

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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