

Call Center Headsets



For most companies, communication is a major prerequisite for maintaining good customer relations. And the most cost effective way to do this is through telephones. Call centers or contact centers specialize in the activity of communicating with customers over the phone for complaints or for sales. And most of the communication is done over the telephone.

Call center executives use the telephones for hours on end. This has been found to cause a lot of discomfort as well as health problems like neck, shoulder and back strain. This is the reason why most call centers are shifting to the use of headsets with their telephones. Headsets give them hands-free comfort and also the ability to multi-task. This has increased the productivity of call center executives.

The main aspects to be considered while choosing headsets for call centers are: the noise level in the office, the mobility required by the user, the cost of ownership, the product range, various options like the kind of ear piece (monaural/ binaural), the kind of phone or computer connection used with the headset (Bluetooth, USB, 3.5mm/ Analog), the compatibility to computer hardware and software, the kind of computer usage (VoIP, video conferencing), the range of bass or treble, the power of the speakers, the comfort in wearing the headset, and durability.

Advanced call center headsets have unique options like discriminatory noise cancellation ability that minimizes external noise and also improves the voice of the caller. They also have dynamic voice control options to keep the volume at a pre-set level. Other options include the conference call feature that enables internal conferencing of up to five people; intercom function, push-to-talk function with mute option, wall mounted system for space optimization, and so on.

To find the best headsets, locate a good vendor who understands call center requirements. The vendor should also be able to update your inventory whenever required and effectively minimize transaction costs. The vendor should also be able to offer training to the call center agents for using the headsets. Some vendors provide online support and training through videos and websites. Headset management is also an important aspect, which is best left in the hands of a specialist. Headsets, like any other electrical device need to be serviced regularly and maintained in good condition.

Company Description

Encore Data Products offers Call Center Headsets, Bulk Disposable Earbuds, School, Classroom Headphones, and more. We carry many of the most popular Headset and Headphone brands, including our own brands of headsets and headphones.

Contact Details

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Lafayette, CO 80026
(866) 926-1669

Website: <https://www.encoredataproductions.com/call-center-headsets/>

Google Site: <https://sites.google.com/view/encoredataproductionsheadsets/>

Google Folder: https://drive.google.com/drive/folders/1VvatVjQoVo56spZ0WpXBmi8q6OeqgCJo?usp=drive_open

Recommended Resources

<https://mgyb.co/s/SKOAK>

<https://mgyb.co/s/B1o72>

<https://mgyb.co/s/9lkne>

<https://mgyb.co/s/DtkDf>

<https://mgyb.co/s/A8CLW>

<https://mgyb.co/s/UGJbx>

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Recommended Profiles

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