

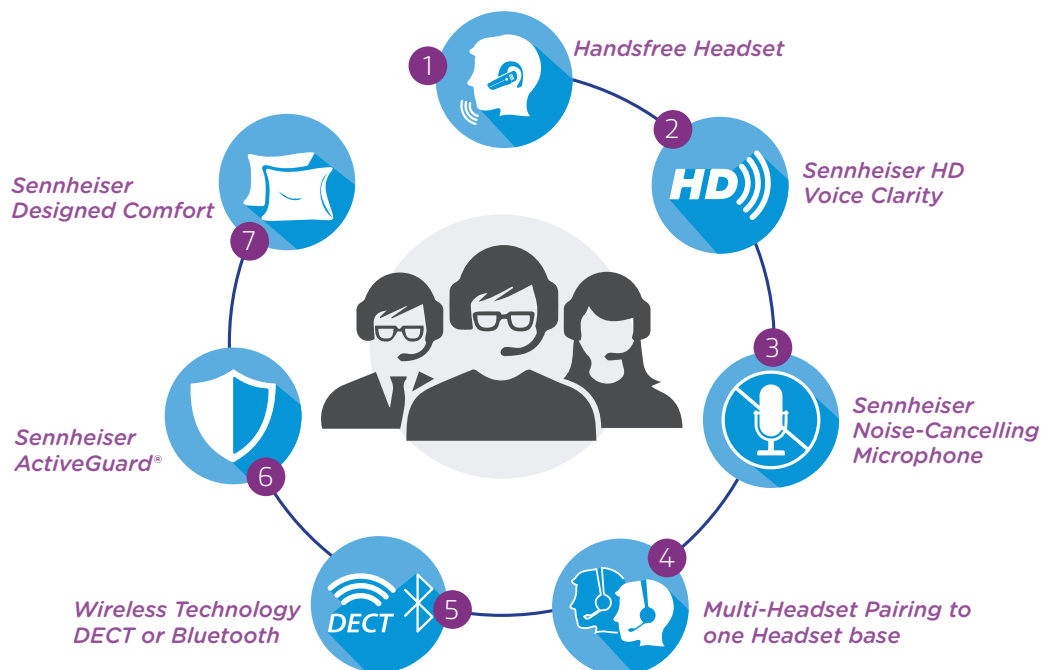
Contact Centre Solutions



Contact Centres are the beating heart of any organisation's customer engagement. They aim to increase their competitive edge so that the Contact Centre Agent's performance becomes critical.

The goal of ultimate performance cannot be achieved without the correct tools, the headset being one of these tools. Contact Centre Headsets must have the Agent's requirements at the core of their design and functionality. Sennheiser Contact Centre Headsets are designed and built to drive the Contact Centre Agent's performance to the next level.

Seven Features of a Modern Contact Centre



Seven Benefits of a Modern Contact Centre

1. Research has shown that wearing a handsfree headset can increase productivity by as much as 43%.
2. Sennheiser HD Voice Clarity provides clear communication, which leads to greater customer satisfaction.
3. With the noise-cancelling microphone, customers do not hear any Contact Centre ambient noise.
4. Multi-Headset Pairing allows Contact Centre trainers to quickly and easily connect and support agents.
5. Mobility in Contact Centres reduces the need to transfer calls, which shortens call times.
6. Sennheiser ActiveGuard® protects Contact Centre Agents against acoustic shock.
7. Perfect comfort and fitment allows Contact Centre Agents to have long-lasting usage.



Collaborator Agent

 SENNHEISER

Premium single-sided professional headsets, with a built-in call control unit for quality-conscious office, contact centre and UC professionals requiring outstanding sound performance while maintaining contact with their surroundings.

Wireless
DECT



D 10

Wireless
DECT



DW Office

Wireless
DECT



DW Pro 1



Wireless Solution

Needs:

- Crystal clear audio
- All-day comfort
- *Collaborate with in-office colleagues*
- *Monaural/single-sided wireless headset*
- Full Shift Battery Life - Wireless
- Easy-to-use convenient 3-in-1 Call Control
- Robust design
- Acoustic shock protection
- Noise cancellation



Wired Solution

Needs:

- Crystal clear audio
- All-day comfort
- *Isolate the customer's voice*
- *Monaural/single-sided wired headset*
- Easy-to-use convenient 3-in-1 Call Control
- Robust design
- Acoustic shock protection
- Noise cancellation



SC 230

Circle™



SC 630

Century™



Focused Agent

SENNHEISER

Premium double-sided professional headsets, for office professionals requiring outstanding sound performance in noisy environments, and best quality sound from double-sided neodymium speakers.



Wireless Solution

Wireless
DECT



DW PRO 2

Needs:

- Crystal clear audio
- All-day comfort
- *Collaborate with in-office colleagues*
- *Binaural/double-sided wireless headset*
- Full Shift Battery Life - Wireless
- Easy-to-use convenient 3-in-1 Call Control
- Robust design
- Acoustic shock protection
- Noise cancellation



Wired Solution

Needs:

- Crystal clear audio
- All-day comfort
- *Isolate the customer's voice*
- *Binaural/double-sided wired headset*
- Easy-to-use convenient 3-in-1 Call Control
- Robust design
- Acoustic shock protection
- Noise cancellation



SC 260

Circle™



SC 660

Century™

EXPERIENCE SENNHEISER

Sennheiser is one of the world's leading manufacturers of headphones, microphones, wireless transmission systems and high-quality headsets for businesses.

Sennheiser Communications' wireless and wired headsets and speakerphones for contact centres, offices and Unified Communications, professionals are the result of Sennheiser's and Willam Demant's joint leadership in sound quality, design, wearing comfort and hearing protection.

