add Music](#)

**Messages**

Messages

Messages	Duration	Filesize
1 No introduction added		
2 Wait announcement: Time, Position	0:00	0 B
3 wait for agent	0:17	131.99 KB

Messages repeat after the last message

Note: You can do the same process minus the Wait status options in the domain MOH section. This would apply for all MOH on that domain.