

Communications Clarity for Public Facing Staff

The public today has very high expectations of service delivery from local authorities and other public sector bodies. Meeting these expectations with exemplary service delivery is a constant challenge for the public sector and the customer facing staff in the front-line. This is particularly true of staff working in call centre roles or who engage with the public via the phone. The ability to hear clearly what is said and being understood without repetition can prevent an irritated caller becoming confrontational or even abusive.



Sennheiser has a legacy of 65 years as experts in acoustics and audio technology. The German company has a global reputation for high quality headsets and microphones used in professional broadcasting, music industry and aviation all of which demand high quality speech and audio. Using Sennheiser professional grade headsets avoids compatibility issues with existing equipment, reduces operator fatigue and diminishes the potential for confusion between the caller and operator. Sennheiser professional headsets have some unique design features that provide significant advantages for staff in public facing roles using the telephone.

One of the most important advantages of Sennheiser headsets is the company's patented ActiveGard technology. It's an unfortunate fact that public sector staff can suffer from malicious calls, which are usually harmless. But there are also aggressive calls made with the intention of hurting and possibly permanently harming the staff member's hearing. Blowing whistles or using more sophisticated electronic devices to deliver an acoustic

shock are rare occurrences, but can be devastating for the recipient.

ActiveGard technology is embedded in all Sennheiser telecoms headsets and detects unsafe audio levels and compresses the signal within milliseconds. ActiveGard doesn't just reduce, but rather removes dangerous energy from an acoustic burst, eliminating the distortion from an excessive incoming signal and keeping the volume of a sound peak at a safe and comfortable level to protect the user's hearing.

A busy office can be a noisy place and to address this Sennheiser offer a range of corded and wireless headset solutions featuring high performance ultra-noise cancelling microphones to filter out unwanted background noise. The benefits to public sector workers of high quality sound and the elimination of external noise which are offered by sophisticated headsets cannot be overstated. The resulting improvement in intelligibility can greatly improve call efficiency, saving valuable time by reducing the risk of misunderstanding and average call duration.

and office workplaces which incorporate all these important design and safety features. To withstand the stresses and strains of a busy call centre CIRCLE line headsets are fitted with a reinforced metal headband designed to last for years. Productivity features include a noise cancelling microphone to filter out ambient noise for optimum speech clarity, and Sennheiser HD Voice Clarity wideband sound to ensure a more natural sounding experience. The CIRCLE Line series has already been awarded an 'Office Oscar' by Office Equipment News magazine, which reported that "Sennheiser headsets excel in sound quality, durability and comfort which are essential in any environment where the user will have medium to heavy call usage."

Many workers will benefit from mobility solutions which allow them to answer and participate in calls on their desk phone when away from their desk. Sennheiser's DW Series of wireless headsets are the perfect solution, offering 180 metre range (line of sight), twelve hours of talk time and fast charging, with four hours talk time in just ten minutes and full charge in one hour. Sennheiser headsets are available in a choice of monaural (single sided), binaural (double sided) headband and single sided ear-loop wearing styles to suit the needs of all users. Sennheiser has also invested heavily in research and development to ensure that headsets are optimised for simple installation and are simple and intuitive to use.



Wearing comfort is another critical consideration, particularly in contact centre environments where workers may be wearing the headset for eight hours a day or more. Sennheiser has undertaken extensive ergonomic research to ensure that the design of its professional headsets are optimised to provide all day wearing comfort. Sennheiser recently introduced the CIRCLE Line series of wired headsets for call centre

Free trials of Sennheiser headsets can be arranged for public sector organisations. To know more call 0800 1303955, email info@sennheiser.co.uk or visit www.sennheiser.co.uk

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