

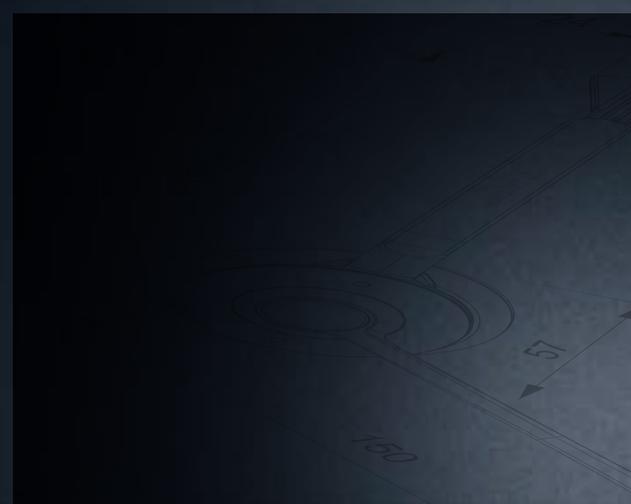


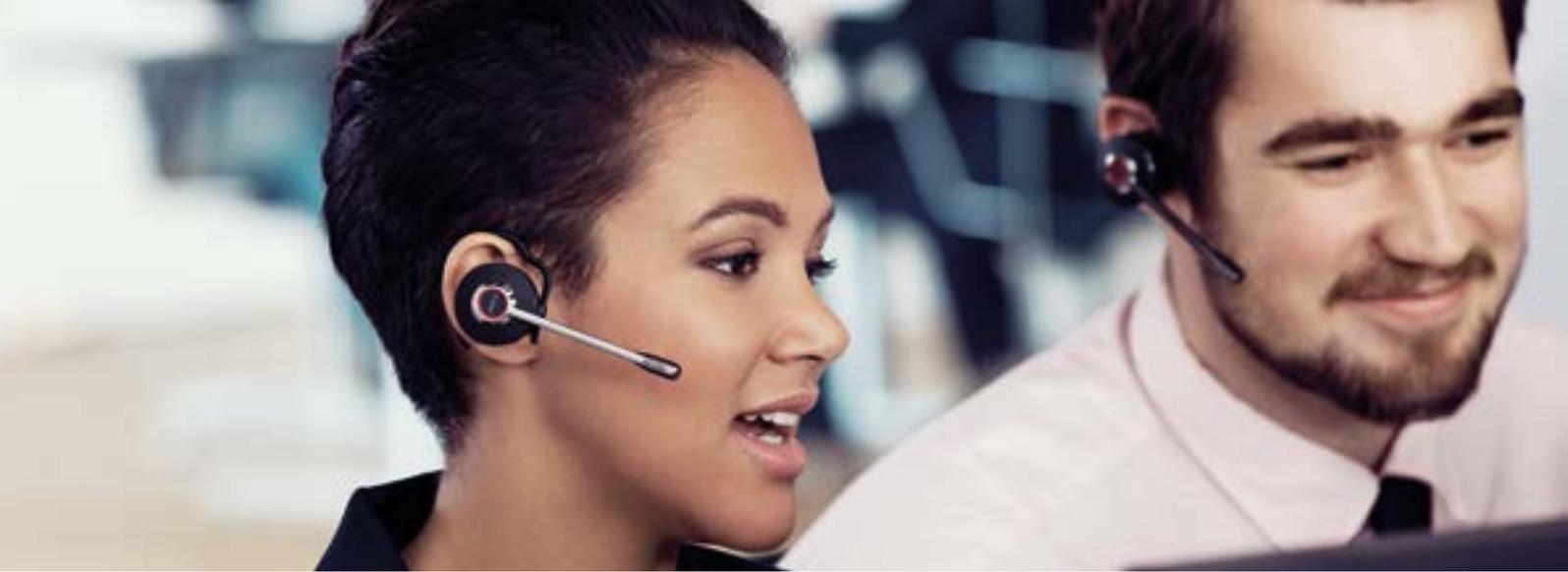
Jabra<sup>GN</sup>

# The Buyer's Guide to wireless headsets

**Engineered for** professionals who talk and listen for a living

GN Making Life Sound Better





# The customer call is evolving

## Business drivers

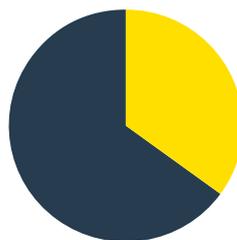
**Calls are getting longer and more complex**  
Customer calls are key to customer experience. With the advent of online self-service, customer calls are getting longer, more complex and more important than ever.

**Busy offices can hinder conversation quality**  
Call centric office environments can be intense. Working in close proximity to colleagues who are on calls for most of the day can be challenging for customer service.

**Increasing customer expectations**  
Your staff need to be ready and able to take important calls around the office – and on multiple devices.

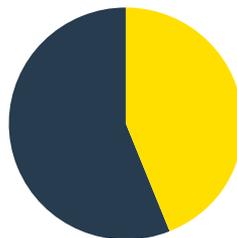
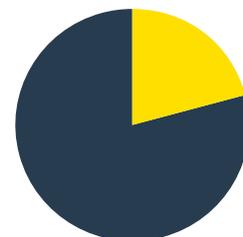
**Colleague interruptions impact productivity**  
Colleague interruptions distract your staff's focus on the caller and negatively impact productivity.

## Call centric workers' office settings often challenge customer satisfaction:



**35%** longer customer calls since 2015<sup>1</sup>

**21%** say colleague interruptions negatively impact their productivity<sup>1</sup>



**44%** of corded headset users report their productivity is negatively impacted by being restricted to their desk<sup>2</sup>

## Did you know?

**89%** of consumers have stopped doing business with a company after they experienced poor customer service.

Customer Experience Impact Report by Harris Interactive /RightNow



# How wireless headsets help address the changing customer call

## Wireless benefits

Busy professionals who talk to customers for a living need a best-in-class wireless headset for crystal clear customer calls around the office.

### Resolve complex calls faster in real time

Wireless headsets offer the mobility to access expert help during complex calls. Either by asking specialist colleagues for advice; consulting a physical file; or reaching out to a manager.

### Boost customer satisfaction

Wireless headsets can help improve customer satisfaction as calls can be resolved more efficiently.

### Increase availability for calls

A wireless headset that connects to multiple phones can increase your team's availability for customer calls around the office, increase productivity and reduce the number of missed calls.

### Enjoy better conversations

Powerful speakers and microphones ensure great-sounding calls for your team and their customers. Integrated busylights help deter interruptions.

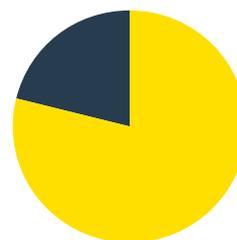
### Choose Jabra

Jabra is a leader in sound technology – in fact, we launched the first wireless headset. Our engineers create world-leading sound solutions from our accredited sound lab in Denmark.

Please talk to your Jabra Account Manager or partner to see how your organization could benefit from moving to Jabra wireless headsets.

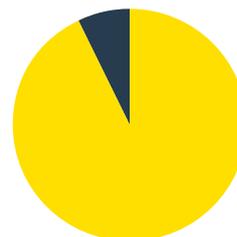


**Customer satisfaction is the top call performance KPI<sup>1</sup>**



**79%**

say that the right technology positively impacts their productivity<sup>1</sup>



**93%**

say they are more productive with a wireless headset<sup>3</sup>

<sup>1</sup>Jabra Call Centric 2017. Stats relate to the most productive users handling complex customer issues over the phone <sup>2</sup>Jabra Call Centric Study 2015 <sup>3</sup>YouGov Study 2012

# Buyer's Checklist

Factors to consider when evaluating wireless headsets. Review this with your Jabra representative to see which headsets best suit your needs.

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## Freedom

- Can the headsets be easily used at different desks? This is important for staff in hot-desking or hoteling environments.
  - Do your staff need to take calls from more than one phone? Some models enable you to take calls from multiple phones on the same headset, so avoiding missed calls.
  - How user friendly is the design? Staff want headsets that work with minimal set-up time.
  - How far does the range extend?
- 

## Conversation

- Does the microphone have noise cancellation? Customers want to hear you – not the entire office.
  - Does the headset offer hearing protection? This is particularly important for intensive all-day use.
  - How important is DECT security certification? This protects against eavesdropping on important calls.
  - Are there mono and stereo options? Some of your users may want to block out noise from the office, others may need to tune into colleagues' conversations.
  - How long is the talk time? Is there a fast charge option for a quick boost? Customer-facing staff need all-day battery life.
  - Can the boom arm be easily adjusted to comfortably fit each user and be moved out of the way when not on a call?
- 

## Concentration

- Is the headset comfortable for all day wear? How heavy is it?
  - Does the headset have a busylight to aid concentration?
- 

## Other

- Are there different wearing options to choose from? For employees who have a mix of calls and face-to-face meetings, a convertible model may be more suitable.
  - How easy would mass deployment be? Are mass deployment services chargeable or free?
  - How extensive is the headset management software offered? Is this chargeable or free?
  - Is a comprehensive warranty included?
- 

Jabra offers a wide range of professional wireless headsets that deliver these benefits. To learn more, please visit [jabra.com](http://jabra.com)



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## Try us

Jabra offers a free on-site trial program for eligible customers, enabling you to experience the true value of wireless headsets.

**Please contact your local Jabra representative for details.**

# Go wireless with Jabra headsets

## The Jabra Engage Series – Engineered to be the world’s most powerful professional wireless headsets\*

Jabra Engage is designed to be an entirely new class of wireless professional headset, designed to boost customer satisfaction with crystal clear calls.

- Provides superior wireless connectivity with range up to 150 meters/490 ft<sup>1</sup>
- Enables 3x more wireless users in the same office space – with no loss in connection quality
- Advanced noise-cancelling microphone and enhanced speakers deliver crystal clear calls even in noisy offices
- Meets Skype for Business Open Office requirements<sup>1</sup>
- Security features beyond DECT Security step C
- All day battery life<sup>2</sup>
- Integrated busylight acts as a do-not-disturb sign
- Connect up to 5 devices<sup>1</sup>
- Choice of stereo, mono and convertible model that’s the lightest-in-category

To learn more about the Jabra Engage Series, please visit [jabra.com/Engage](http://jabra.com/Engage)



Work space<sup>1</sup>:

Works with<sup>1</sup>:



At office desk

Around the office



Desk phone, softphone, smartphone and tablet



Jabra Engage 75 Mono/Stereo



Jabra Engage 75 Convertible



Jabra Engage 65 Mono/Stereo



Jabra Engage 65 Convertible

		Jabra Engage 75 Mono/Stereo	Jabra Engage 75 Convertible	Jabra Engage 65 Mono/Stereo	Jabra Engage 65 Convertible
Work space	At office desk	•	•	•	•
	Around the office	•	•	•	•
Connectivity	Desk phone (analog)	•	•	•	•
	Desk phone (USB)	•	•	•	•
	Softphone (USB)	•	•	•	•
	Mobile (Bluetooth <sup>3</sup> )	•	•	•	•
	Tablet (Bluetooth <sup>3</sup> )	•	•	•	•
Wireless technology	DECT	•	•	•	•
Touch	Touchscreen	•	•		
	Touch buttons			•	•
Build	Mono	•	•	•	•
	Stereo	•		•	
Wearing Style	Headband	•	•	•	• <sup>6</sup>
	Earhook		•		•
	Neckband	• <sup>4</sup>	•	• <sup>5</sup>	• <sup>6</sup>
Busylight	Integrated	•	•	•	•
Talk time	Up to - hours <sup>2</sup>	13	9	13	9
Range	Up to - m/ft	150/490	100/330	150/490	100/330

\* Relates to Jabra Engage 75/65 Stereo and Mono variants. February 19, 2018. See facts on [jabra.com/commercial-claims](http://jabra.com/commercial-claims)

<sup>1</sup> Variant dependent <sup>2</sup> Dependent on usage <sup>3</sup> Bluetooth® connection between the base unit and mobile devices <sup>4</sup> Engage 75 Mono comes with headband and neckband

<sup>5</sup> Jabra Engage 65 Mono has neckband available as accessory <sup>6</sup> Engage 65 Convertible has neckband and headband available as accessories



**The Jabra Pro 900 Series –  
Wireless for everyone**

The Pro 900 Series is an easy to use, professional wireless headset with great sound making it an ideal first wireless headset for contact center agents and customer service advisors. Simple, intuitive and high quality, all in one wireless solution.

- Take calls from the desk phone directly on the headset
- Clear sounding calls with noise canceling microphone and HD voice
- Up to 120 meters range and 8+ hours' battery life<sup>1</sup>

To learn more about the Jabra Pro 900 Series, please visit [jabra.com/Pro900](http://jabra.com/Pro900)



Work space<sup>1</sup>:

Works with<sup>2</sup>:



At office desk

Around the office

Desk phone, softphone, smartphone and tablet



Jabra Pro 920 Mono/Duo



Jabra Pro 925 Mono



Jabra Pro 930 Mono/Duo



Jabra Pro 935 Mono

Work space	At office desk	•	•	•	•
	Around the office	•	•	•	•
Connectivity	Desk phone (analog)	•	•		
	Desk phone (USB)				
	Softphone (USB)			•	•
	Mobile (Bluetooth <sup>2</sup> )		•		•
	Tablet (Bluetooth <sup>2</sup> )		•		•
Wireless technology	DECT	•		•	
	Bluetooth <sup>3</sup>		•		•
Build	Mono	•	•	•	•
	Duo	•		•	
Wearing style	Headband	•	•	•	•
	Earhook	•	•	•	•
	Neckband <sup>4</sup>	•	•	•	•
Talk time	Up to - hours <sup>5</sup>	8	12	8	12
Range	Up to - m/ft	120/395	100/330	120/395	100/330

<sup>1</sup> Variant dependent <sup>2</sup> NFC enabled for easy pairing and connectivity

<sup>3</sup> Bluetooth<sup>®</sup> connection between the base unit and mobile devices

<sup>4</sup> Available as an accessory for mono headsets <sup>5</sup> Varies by usage

# Discover more

at  
[jabra.com](https://jabra.com)