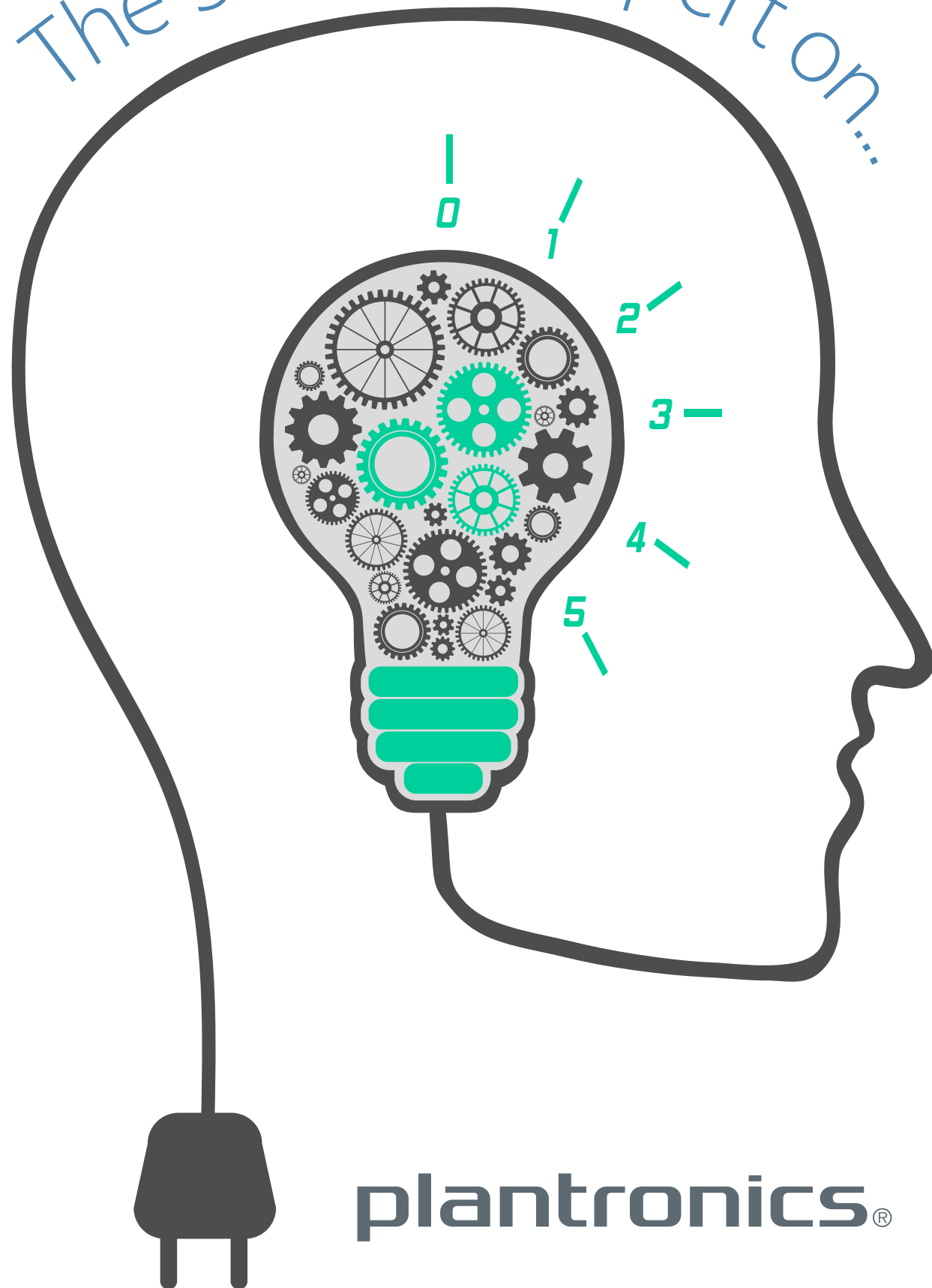


The 5 Minute Expert on...



plantronics®

choosing the right Plantronics headset

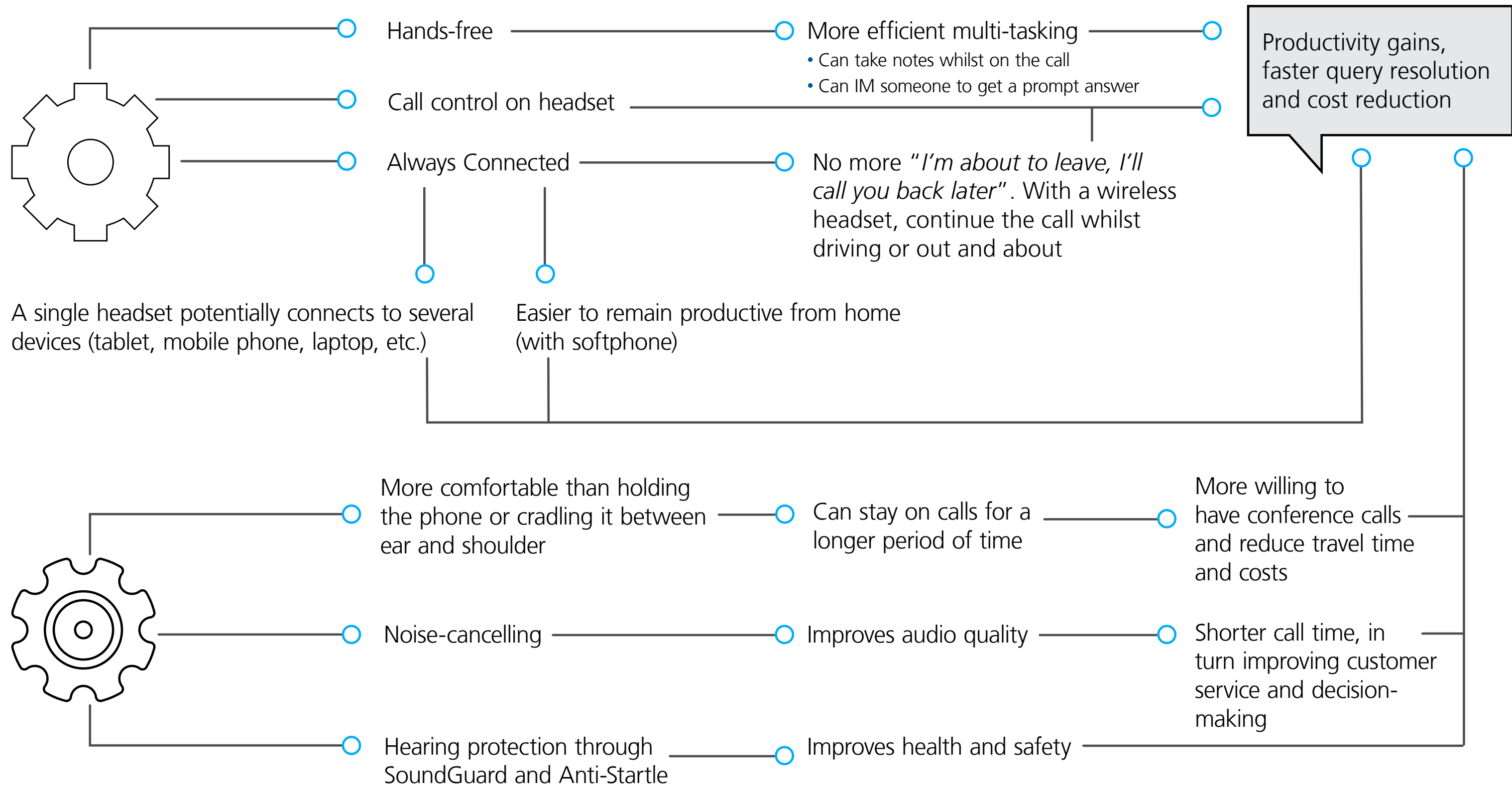
The successful deployment of headsets can have an impact on the adoption of UC within an organisation. Key to positioning the correct headset is to understand the job function and working behaviour of the individual – one device does not fit all!

Traditionally, only call centre agents required headsets, but nowadays, the mobility trend is increasingly driving wireless headset sales. Headsets are often perceived as fairly straightforward. However, they have a massive impact on the user-experience, which directly impact business performance: productivity may be compromised due to ergonomic challenges or customer service issues may arise due to poor sound quality.

Headsets are quickly becoming an integral part of a worker's communication device set. Whether in the car, working from home or roaming the office, a headset is the single most important device that facilitates efficient communications with colleagues, customers and suppliers.

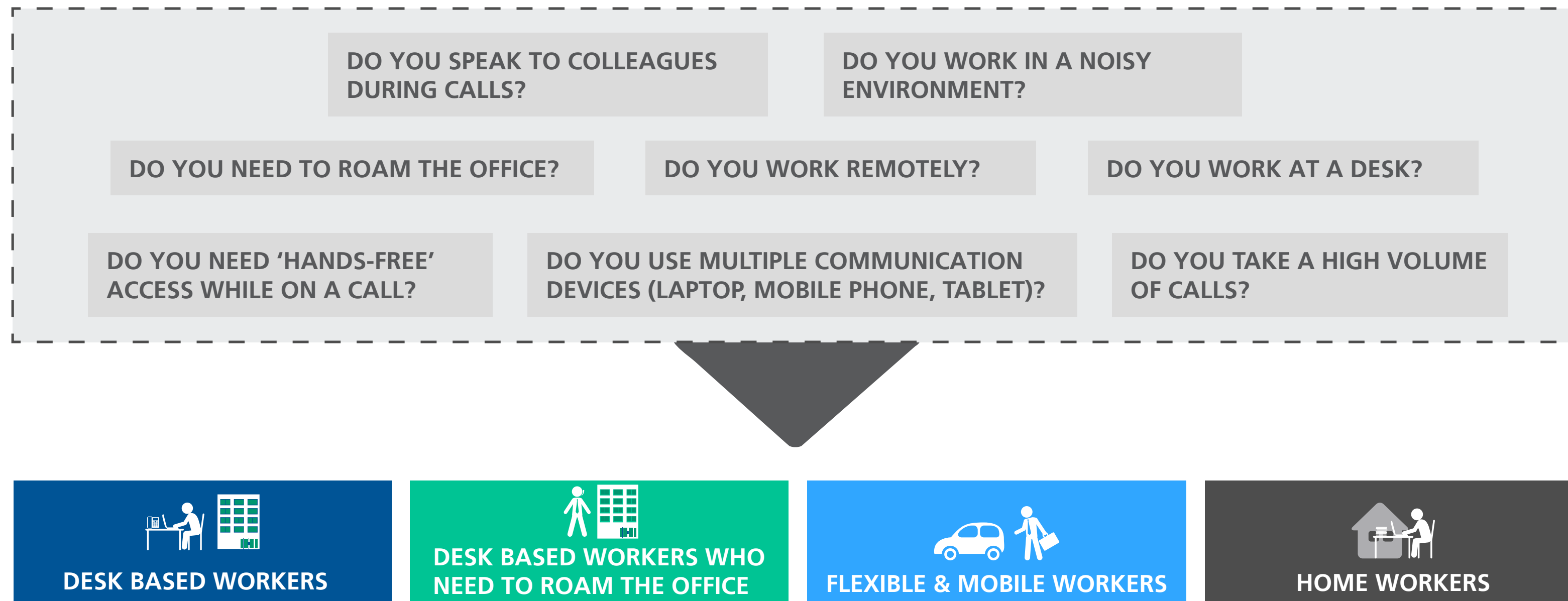


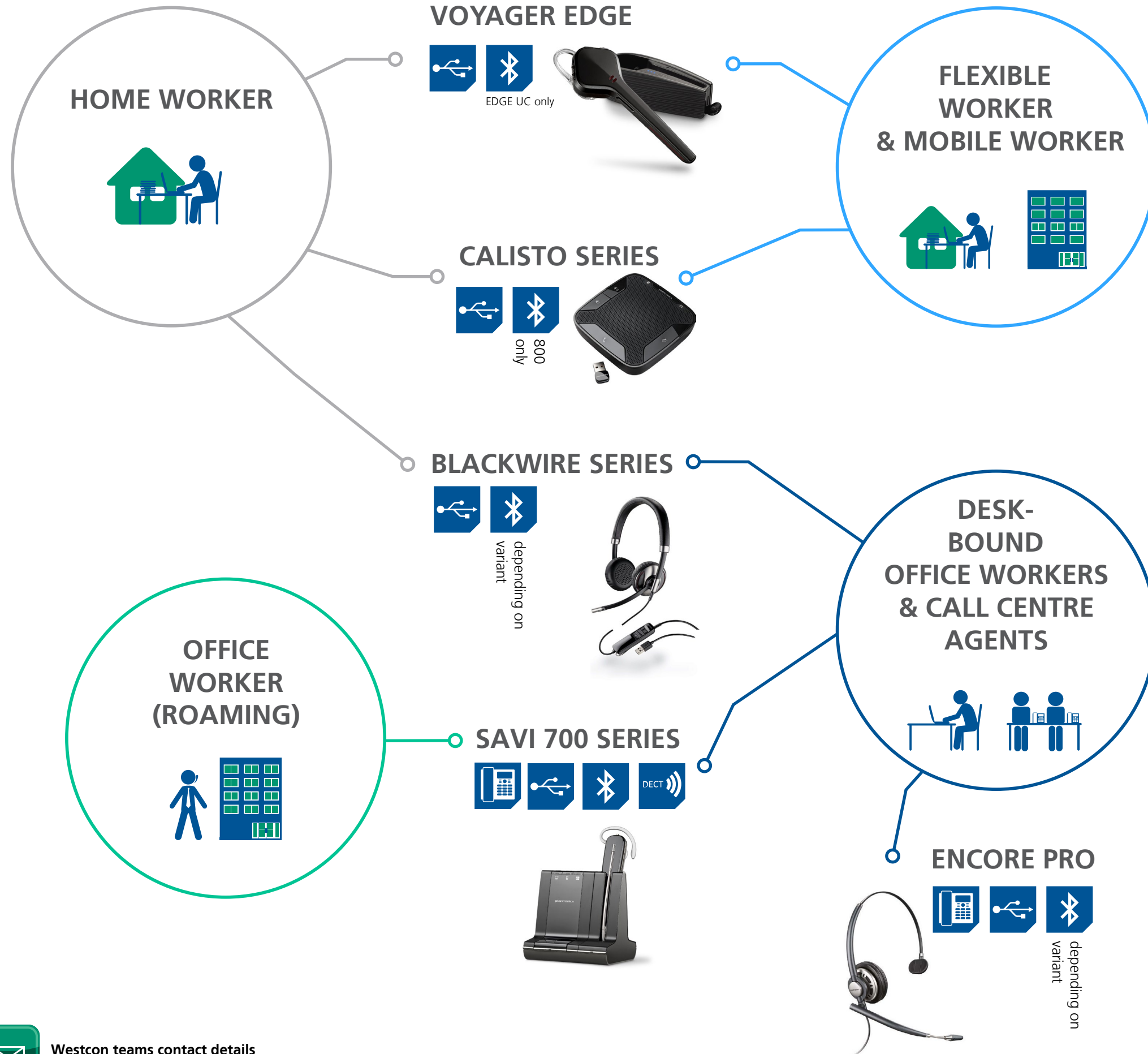
WHAT ARE THE BENEFITS OF USING THE RIGHT HEADSET?



HOW TO EVALUATE WHICH HEADSET TO CHOOSE?

Not every headset is the same, therefore it is imperative to understand the individual user requirements. The profiling, selection and deployment of the most appropriate UC devices will have a significant impact on the adoption of UC within the organisation. These discovery questions will not only uncover a need for a headset but will also help to qualify the actual types of headset required.





WHY SOURCE YOUR HEADSETS THROUGH WESTCON & COMSTOR?

Westcon & Comstor are part of Westcon Group, a global solutions distributor dedicated to building long-term strategic relationships with our partners. Whatever your requirements are, you can be confident that we have the global strength to extend unmatched financial services and world class logistics, allowing you to become more responsive to changing market conditions. We are here to help you anticipate and maximise opportunities, understand your goals and help improve your skills, increase sales, reduce costs, and accelerate your return on investment.

-  Competitive pricing and unique partner programmes for increased reseller margin
-  Comprehensive stock available for international delivery
-  One-stop supplier for all leading vendors via a single Westcon account
-  Expert consultancy from Westcon sales, pre-sales and product managers



Westcon teams contact details
<http://bit.ly/contactWestconGroup>

WIRED OR WIRELESS?



This should be a simple choice based on whether users are desk-bound or have a need to 'roam'. However, it's also important to factor in cost as wired headsets are considerably cheaper than wireless headsets. Try to only deploy wireless solutions where mobility is absolutely necessary.

USB OR DESK PHONE CONNECTION?



With a USB connection, a headset can connect directly into any computer, which provides power for the headset, thus dispensing the need for batteries or recharging. It delivers a digital audio signal into the headset, eliminating interference and maximising voice clarity.

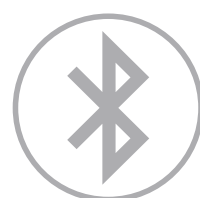


Some headsets can connect to a desk phone, possibly requiring an adapter cable. Desk-bound workers would probably benefit more from these types of headsets.

WIRELESS DECT OR BLUETOOTH?



DECT has become a universal standard. DECT headsets operate on a specific range resulting in superior sound quality and clarity when compared to Bluetooth devices. DECT signalling also provides a much larger range than Bluetooth, allowing for greater wireless freedom without degradation of call quality or dropped calls.



Although the 'in-office' range is limited compared to DECT, the ability to pair a Bluetooth headset with various Bluetooth-enabled devices provides for greater flexibility when wireless freedom is also required outside of the office. Being able to communicate across various devices with a single headset is also more cost effective.

NOISE CANCELLATION



Reduces disturbing background noise such as traffic, wind or surrounding conversations.

MONO OR DUO?



Mono headsets are more suited to the occasional headset user where the level of background noise is not a major consideration. Having only one earpiece allows the worker to converse with colleagues without removing the headset. This not only improves the potential life span of the headset (less wear & tear) but also provides productivity benefits for many types of workers.



Duo headsets allow for a greater level of concentration by the worker as the two earpieces block out background noise. This makes duo headsets ideal for workers who take a high volume of calls, especially for workers in certain vertical markets, where attention to detail is critical: emergency services, finance & legal and call centres.

HEARING PROTECTION



Plantronics SoundGuard and Anti-Startle immediately removes potentially harmful, sudden and loud sounds before they reach the ears and keep the sound level within a safe range.

