



WHY JABRA IN THE CONTACT CENTER?

3 Big Reasons Why Jabra Is Your Best Contact Center Headset Provider



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YOU'RE ON

WHAT DOES THE
FUTURE OF WORK
LOOK LIKE?

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THE FUTURE OF WORK IS FASTER:

“We live in an *age of acceleration...*

... meaning that if you’re not accelerating at the same pace as your competitors, you will ultimately fail.”

Peter Bernstein,
senior editor, tmcnet.com





THE FUTURE OF WORK IS COLLABORATIVE:

“Look to your left and to your right: your peers are probably on the road.

If you’re the only executive who isn’t out of the office, working with customers and your extended team, you’re probably the one that’s in trouble.”

Peter Fox, Jabra





THE FUTURE OF WORK IS MOBILE

“People’s offices aren’t in offices anymore... If you go back even 10 years, you needed to have local accountants. It was all pre-internet...”

... Today, you may have someone doing payroll in India.

It’s just a total transformation. More importantly, it’s changed how companies think and operate.”

Mark Dixon, founder and CEO, Regus

AT JABRA, WE WELCOME THIS SHIFT.

HELPING OUR CUSTOMERS AND PARTNERS
NAVIGATE THIS NEW **FUTURE OF WORK** IS WHAT WE
DO.

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JABRA IN THE CONTACT CENTER

- QUALITY AND DEPENDABILITY
- COLLABORATION AND COMMUNICATION
- TECHNOLOGICAL LEADERSHIP



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JABRA IN THE CC: QUALITY AND DEPENDABILITY

Needs:

- Cost containment
- Deliver high customer experience
- Business continuity



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Jabra delivers: Jabra BIZ™ 2400

- Highest quality contact center headset available
- Hand-made Neodymium speakers, surgical steel, Kevlar-reinforced cable, gold plated contacts, unbreakable FreeSpin™ boom arm, plus best in class noise cancelling microphone.



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- A full line-up of contact center-ready headsets



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JABRA IN THE CC: COLLABORATION AND COMMUNICATION

Needs:

- Headset expertise and on-site consulting
- After-sales service.



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Jabra delivers:

- Expertise and on-site headset auditing to identify the right product suite: noise cancelling technology in acoustically challenging environments.

Microphones and background noise



Omni-directional
Click for sound example



Noise cancelling
Click for sound example



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- Jabra 360° support program.



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JABRA IN THE CC: TECHNOLOGICAL LEADERSHIP

Needs:

- Improved customer experience and first-call resolution.
- Increased productivity.
- Agent retention.
- Increased asset monitoring.
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- The only suite of wireless headsets that deliver full in-office mobility – without call collision or cross talk.



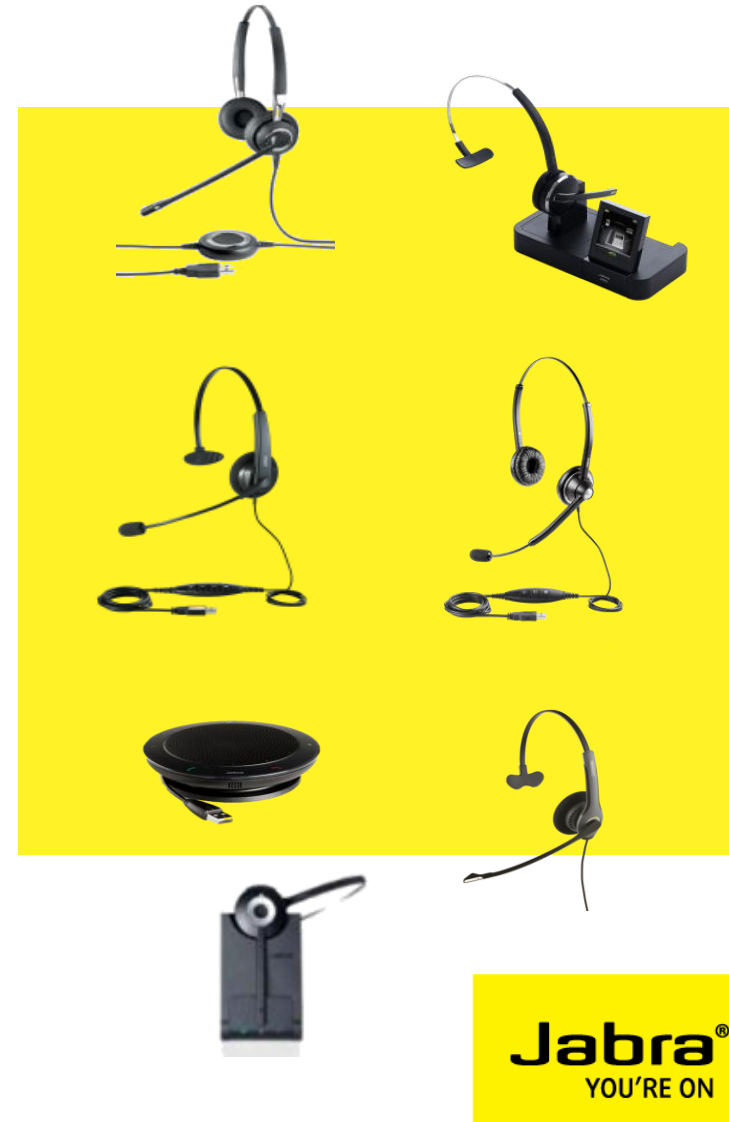
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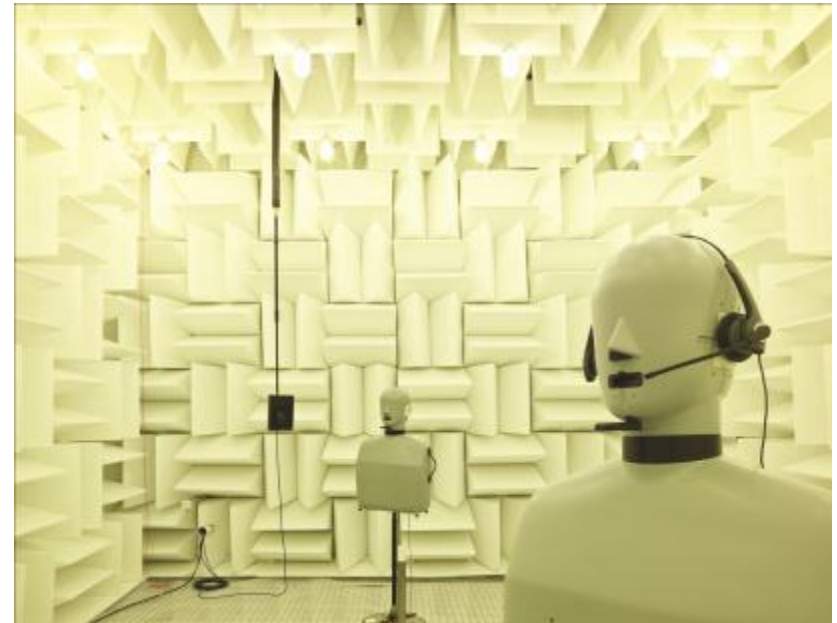
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- Industry-leading transmit and receive audio quality.
- Coming soon: monitor, deploy and configure headsets in ways never possible before.



ABOUT JABRA:

Leader in global communications since the age of clipper ships – 1869, to be exact.

Born in Denmark, raised in China and the Far East, lives and works across the globe.

Created the first UC headset, first wireless headset, first digital wireless headset, first Bluetooth headset.



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