

## Jabra

GN Netcom, led by the Jabra brand, is one of the world's leading suppliers of hands-free communications solutions. With more than 900 employees, GN Netcom has been addressing the communication needs of customers around the world for over 140 years. GN develops, manufactures and markets a broad range of wireless headsets and speakerphones for mobile phone users and wireless and corded headsets, and speakerphones for contact centers and office-based users. GN Netcom is a subsidiary of GN Store Nord A/S.

Member presence in North America, EMEA, APAC and CALA.

For more information, visit [www.jabra.com](http://www.jabra.com) or contact:

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## Offers

### Jabra Wireless Headsets

**Compliant with:** Avaya Aura® Communication Manager, Avaya 9600 Series IP Deskphones, Avaya 1600 Series IP Deskphones, Avaya 1100 Series IP Deskphones, Avaya 1400 Series Digital Deskphones and Avaya 2400 Series Digital Deskphones

**Offer Solution Category:** Call/Contact Center, Help Desk, IP Telephony, Telecommuting, Unified Communications

**Primary Industries Served:** Banking, Government – Federal, Healthcare

Jabra wireless headsets from GN Netcom offer users the flexibility to stay connected in the office or on the go. Jabra wireless headsets provide access to the communication technology available in a true unified communication environment. When combined with the Jabra LINK 14201-20 or Jabra LINK 14201-19, Jabra wireless headsets provide remote call control, which allows the user to hear ring tones, enable dial tone, answer and end calls, mute the microphone and adjust the volume from the controls on the headset. All of the wireless headsets feature noise-cancelling microphones.

- The Jabra PRO 9400 series Wireless Headsets allows users to wirelessly stay in touch while they move around the office, giving them the flexibility to switch between a traditional deskphone, softphone or mobile phone. The Jabra PRO 9470 features a DECT wireless range of 150 meters and an LCD touch screen for easy set-up and call control. This headset ships with three wearing styles—over the head, neckband and earhook.
- The Jabra GO 6470 Wireless Headsets provides the same triple convergence and LCD display as the Jabra PRO 9470 model. In addition, you can take the headset on the road and pair it to your mobile phone and softphone via Bluetooth wireless technology.
- The Jabra GN9350e's dual connectivity provides multiple inputs for traditional telephones and softphones. This headset also ships with three wearing styles—over the head, neckband and earhook.
- The Jabra GN9120/GN9125 gives deskphone users office mobility and wireless freedom to stay connected throughout a busy work day.

The Jabra PRO 9470 and Jabra GO 6430 headsets have received the Frost & Sullivan 2009 "Best Practices" award, and the 2009 "Product of the Year" award from both Customer Interaction Solution and Unified Communication magazine.



## Jabra Corded and USB Headsets

**Compliant with:** Avaya Aura® Communication Manager, Avaya one-X® Communicator, Avaya one-X® Agent, Avaya 9600 Series IP Deskphones and Avaya 1600 Series IP Deskphones

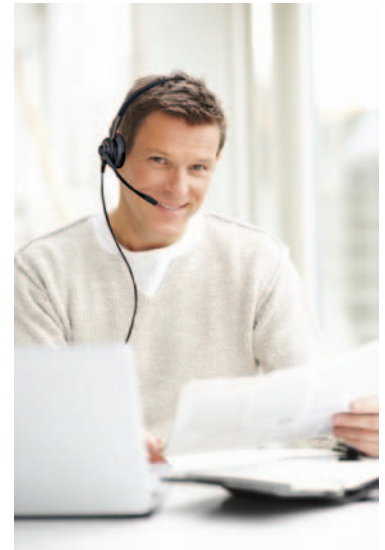
**Offer Solution Category:** IP Telephony, Unified Communications, Wireless Telephony

**Primary Industries Served:** Banking, Government – Federal, Healthcare

The Jabra GN1216 connecting cord is the ideal solution to attach the full portfolio of Jabra headsets to the full range of Avaya 9600 and 1600 Series Deskphones, while the Jabra GN1200 connecting cord works with other Avaya Deskphones. The Jabra GN1216 and Jabra GN1200 connecting cords have been tested with Jabra's most popular professional headsets including the Jabra GN1900, Jabra GN2000, Jabra GN2100 and the revolutionary Jabra BIZ 2400 series. These headsets are designed for all-day use in the most demanding work environments - office and call centers. With the multitude of microphones, wearing styles and single or dual earpiece options available, businesses can find the ideal solution to meet both workplace and budget requirements.

The Jabra BIZ 2400 headsets are designed for businesses and contact centers. Hand-made Neodymium speakers provide maximum frequency response for greater call clarity. The Jabra BIZ 2400 Series is designed for maximum service life and minimum maintenance costs. Jabra BIZ 2400 headsets are available with mono or duo speaker configuration. All mono versions offer a choice of three wearing styles—earhook, neckband or headband. In addition, wideband audio is available in several of the Jabra BIZ 2400 series versions. Other features include:

- Gold contacts for crystal clear audio
- 360° free spin boom arm
- Kevlar reinforced cord
- Super soft ear cushions
- Surgical steel for maximum strength
- Three-year warranty
- Choice of three microphones: omni-directional, noise cancelling and ultra noise cancelling



## Jabra SPEAK 410 USB Speakerphone

**Compliant with:** Avaya one-X® Communicator

**Offer Solution Category:** IP Telephony, Telecommuting, Unified Communications

**Primary Industries Served:** Banking, Government – Federal, Healthcare

The Jabra SPEAK 410 USB Speakerphone is the perfect solution for one-on-one and small-group conference calls. Compatible with Avaya one-X Communicator, the Jabra SPEAK 410 provides crystal clear audio with true wideband sound quality in a compact portable design. With integrated call controls and 360° coverage, it allows users to answer and end calls, mute the microphone and adjust the call volume.

- Ideal for one-to-one and small-group conference calls
- True wideband sound for crystal-clear conversation
- Easy to transport—compact design, integrated cable management and travel case
- Compliance tested with Avaya one-X Communicator
- Easy to use with intuitive on-device call controls and external ringer
- Headset port for private calls



## Jabra PC Suite 2.2.9

**Compliant with:** Avaya one-X® Communicator, Avaya one-X® Agent, Avaya IP Softphone, Avaya IP Agent and Avaya Soft Clients

**Offer Solution Category:** Call/Contact Center, IP Telephony, Unified Communications

**Primary Industries Served:** Banking, Insurance, Telecommunications

The Jabra PC Suite driver provides integrated call control for the full range of Jabra audio devices. Remote call control is enabled when using Jabra wireless and corded headsets and Jabra SPEAK 410 USB Speakerphone with Avaya soft clients. This allows users to answer and end calls with a Jabra wireless headset when up to 450 feet away from their desks. By seamlessly integrating with Avaya soft clients, Jabra headsets and Jabra SPEAK 410 allow users to benefit from enhanced mobility and the ability to multitask while on a call. The wireless freedom can help improve work efficiency and ergonomics throughout the day. Other features include:

- Softphone integration - Easily integrate a Jabra headset with a UC or IP softphone
- Control Center - Manage and configure a Jabra headset from the users' PC
- Firmware Updates - Update the Jabra solution with the latest firmware, including new and improved functionality and error fixes

The Jabra PC Suite is a plug-and-play software solution that can interface with a full range of Avaya softphone standards via the embedded drivers. It supports both 32- and 64-bit versions of Microsoft Windows 7, Microsoft Windows Vista and Microsoft Windows SP2.

The Jabra PC Suite includes interfaces and drivers for a range of Avaya softphones, including:

- Avaya one-X Communicator - Version 5.2 or higher on Windows XP, Windows Vista and Windows 7 in 32- or 64-bit
- Avaya one-X Agent – Version 2.0 or higher (requires Avaya One-X Communicator) on Windows XP, Windows Vista and Windows 7 in 32- or 64-bit
- Avaya IP Agent – Version R6 or higher on Windows XP
- Avaya IP Softphone - Version R6 or higher on Windows XP

## Success Story

### Retail Bank Contact Centers

**Member product/service:** Jabra Wired and Wireless Headsets

**Associated Avaya products:** Avaya PBX

#### **Challenge:**

A prominent retail bank needed to outfit its 3,500-person contact centers with the highest quality yet most affordable headsets, delivering exceptional value to their employees.

Contact center representatives for the retail bank can spend more than seven hours on the phone, averaging up to 65 calls per day. These calls can last from four to five minutes each, making it essential to have the right headset solution to meet the demands of the business.

It was clear to contact center representatives and managers alike what features and functionalities constituted the right headset solution. The headsets had to be:

- Comfortable to wear for long periods of time
- Robust, offering clear voice transmission and significantly reducing disruptive background noise
- Durable for long life
- Versatile, to work with the contact center's current telephone system and any future phone systems
- The best possible value, providing essential headset functions at the most affordable price point.

Beyond finding the right headsets, it was also paramount to find a provider who could deliver exceptional service and support during and after the sale, and be responsive to their needs on an ongoing basis.

#### **Solution:**

The retail bank began searching for a single headset provider among its authorized vendors to transition its contact centers from using headsets from a variety of manufacturers to a single manufacturer. After assessing multiple vendors and products, the retail bank chose the Jabra GN2100 and Jabra GN2000 direct connect corded headsets.

"The headsets are lightweight and ergonomically designed so our contact center reps can talk comfortably and efficiently for hours at a time without experiencing ear chafing or neck strain," said the manager of operations and management standards for the retail bank contact centers. "They're durable enough to stand up to the rigors of phone-intensive environments. They offer clear voice transmission and noise-cancelling technology, which is a crucial feature in loud, busy contact centers. And they're versatile, so they'll work with our current PBX phone system, as well as future phone systems."

The Jabra direct connect corded headsets allowed the retail bank to meet its requirement to have a consistent headset standard across all contact centers. In addition to product functionality and performance, overall value was an integral factor in the retail bank's decision to purchase the Jabra headsets.

"The direct connect corded headsets offered us a much more affordable option than the more expensive headsets that required amplifiers," said the manager of operations and management standards. "In addition, the headsets included only the essential headset functions we needed, without all the expensive bells and whistles we didn't need, which also kept the cost down. I can't stress enough how important price was to us, especially where we were outfitting five large call centers."

#### **Value:**

The retail bank is delighted with the Jabra GN2100 and Jabra GN2000 direct connect corded headsets. Contact center representatives are happy with the comfort, sound quality, and durability the headsets provide.

"Comfort and sound are the most important attributes for contact center reps," said the manager of operations and management standards for the retail bank's contact centers. "If our reps are unhappy with the way a headset feels or sounds, they will let you know about it. There have been some headsets that they refuse to wear again after trying them. But in the case of Jabra headsets, there haven't been any issues with regard to comfort or sound capabilities. This gives us peace of mind knowing we made the right investment with Jabra headsets."

Jabra headsets are built tough to last, creating a more durable headset. This headset durability can help the contact center reduce costs over the life of the product by requiring fewer replacements.

The popularity of the Jabra headsets extends outside the contact centers, with other employees using the headsets, including the Jabra GN9350 wireless headsets and the Jabra GN9120/GN9125. Using the wireless headsets, managers have the flexibility to take hands-free calls on the go up to 300 feet from their phones. This is especially important for supervisors in the contact centers, allowing them to move about freely on the contact center floor to assist reps, yet still stay connected to their calls. Plus, with remote answering capability, users can answer and end calls away from their desks, giving them even more freedom.

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