

# FREE AND CLEAR!



How to Find the Right Headset for Your Contact Center



## HEADSETS MATTER!

*They're one of your agent's top tools!*



#1

The #1 contributor to an agent's workday stress is tool inefficiencies.



Having the right tools has the greatest positive impact on an agent's performance.

### Mobility is Critical!

In one year, the average full-time agent has to leave their desk

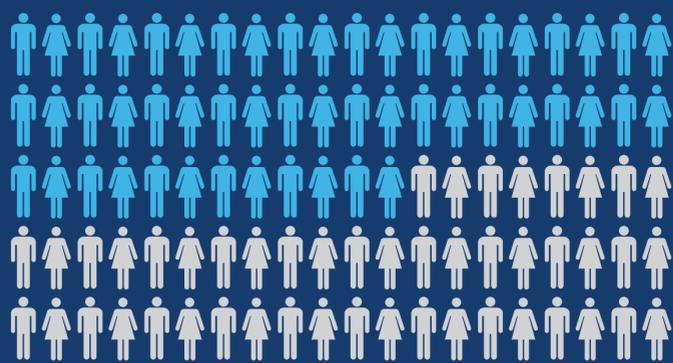
**1,000 times**

to get someone's assistance or advice

### So is fit, comfort, & usability:

**1/3**

of contact center leaders believe ergonomics play a very important role in agent retention and job satisfaction



That's probably why

**51%**

of contact center leaders prefer wireless headsets for their agents

## BUT, YOU DON'T HAVE TO SACRIFICE QUALITY FOR CONVENIENCE!

Contact center leaders want wireless headsets that provide:



HIGH CALL QUALITY



EXTENDED BATTERY LIFE



WIDE-RANGE COVERAGE



MULTI-DEVICE INTEGRATION



AFFORDABILITY



With the right wireless headsets, you can **improve agent performance & customer satisfaction** in your contact center!

Statistics based on 2015 research by ICMI

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