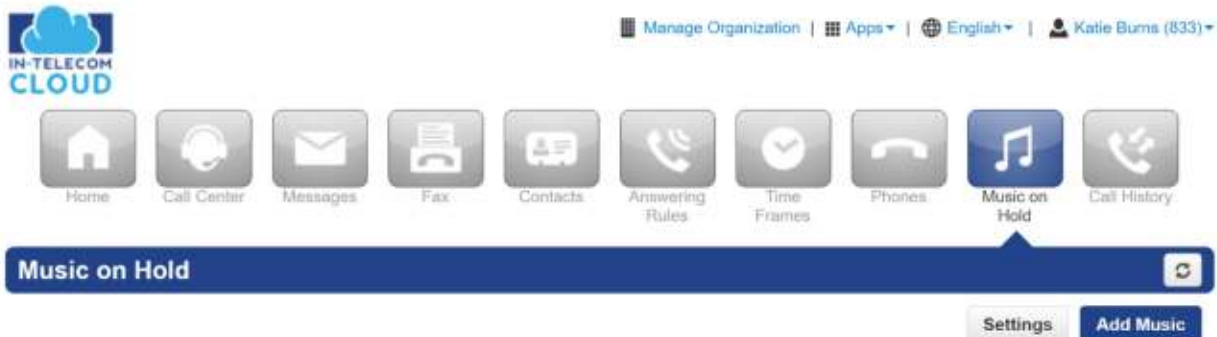


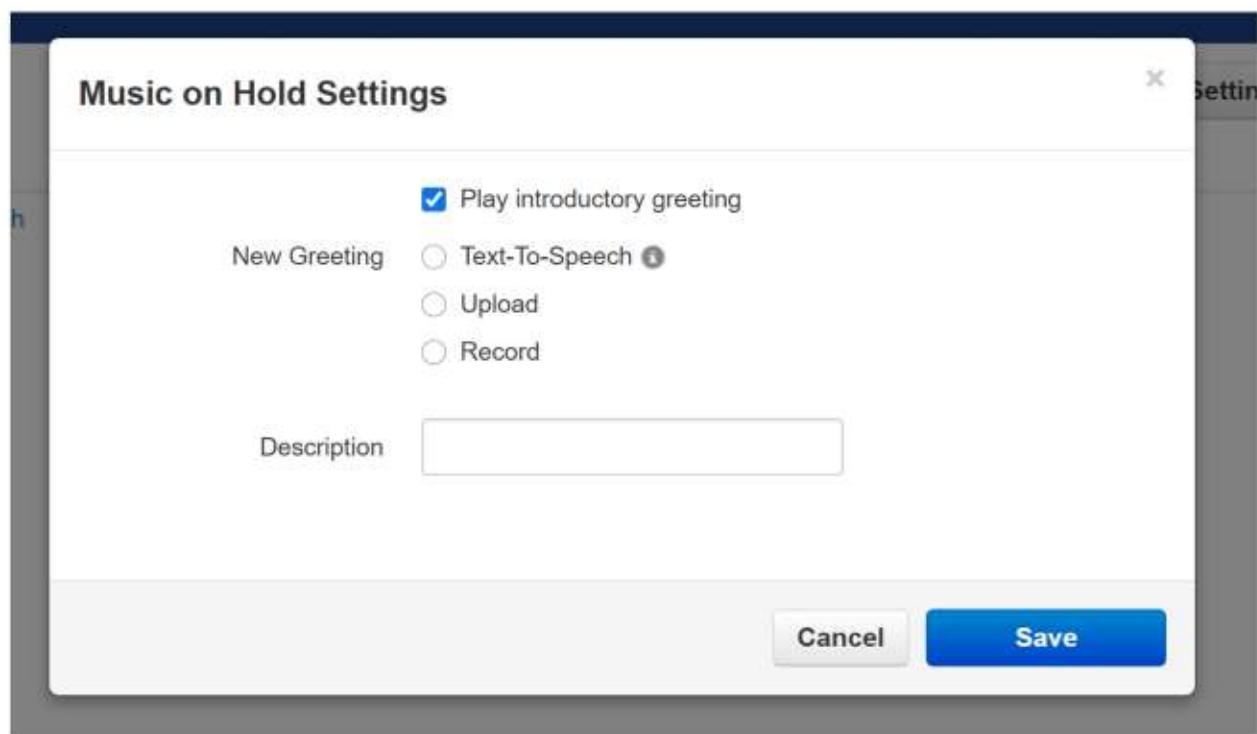
ITC Cloud Music on Hold

Step 1: Login ITC Cloud Portal

- Select Music on Hold Tab



- On the Music on Hold tab Click on **Settings**. From here you have an option to set an introductory greeting, this is useful in the example of a call queue, e.g. *"Thanks for calling ABC Company please continue to hold for the next available agent. For faster service you can visit us on the web at www.abccompany.com."* This introductory greeting can be uploaded or rebooted as with voicemail and auto attendant greetings. Once this is done click **Save**.



The screenshot shows the "Music on Hold Settings" dialog box. It has a title bar with "Music on Hold Settings" and a close button (X). The dialog contains the following options:

- Play introductory greeting
- New Greeting
 - Text-To-Speech ⓘ
 - Upload
 - Record
- Description:

At the bottom right of the dialog are two buttons: "Cancel" and "Save".

- Music files are added by clicking **Add Music**. From this dialog box browse to the music/audio file on your computer that you wish to upload and click **Upload**

Add Music ✕

Browse

Song Name

Cancel **Upload**

- It is possible to reorder the music on hold files if you wish for them to be in a specific order. The system will prompt you to approve these changes before they are saved. When all changes have been made click on **Save** at the top of the screen

IN-TELECOM CLOUD Manage Organization | Apps | English | Katie Burns (833)

Home Call Center Messages Fax Contacts Answering Rules Time Frames Phones **Music on Hold** Call History

Music on Hold Settings Add Music

Song Name	Duration	Filesize
Beethoven's 5th	11:02	5.05 MB

- Completed