

WHY HEADSETS MATTER



THE PREFERRED CHANNEL FOR CUSTOMERS TO RESOLVE QUERIES IS STILL BY **PHONE**

→ **54%** OF CUSTOMERS CALL CUSTOMER SERVICE



CHOOSING THE RIGHT HEADSET IS CRITICAL

<p>#1</p> <p>The #1 contributor to an agent's workday stress is tool inefficiencies.</p>	<p>Having the right tools has the greatest positive impact on an agent's performance.</p>
<p>Mobility is Critical!</p> <p>In one year, the average full-time agent has to leave their desk</p> <p>1,000 TIMES</p> <p>to get someone's assistance or advice</p>	<p>So is fit, comfort, & usability:</p> <p>1/3</p> <p>of contact center leaders believe ergonomics play a very important role in agent retention and job satisfaction</p>



↓
51%

OF CONTACT CENTER LEADERS PREFER WIRELESS HEADSETS FOR THEIR AGENTS



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CONTACT CENTER LEADERS WANT **HEADSETS** THAT PROVIDE:

HIGH SOUND QUALITY

BUDGET FRIENDLY



MULTIPLE-DEVICE CONNECTIVITY

WIRELESS FREEDOM



EXTRA SPARE BATTERY

WITH THE RIGHT HEADSET, YOU CAN IMPROVE AGENT PERFORMANCE & CUSTOMER SATISFACTION IN YOUR CALL CENTER!
CALL A SENCOMM AGENT AT:

800-654-2993

