



## **The Telephone Man Enhances Their Customers' Marketing Campaigns Through On-Hold Messaging**

*Powerful Technology Enables Companies to Extend Their Brand Image and Promote Their Value Proposition to Specific Audiences Cost Effectively*

HARRISONBURG, VA — October 28, 2009 — The Telephone Man, Inc., an industry leader in unified communications, announced today that the company is placing greater emphasis on enhancing their customers' marketing campaigns through the utilization of on-hold messaging. During a recession, marketing is one of the first line items that is typically reduced; however, those organizations that continue to market experience faster growth when the economy recovers. On-hold messaging is an inexpensive tool that delivers phenomenal results and allows companies to continue to communicate their core messages. Most small to mid-sized businesses miss out on the opportunity to market to their customers while they wait on the phone. The technology that The Telephone Man, Inc. has brought to the marketplace enables organizations to extend the brand image, while at the same time promoting their value proposition to specific audiences cost effectively.

A number of studies have been conducted over the years illustrating the marketing power of on-hold messaging as well as the negative impact complete silence has on those that are made to wait on hold. For example, Voice Response Magazine reported that 60% of callers placed on hold with silence for longer than 40 seconds hang up, while 34% of those callers never call back. "On-hold messaging is not a new technology or marketing concept by any means," explained Walter Carr, President of The Telephone Man, Inc..

"Unfortunately, most companies have not implemented it. Their callers either hear dead air or some form of meaningless elevator music. As a result, companies may lose potential customers forever or miss out on the opportunity to tell them valuable information."

Companies that develop effective on-hold messaging programs consistent with their integrated marketing plan truly reap the technology's rewards. If it's done right on-hold messaging reduces caller abandonment and educates callers on a variety of topics. It's a terrific form of one-to-one marketing because it gives companies the ability to cross-sell products, while promoting discounts, upcoming events, awards or new services and locations. Plus, messages can be completely customized to target specific demographic, socioeconomic, and geographic groups. For example, a twenty something may call a company's 800# and hear one message designed for her, while a baby boomer may call the same company but come in through a different 800# and listen to a message customized for their age group.

"Our role as our customer's trusted technology provider is to bring solutions that increase profitability, productivity, and company image," added Mr. Carr. "It is our responsibility to first understand their objectives, especially from a branding standpoint and show them how to effectively develop an on-hold message program. Those that have successfully implemented this unique marketing tool experience an increase in sales and higher satisfaction levels because their customers are better informed. We're looking forward to improving the relationships of our customers with the companies they serve by bringing greater awareness to

on-hold messaging. Every opportunity to communicate is critical, especially during economic times like these."

### **ABOUT THE TELEPHONE MAN, INC.**

The Telephone Man, Inc. has been providing excellence in communications since 1993. The company's foundation is built on honesty and integrity and its goal is to exceed the expectations of every customer.

The Telephone Man employs highly talented telecommunications professionals that are factory trained and certified on all products the company offers. The company's marketing team acts in a consultative manner through extensive evaluation of every customer's communications systems and provides solutions that help increase efficiency, improve profitability, and give businesses a competitive advantage in their marketplace. The Telephone Man's engineers design communications networks that serve organizations now and well into the future.

The company has partnered with nationally recognized telecommunications manufacturers such as NEC and IBM to provide equipment that meet customer needs. The Telephone Man's service department is available 24 hours a day, 7 days a week to ensure continued satisfaction.

A telecommunication system is the core of every business and The Telephone Man is dedicated to keeping companies connected so they can provide excellent customer service to their clients. For more information on The Telephone Man, Inc., please call (540) 432-1385 or visit us at [www.ttmol.com](http://www.ttmol.com).