



silvertung media

On Hold Message Specialists

www.silvertung.ie



"Silence is never golden, but words can be Silver"

Who We Are

- In business since 2001, We're Ireland's leading On Hold Message Company and the trusted partner of many of the country's top Telecom providers.
- Think of us as your "one-stop-shop". We take care of everything from scripting your messages to getting them live on your phone system.
- We're friendly, creative and will always go the extra mile to make your messages sound amazing.
- We'll always advise the best solution to suit you and your budget.

Why On Hold Messages

- Think of it as a shopfront on your phone, a chance to display your products, special offers, services, website info and any other information you think callers would be interested in.
- On Hold Messages portray a professional image as well as giving useful information to your callers.
- 95% of callers find On Hold Messages of interest, compare that to just 5% for other traditional advertising media.
- Hold time has been proven to be increased and your caller experience enhanced when listening to On Hold Messages instead of beeps, silence or awful hold music.

Benefits of On Hold Messages



Increase Sales

Drive awareness

Reinforce your branding

Increase customer loyalty

Prevent caller hang-up

Promote your latest products

The Process

1. First Contact:

We do an audit of what you need and send you a quote. We'll also check any technical issues

2. Script Writing:

We're happy to draft up some scripts for you to amend, all we need are some basic bullet points.

3. Recording & Production:

This is where we bring your scripts to life. Male and female voices are usually used and some cool music

4. Client Review:

We send on your Audio files for you to listen to.

5. Final Installation:

Once approved by you, we will organise to get the messages live on your system

How It Works

- Most Phone Systems will need an additional On Hold Player which is connected into your main phone control box. We supply these and can work directly with your phone provider to organise installation.



**Silvertung
On Hold
Player**

- VOIP or "hosted phone systems" do not require the additional On Hold Player as all files are uploaded directly. Again we work with your provider to ensure correct file type and successful upload.

What Else Can We Do

- Welcome/Press Menus, Voicemails including mobile voicemails, Night Messages, Seasonal closed Messages.

We partner with many of Ireland's top telecom providers and are happy to feature just a few of them.



Testimonials



"Our partners Silvertung have helped us dramatically over the last few years, their skills and professionalism shine through on each and every job. We know the power of the messages that customers hear while contacting our branches and I have no doubt that our business has developed considerably from them each month. In my view Silvertung are the standard to judge all other against and we look forward to keeping our partnership going for many years to come"

Eddie Ryan

Marketing Director – Advance Pitstop



"The Red Cow Moran Hotel uses Silvertung to produce its telephone on-hold recordings and I have always found Mike and the team a pleasure to work with. It is refreshing to work with a company that shows such keen interest in our business. I would have no hesitation in recommending Silvertung to potential clients"

Tracey Moran

Communications Director – Red Cow Moran Hotel



"Many thanks Mike & colleagues at Silvertung for recently upgrading all our On Hold Systems. You're professionalism and attention to detail as always, are beyond compare. I highly recommend you to any business."

Charlie McDermott

Sherry Fitzgerald McDermott



"We have been working with Silvertung for many years now, they manage our telephone on-hold and auto attendant recordings for the groups' portfolio. We can count on Mike and team to deliver each project to the highest of standards with excellent service and professionalism. The Silvertung team are fantastic to work with, I will highly recommend them to other businesses without a doubt."

Claudia Emmett

Group Brand Executive–Dalata Hotel Group



"We at Frank Keane Holdings have been working with Silvertung for the last few years for our On Hold Messaging. Mike is a true professional and a pleasure to deal with. We would have no hesitation in recommending Silvertung to any potential client"

Karen Rafferty

Frank Keane Holdings



"We have been using Silvertung for our telephone on hold messaging since 2005. It provides our business with an ideal solution when our telephone lines are busy. We can advertise all our local promotions and new product offerings so that customers are already informed when their call is answered. The level of service and professionalism from Mike and his team has always been excellent and Silvertung will continue to be an important component of our local store marketing strategy"

Kevin Blessing

Dominos Pizza Ireland



"Lee Travel use Silvertungs On Hold Message service across our 5 branches. Its a great way to keep customers informed while on hold. The Silvertung team are very flexible and worked directly with our phone providers to ensure a system that meets all our needs. A job well done! "

Declan O Connell

Lee Travel

Prices and Packages

The following is a general guide to our prices.

If you're currently on contract with another supplier, once your contract term ends we can organise a seamless transition to Silvertung and most likely save you money

Once Off Package

Includes On Hold Messages / Music / Digital On Hold Unit.

€645+vat

4 Update Annual Contract

Includes On Hold Messages / Music / Digital On Hold Unit

€900+vat upfront or
€90+vat/month

(1 year contract)

8 Update Annual Contract

Includes On Hold Messages / Music / Digital On Hold Unit

€1100+vat upfront or
€110+vat/month

(1 year contract)

Complete IVR Package

Includes, Auto Attendant / On Hold / After Hours Messages.

€495+vat

(Files are usually uploaded directly)

Other Services

Auto Attendant Press Menus / Courtesy / After Hours Messages / Mobile voicemails

€75+vat each

(discounts available for more than one message)

We can also tailor a package to suit you if your needs differ (eg) multiple sites, complex IVR menus