5 audio obstacles in the new workspace

1. Poor audio quality negatively impacts the customer experience.
2. Underliguidation—conversations where agents and customers must repeat themselves.
3. Noise that signals an agent is working from home can erode brand trust and credibility.
4. Noises that signal an agent is working from home can erode brand trust and credibility.
5. Network and device complexity make it difficult to control call acoustics.

3 business benefits of better audio

1. Clearer communication increases customer satisfaction.
2. Greater intelligibility reduces customer fatigue.
3. Fewer audio distractions lead to increased productivity.

89% of consumers quit doing business with a company because of a bad customer experience.

7 essential headset features in the new contact center

1. Automatic gain control
2. Protection against audio spikes
3. Support for wideband voice networks
4. Error correction for voice
5. Network echo reduction
6. Extraneous noise reduction
7. Learn more about how you can reduce costs and add value with Plantronics headsets.

89% of consumers quit doing business with a company because of a bad customer experience.

17 essential headset features in the new contact center

1. Increased agent efficiency
2. Reduced customer complaints
3. Increased customer retention
4. Decreased attrition and turnover
5. Increased employee productivity
6. Reduced audio distractions
7. Clearer communication
8. Increased customer satisfaction
9. Increased customer retention
10. Every 1 second saved per call per agent results in $1,000 in annual cost savings.
11. Greater intelligibility
12. Shorter call times
13. Decreased agent fatigue and stress
14. Decreased attrition
15. Fewer audio distractions
16. Support for wireless network
17. Error correction for voice

Learn more about how you can reduce costs and add value with Plantronics headsets.

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