

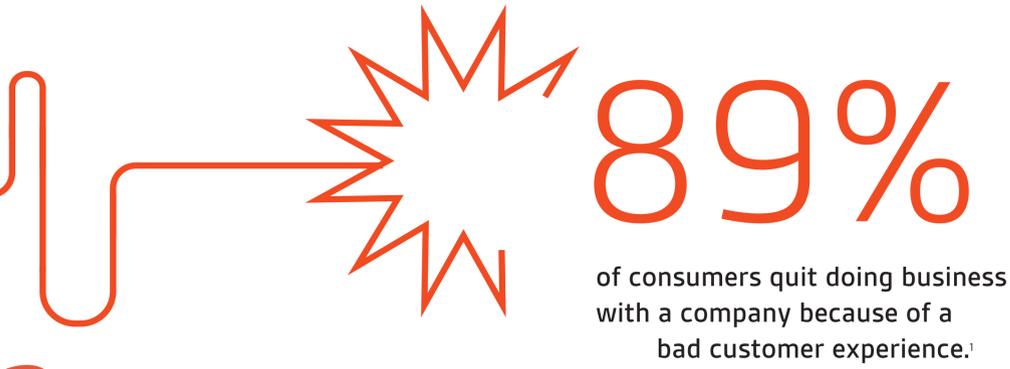
The New Contact Center

Open floor plans, home workers, and wireless headsets are changing the contact center. Here's how better audio impacts your bottom line.

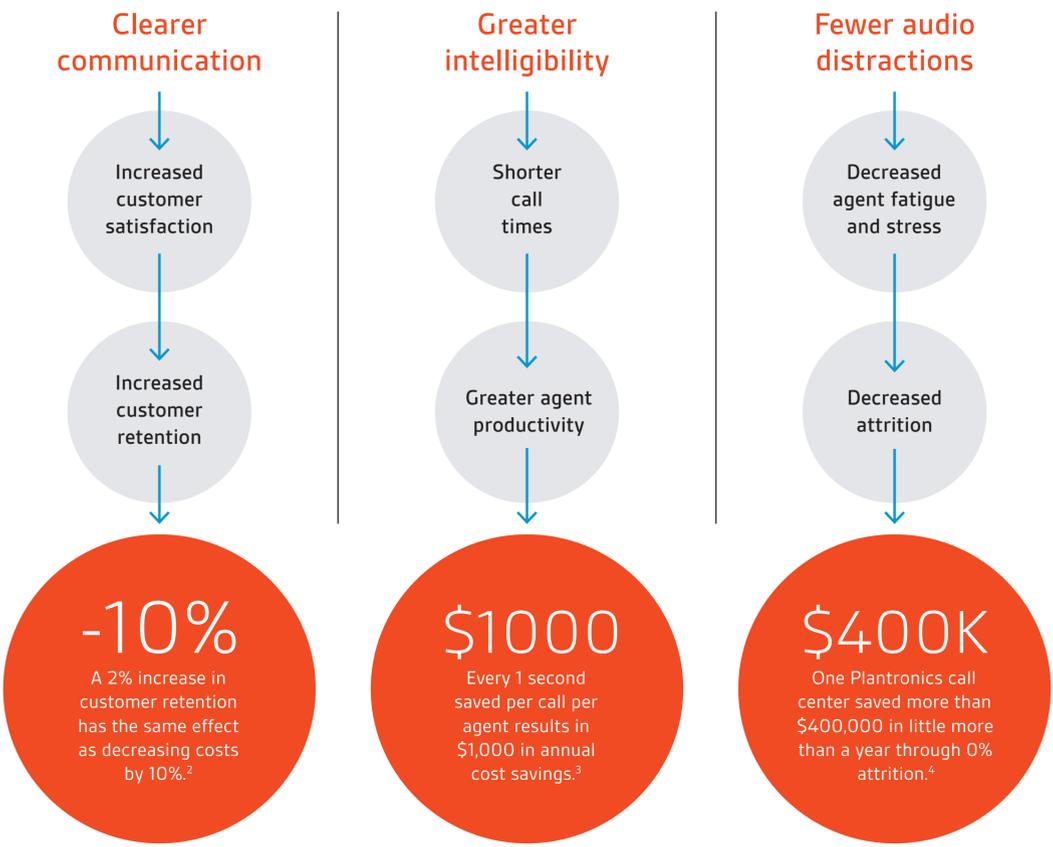


5 audio obstacles in the new workspace

- 1** Poor audio quality negatively impacts the customer experience.
- 2** Unintelligible conversation means agents and customers must repeat themselves.
- 3** Noises that signal an agent is working from home can erode brand trust and credibility.
- 4** Noise is stressful for workers, affecting productivity and attrition.
- 5** Network and device complexity make it difficult to control call acoustics.



3 business benefits of better audio



7 essential headset features in the new contact center



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

SOURCES:
 [1] Oracle 2011 Customer Experience Impact Report <http://owl.li/EzMXh>
 [2] Emmet C. Murphy and Mark A. Murphy, "Leading on the Edge of Chaos"
 [3] Improve Customer Service by Lowering Call Center Wait Times, IntelliResponse <http://owl.li/EzNFW>
 [4] Plantronics Simply Smarter video <http://owl.li/EzNIV>