



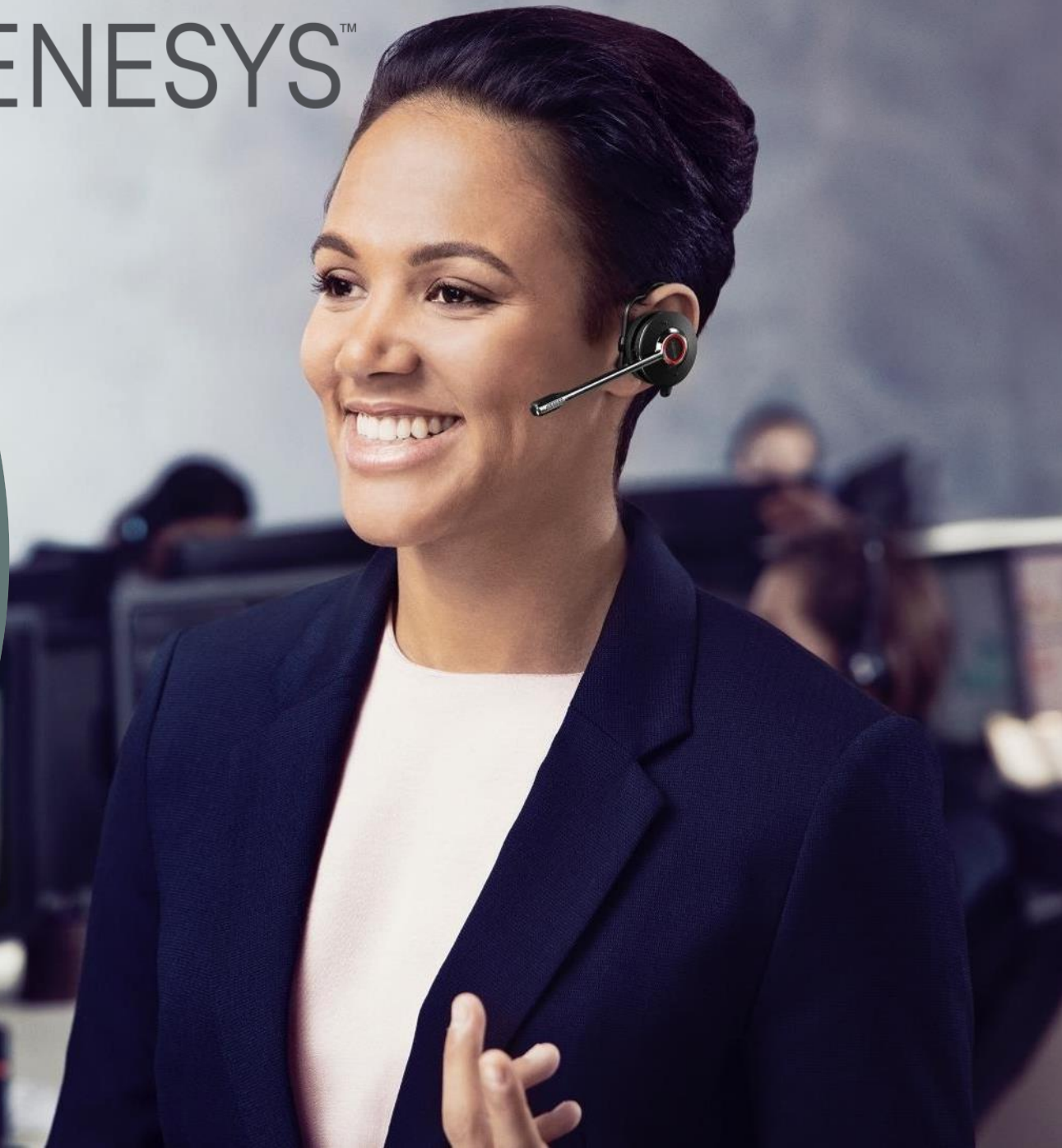
Jabra Alliance

A FIELD GUIDE FOR SOLUTION ARCHITECTS WHO
DESIGN HEADSET CONTACT CENTER SOLUTIONS

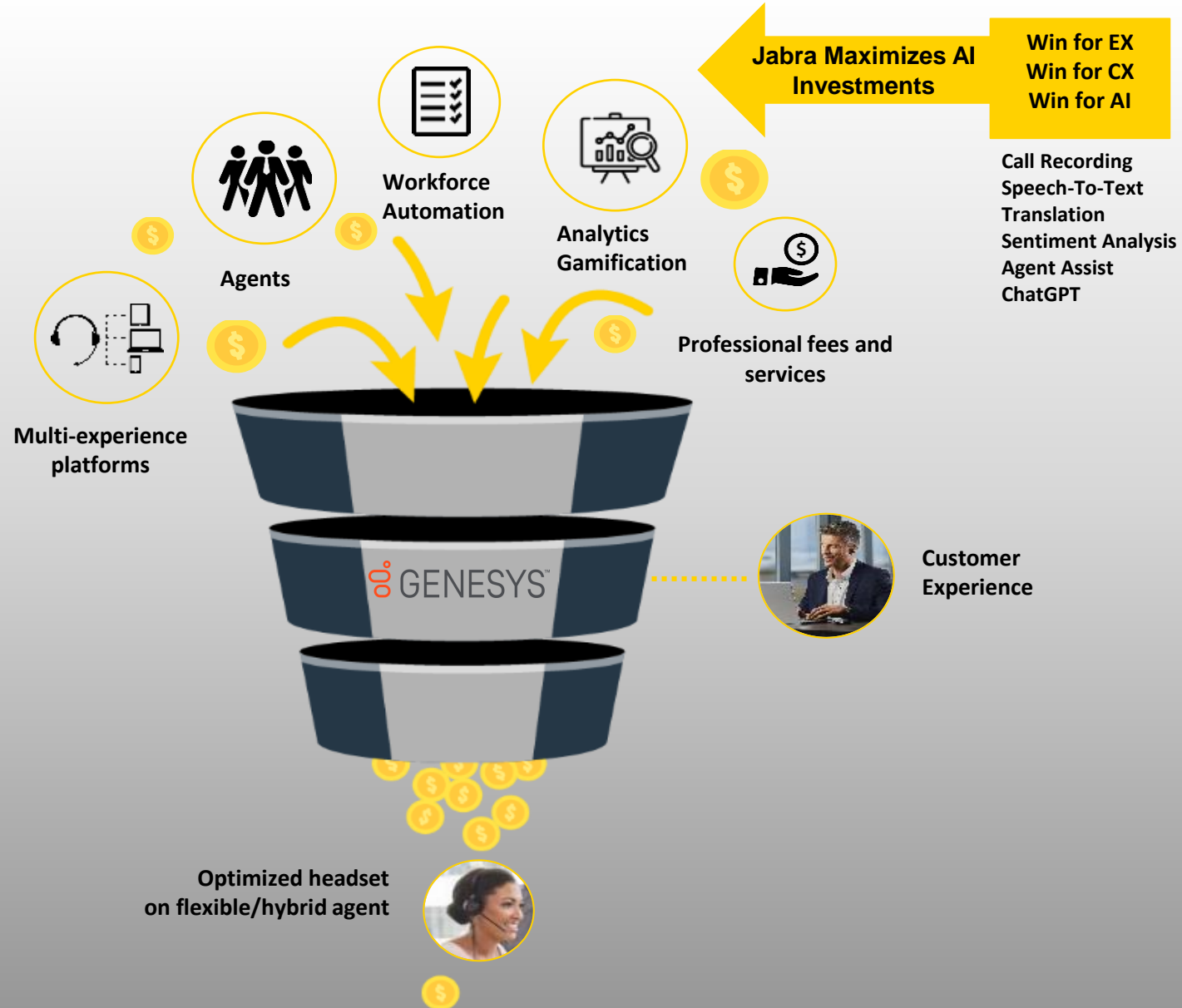


Presented by: Vern Fernandez
Senior Manager – Business Development and Alliances
For Contact Centers

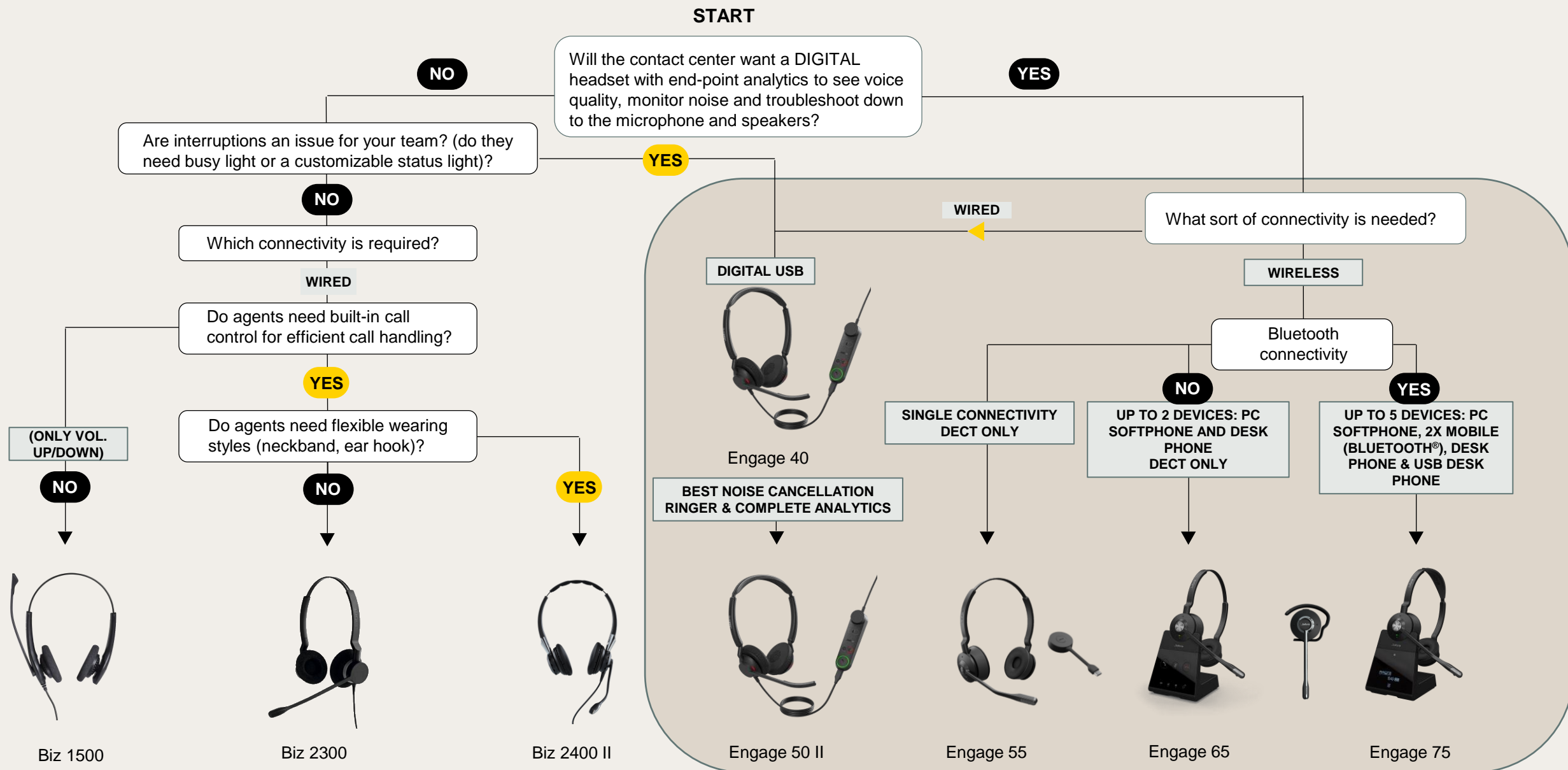
<https://www.linkedin.com/in/vernfernandez/>



Maximizing CX Investments That Depend on Voice



When Deploying Headsets...Consider Whether Customers Want Visibility of Devices For Quality Monitoring First



Genesys Situational Deployment #1 - Economic Contact Center Designed for Genesys or Desktop Phone via USB Port

Biz 2300 USB Duo

For **permanent** users



SKU# 2399-829-109

Or

Biz 2300 USB Mono

For **permanent** users



SKU# 2393-829-109

+

IP Phone



Genesys OR
Microsoft Teams,
Zoom, etc.



 GENESYS™



Jabra Compatibility Guide Located Here
<https://www.jabra.com/compatibilityguide/>

Link 265 Supervisor Y-cable in office

Use this configuration for supervisors.



SKU# 2309-820-105

SKU# 265-09

Jabra Compatibility Guide Located Here
<https://www.jabra.com/compatibilityguide/>

Genesys Situational Deployment #3 – Contact Center Deployment Designed for Desktop Phones and Genesys, MS Teams, Zoom, etc.

Biz 2400 II Duo QD

With drawstring pouches included for headset portability



SKU# 2409-820-205
SKU# 14101-40 Pouch included



Link 860

Dual connectivity to desk phone and USB and audio processor



Supervisor cord w/mute for side-by-side training

SKU# 860-09
SKU# 8800-01-20 (Supervisor Cord)



IP Phone



Genesys OR
Microsoft Teams,
Zoom, etc.



 GENESYS™



Jabra Compatibility Guide Located Here
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Engage 65 Duo

USB-A to USB-Mini
Adapter Included



Electronic Hook Switch Cable

Answer/End Call, Mute
and Control Volume
Remotely



IP Phone



Genesys OR
Microsoft Teams,
Zoom, etc.



SKU# 9559-553-125

Jabra Compatibility Guide Located Here
<https://www.jabra.com/compatibilityguide/>

Jabra Engage 55 including Link 400 and Charging Stand

Wireless headset with
DECT dongle for hybrid
agents who work from
home or the office



SKU# 9559-415-125

Jabra Compatibility Guide Located Here
<https://www.jabra.com/compatibilityguide/>

Evolve2 65 Flex Foldable UC Headset



SKU# 26699-989-899-01



Evolve2 Buds Works with UC Platforms



SKU#: 20797-989-899



Speak2 75



SKU#: 2775-429

Panacast 20 Camera



SKU#: 8300-1199



Genesys OR Microsoft Teams, Zoom, etc.



Evolve2 65 Flex*

Foldable UC Bluetooth Headset



SKU# 26699-989-899-01

*Any USB Device can be
used with Link 950



Link 950

Dual connectivity to
desk phone and USB
and audio processor
with a USB headset
or dongle interface



SKU#1950-79 for USB-A
SKU# 2950-79 for USB-C

Jabra Compatibility Guide Located Here
<https://www.jabra.com/compatibilityguide/>



IP Phone



**Genesys OR
Microsoft Teams,
Zoom, etc.**



Engage 65 Duo

Dense office or home environments are possible and secured



SKU# 9559-553-125

Or

Engage 50 II Mono/Duo

Voice and Quality monitoring down to the microphone and speakers and a ringer



SKU# 5099-299-2219

=

Actionable insights

Customer experience insights using real-time headset analytics through integrators



Integrated in your platform



VIRSAE

servicenow



Operata



Engage 50 II Headset



LIVE widget for agents
Real-time conversation quality improvements



Background noise guidance
Empower agents with insights



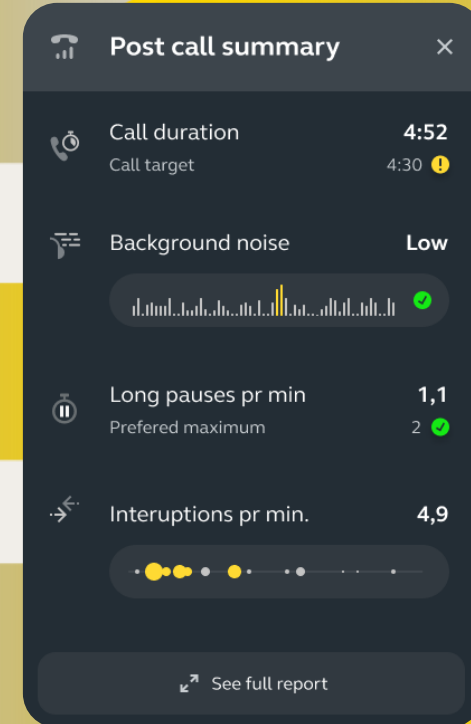
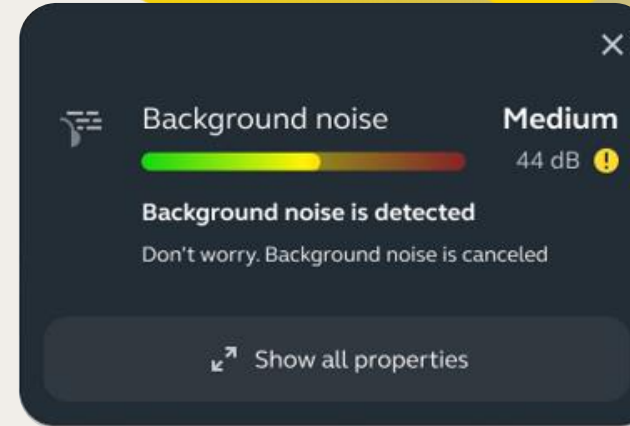
Cross talk guidance
For better conversation flow



LIVE Boom-arm guidance
Microphone placement correction



Wireless Features
Bluetooth Link Quality, Battery level and warning, DECT Errors





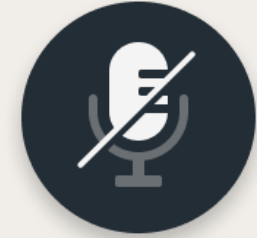
Audio Quality



Background
noise



Microphone
placement



Mute

Conversation flow



Interruption



Long pause



Call duration

Device status



No device
connected



allenge.

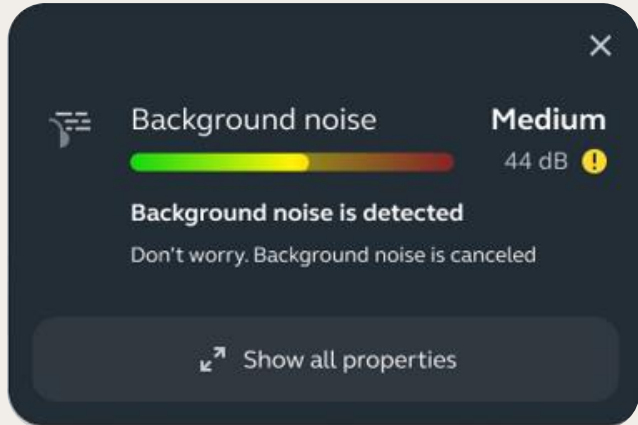
s.
her.
s quo.



Transform.

Ourselves.
Our industry.
Lives.





Total number of agents

1500

Average daily calls per agent

47 calls

Average fully loaded (hourly) wage for an agent

\$ 25.00

Total number of days your center is open annually

260 days

Target average handle time (AHT) per call in seconds

570 seconds

Estimate seconds saved per call ?

10 seconds

Purchase price of headset

\$ 185

Examples:

- Repeating statement in conversation
- Distractions or lost focus
- Constant muting

Based on your data input, your investment of
\$ 277,500
for Jabra headsets results in an ROI payback of

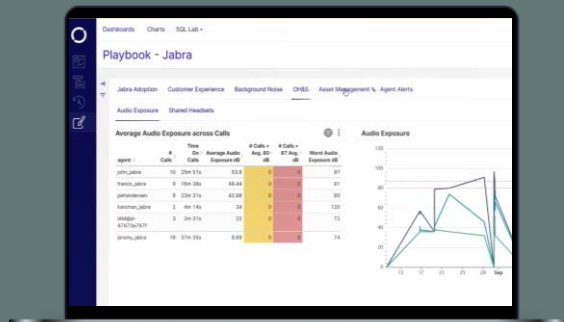
57 days

and is equivalent to

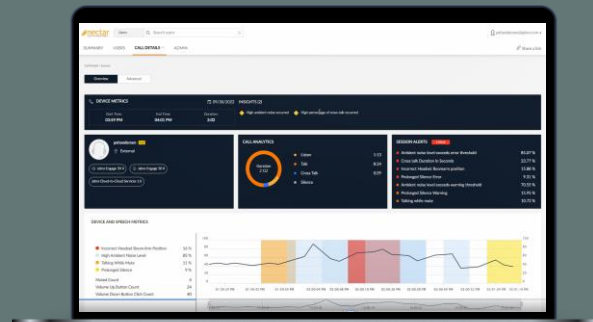
24.48 FTE agents

To receive the full, comprehensive ROI report detailing how an investment in Jabra can positively impact your business, please enter your contact information below, and a report will be emailed to you.

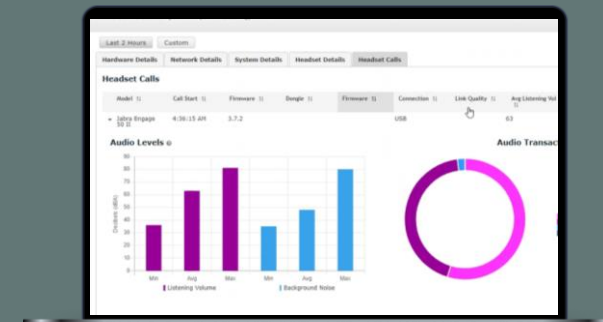
Monitoring and analytics platforms



Operata



nectar
Every Conversation Matters™



Virsae

Why

Live feedback and powerful post call dashboards

Explore the root of quality issues when they arise

Reduce stress and employee turnover

Target audience

For cloud contact centers

For large enterprises.
Supports UC and CC platforms.

For SME's.
Supports UC and CC platforms.

Solution

Live call quality widget for agent and dashboard for supervisor/IT admin

End-to-end monitoring dashboard for supervisor/IT admin

Well-being dashboard for supervisor/ IT admin

14 days free trial

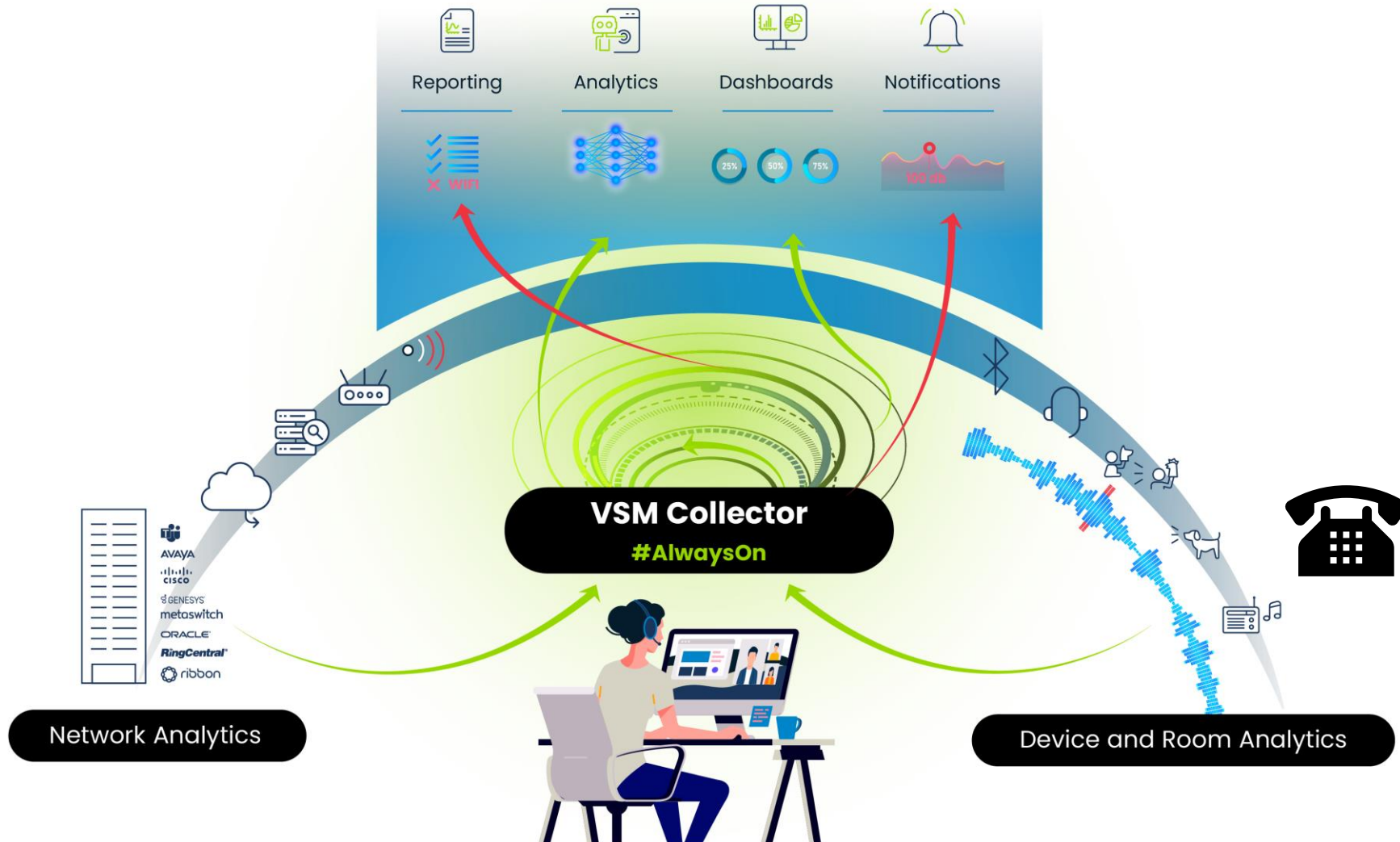
Yes

Yes

Yes

Virsaе Service Management Platform

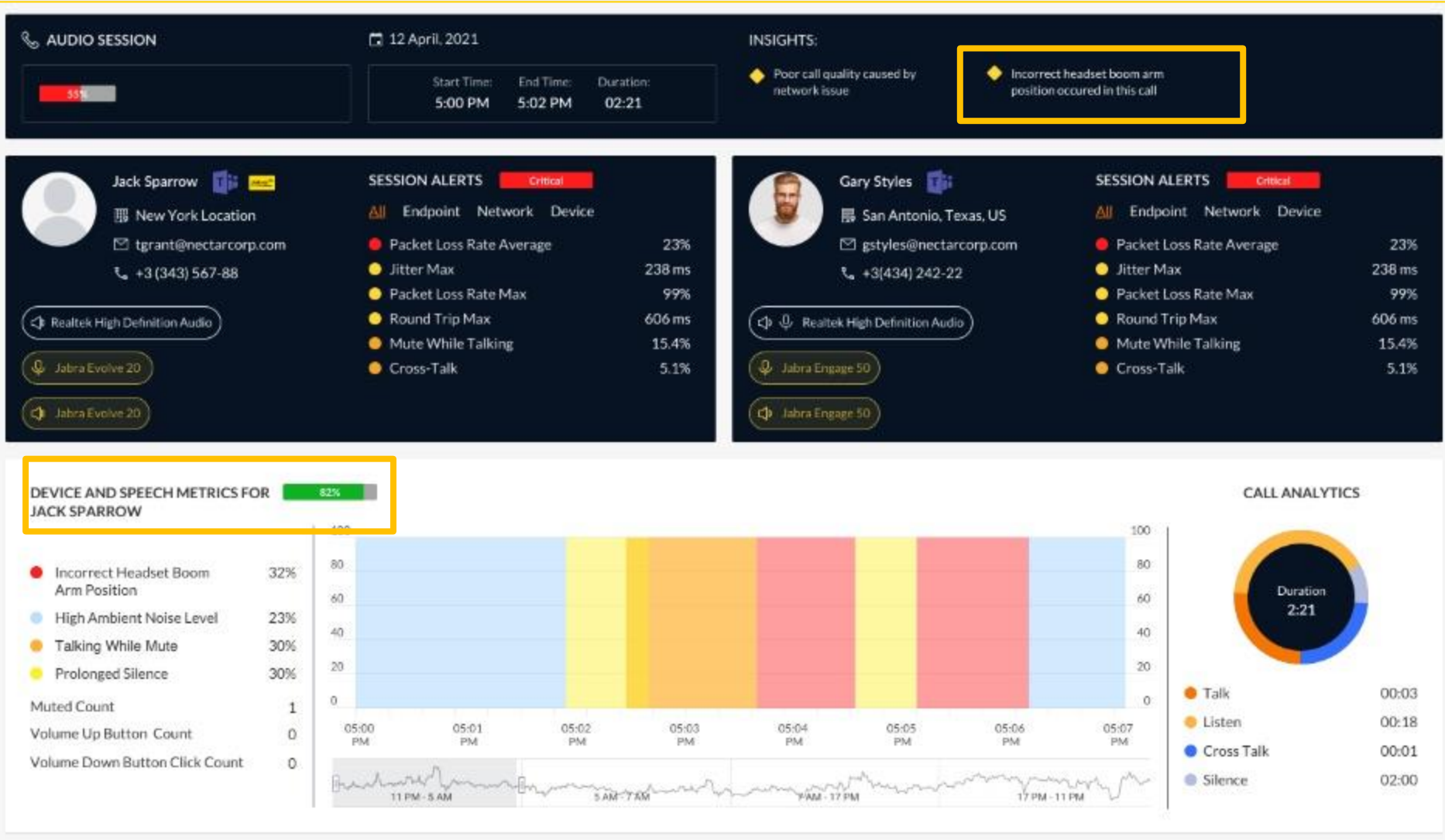
AI-Powered Optimization



 **Crosstalk detected**
We've noticed excessive cross-talk in this conversation. Try pausing more often.



The image displays two overlapping screenshots of the Jabra dashboard interface. The top screenshot shows the 'Jabra' dashboard with tabs for 'Audio Analytics', 'Adoption', and 'Asset Management'. The 'Adoption' tab is selected, showing a 'Jabra Usage on Calls' gauge at 65%. Below this, there are three horizontal bars representing 'Agents with Jabra Devices', 'without Jabra Devices', and 'not using Jabra Devices'. The bottom screenshot shows the same dashboard with the 'Audio Analytics' tab selected. It features three main sections: 'Background Noise', 'Cross Talk', and 'Audio Exposure'. The 'Audio Exposure' section shows a large number '16' and a bar chart indicating the number of agents in breach of the safety limit. The interface is clean and modern, with a dark blue sidebar on the left containing various icons for navigation.



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Headset Raffle Choices

And the winner is....

Thank you for attending your local Genesys Meeting. Jabra is happy to be part of the Genesys community. There will be two raffle winners who can choose from one of the following headsets.



Engage 75 Wireless Headset



Engage 50 II Contact Center Headset



Evolve2 65 Flex Bluetooth Wireless Headset



Perform 45 Bluetooth Mono Headset



Evolve2 Bluetooth Earbuds





Thank You!



Presented by: Vern Fernandez
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