

Partner Programme

For a caller, the customer experience starts with the first voice they hear on the phone and in many cases this is a recorded welcome.

Research tells us that customers will go elsewhere after a bad experience but stay loyal after a good one and so getting the right voice messages on your phone system has never been more important.

The Brand Audio Partner Programme delivers professionally recorded bespoke messaging to your customers, enhancing their customer experience and operational efficiency whilst opening up a new revenue stream for your business too.





Reasons to promote professional voice messaging to your clients

- ✘ Engage callers from the first word they hear.
- ✘ Reduce lost or abandoned calls and sales opportunities.
- ✘ Stand out from your competitors and re-enforce your brand.
- ✘ Promote awareness of products and services to customer waiting in queue or on hold.
- ✘ Create cross and up-sell opportunities.
- ✘ Deliver a professional image even when out of hours, bank holidays or during any period of disruption.
- ✘ A wide variety of English language and foreign language voice artists to choose from.
- ✘ 1000s of license free music tracks to choose from which means you don't have to pay expensive license fees to have good quality music on hold.

Reasons to join the Brand Audio Partner Programme

- ✘ Revenue share on all partner sales.
- ✘ Prompt payment of revenues once the project is delivered.
- ✘ Proactive relationship management and commitment to deliver to the highest quality standards.
- ✘ Brand Audio do not supply any competing services and using us prevents your clients looking for messages from providers who are tied to other telecoms providers and who may try and tempt the business away from you.
- ✘ Content can be delivered in any file format you need.
- ✘ Add more value to your clients and increase loyalty.
- ✘ Professional services are available to help design the most effective call routing for more complex clients.
- ✘ We have a wide range of English language voice artists and we can provide most foreign languages too.
- ✘ We also have a huge variety of license free music tracks to choose from which means your clients don't have to pay expensive license fees to have good quality music on hold.







Types of Messages Available

- ✘ Welcome Messages
- ✘ Menu Options
- ✘ Calls recorded messages
- ✘ Informative in queue and on hold messages
- ✘ Seasonal messages (Easter, Christmas, New Year)
- ✘ Out of hours messages
- ✘ Emergency announcements during any period of disruption
- ✘ Voicemail messages
- ✘ In queue & on hold productions (4 minute loops of music and messages mixed together)

Packages Available

All projects are delivered on a 5 working day SLA from receipt of signed off scripts, voice and music choices.

<p>SME Package £00.0 Partners receive £00.00</p>	<p>1 Welcome message and up to 5 separate IVR prompts</p> 
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<p>SME Pro £000.00 Partners receive £000.00</p>	<p>1 Welcome message 10 separate IVR Voicemail prompts or messages 1 on hold production (up to 8 messages, and 2 tracks on non licensed music)</p> 
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PROFESSIONAL	Per message costs: Minimum of 50 messages. Partners receive 20% of net revenue			
Lead times (working days) - Time Lead Time Starts on receipt of signed off scripts with voice selection				
UK - English	£	£	£	
Western Europe - French, Spanish, German, Dutch, Italian, Portuguese	£	£	£	
Eastern Europe & Scandinavian Countries - Greek, Polish, Czech, Danish, Swedish, Norwegian, Croatian and Finnish.	£	£	£	
Rest of the World - Russian, Asian, Arabic, Hindi, Turkish, Japanese, Hebrew, Bahasa Indonesian, Bahasa Malaysian, Cantonese, Mandarin, Korean, Thai and Vietnamese - other countries on quote	£	£	£	
Western Europe Translation (per 5 messages)		£		
Scandinavian Translation (per 5 messages)		£		
Rest of the World Translation (per 5 messages)		£		
Minimum per session recording				50 Messages

All content is tailored and produced in Brand Audio's state of the art studio facilities to give the best possible quality. These are then formatted to your required format and delivered download link or via CD in the post if preferred.



Website www.brandaudio.co.uk

Telephone 020 8931 9500

Email sayhello@brandaudio.co.uk

Address Berkeley House
18-24 High Street
Edgware
Middlesex
HA8 7RP

