

# Plus Dane VOICES

## Review of the telephony holding music

### Why did we ask for feedback?

When you call into our **Contact Centre**, we want you to be on hold for as short as time as possible. However, due to the amount of calls we receive every day at some point you may find yourself on hold. We wanted your help us choose an acceptable '**on hold**' music to listen to when you are on hold.

The **4 different styles** you chose from were:

- Number 1** Classical Music
- Number 2** Contemporary Music
- Number 3** Jazz Music
- Number 4** New Age Music



### What did you say & what changes will we make using your feedback?

A group of 19 of you took part in the consultation & were sent the audio files to listen to & provide feedback

Comments made on the choice of music included - **soothing to the ear**, helps to keep the person **calm**, **reduce anxiety** when waiting to speak to a human!



What you said	Actions we will take	Target Date
It was quite close but the overall preference was ' <b>New Age</b> '.	Your choice of music ' <b>New Age</b> ' will be used in the telephony system when we go live next week.	Jun 23

We are working hard to **reduce the waiting time** when you ring **Plus Dane**. If you don't want to wait you can always email or use the live chat option & for some services you can use our new customer portal. For more information on other ways to contact us visit [www.plusdane.co.uk](http://www.plusdane.co.uk)

