

Enhanced caller experience solution available from **Pathway Communications Group and Captivate Connect.**

Delight callers with a Music on Hold (MoH) solution that delivers professionally recorded audio for when inbound calls are placed on hold.

As a Pathway Communications customer, you can now inform, entertain and engage callers with Captivate Connect's dynamic on hold audio solution.

Select a particular music genre and Captivate Connect will collaborate with you to create a custom voice over script that will be professionally recorded and automatically uploaded to your phone system.

Benefits of Captivate Connect's Solution

- Boost Customer Experience
- 24-hour turnaround
- Secure data centres
- Deliver time-sensitive information efficiently
- 99% uptime
- Fully managed service
- Access to professional script development
- Access to an international voice talent library
- Deliver valuable information to callers
- Up-selling and cross-selling opportunities
- Reduce call abandonment rates
- Increase website hits



ADVANCED FEATURES



Call Back



Interactive Quiz



Message Scheduling

- holiday messages



Brand Specific Messages



Voice Recognition IVRs

Following Connectivity

1. Select a music genre from Captivate Connect's extensive library. Music will change each month whilst remaining in the same genre.



[CLICK HERE FOR MUSIC SAMPLES](#)

2. Captivate Connect will script, voice, produce and upload all promotional messages, upon approval. Fees apply.



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