FIVE9 QUICK GUIDE | PROFESSIONAL CALLER AUDIO

Music On Hold for Five9

Upload professional caller audio, assign it to a Five9 campaign and set up timed announcements for callers waiting in an IVR skill queue.

Set up campaign hold music

1. Prepare the audio file
   Use an 8 kHz, 8-bit, mono WAV encoded as G.711 μ-law (CCITT u-Law). Five9 recommends hold music files under three minutes.
2. Upload the file as a prompt
   In Five9 VCC Administrator, right-click Prompts → Add Prompt. Add a name and description, choose the prerecorded file option and locate the WAV. Click Select, then OK.
3. Assign the prompt to a campaign
   In Campaigns, open the target campaign's properties and select Prompts. Under Prompt played when caller is on hold, click Add. Select the prompt, click OK and save.
4. Restart the campaign and test
   Restart the campaign during a planned window to activate the new audio. Call in, have an agent place you on hold, and listen for the new mix.

Choose the correct Five9 workflow

FIVE9 CAMPAIGN HOLD MUSIC

For callers placed on hold after connecting with an agent.

- Choose an uploaded prompt in the campaign's Prompts tab.
- Five9 loops the recording for the duration of the hold.
- Restart the campaign to apply a new selection.

FIVE9 IVR QUEUE ANNOUNCEMENTS

For callers waiting for an agent in a skill queue.

- In IVR Scripts, edit the campaign's script. Open Skill Transfer → Announcements.
- Enable an entry, set its Timeout and select a Voice File to Play. Use Loop to repeat it.
- Set up to five announcements. Save the script and test the queue before rollout.

ONE FILE IN A SPECIFIC ORDER

Best when callers should hear messages in a predictable sequence.

- Use Easy On Hold Combine & Download to arrange several messages into one file.
- Lead with the most useful message so callers can hear it during a short hold.

Expert setup notes

Make updates easy. Use descriptive prompt names and retain the previous file for rollback.

Fit the message to the wait. Offer a useful next step, such as how to check an order or find an answer online.

License music for business telephone use. Easy On Hold provides licensed music as part of your hold mix.

Test the actual call path. Listen from an outside line through the queue, agent hold and any transfers.

Make every second on hold work harder.

Easy On Hold®, the Music On Hold Experts™, provides professionally produced messages, licensed music and audio prepared for Five9. Our team helps you give waiting callers helpful information in a voice they recognize.

888-798-4HOLD • support@easyonhold.com
easyonhold.com
easyonhold.com/integrations/five9/

Five9 documentation

Voice prompts • Campaign hold music (PDF) • IVR queue announcements

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