

AWARD WINNING JABRA GN9120 SECURES OLYMPUS CONSIDERABLE FINANCIAL SAVINGS



Unique design, top-quality and advanced design allow call center agents to perform comfortably and efficiently.

In the case of Olympus – the wireless solution has shortened average call lengths by 30 seconds, since it allows contact center agents faster access to the appropriate product specialist, their supervisor or its demo equipment. As the Olympus Contact Center provides international services - free of charge – each and every second of calling time saved brings Olympus considerable financial savings.

SITUATION

Olympus Imaging Corporation is a company belonging to the Japanese multinational Olympus Corporation, whose worldwide manufacturing operations span from digital cameras and Dictaphones to binoculars and professional sound systems. Olympus is famous for its unique design and top-quality products. A company of such high reputation must take particular care to ensure its activities and developments, but also in the quality and availability of its service support. The senior management of the European Technical Support Center of Olympus Imaging Europe and of the Olympus Czech Group is well aware of the importance of a truly professional customer support, which is why they have decided to equip their consultants with Jabra headsets.

For its Prague Support Center, Olympus has purchased 50 Jabra GN9120 midi wireless headsets, whose sleek and modern design won the IFProduct Design Award – the most prestigious award in the world of industrial design. However, the Jabra GN9120 midi headset stands out not only for its appearance, but, first and foremost for its advanced technology, which enables contact center agents to perform comfortably and efficiently. The headsets are very lightweight, yet they allow up to 12 hours of call time. Users may choose either of its two wearing styles – earhook or headband. One of Jabra GN9120's key features

COMPANY

Customer:	Olympus Imaging Corporation
Website:	www.olympus.com
Customer Size:	953 employees
Country:	Czech Republic (HQ in Japan)
Industry:	Manufacturing / Retail

PROFILE

Olympus Imaging Corporation was established in 2004 and is a company belonging to the Japanese multinational Olympus Corporation. The company is headquartered in Japan and manufactures and sells digital cameras and voice recorders worldwide.

PHONE SYSTEM

Cisco IPCC

JABRA SOLUTION

Products: Jabra GN9120

“Our choice of Jabra headsets has been dictated by their specific features – wireless capability, mono option and high sound quality.”

Libor Holý, Contact Center Manager of the European Technical Support Center of Olympus Imaging Europe and of Olympus Czech Group

“Quality is important for us and we render this quality in the best and fastest manner from Jabra technical service”

Libor Holý, Contact Center Manager of the European Technical Support Center of Olympus Imaging Europe and of Olympus Czech Group

is its unique wireless range of up to 100 m/ 300 ft from its base station. Such parameters have been enabled by the application of DECT 1.8 GHz technology.

BENEFITS

In the case of Olympus, the wireless solution has shortened their average call length by 30 seconds, since it allows its Contact Center agents to access faster the appropriate product specialist, their supervisor or its demo equipment. The Olympus Technical Support Center answers customers' technical questions, which is why there are samples of all Olympus product models available. Thanks to their wireless headsets, consultants can approach the relevant product during their calls, turn it on and provide the customer with accurate information. Such an arrangement saves time, as it allows for continual communication without interruptions and callbacks. The fact that both the customer and the consultant are handling the same product shortens the necessary communication time. The Prague Contact Center provides international services, free of charge for the customers, and each and every second of calling time saved brings Olympus considerable financial savings.

“Our choice of Jabra headsets has been dictated by their specific features – the mono option, wireless capability, and high sound quality. Our decision was also strongly influenced by the fact, that we could test the equipment before the purchase,” said Libor Holý, the Contact Center Manager of the European Technical Support Center of Olympus Imaging Europe and of Olympus Czech Group.

One of the criterions which made the choice possible was the headsets' compatibility with the Cisco IPCC telecommunication system. Jabra GN9120 midi headsets comply fully with this requirement.

“We have chosen a solution by Jabra - not only because of the reasons mentioned above - but also for their robust product support provided, both throughout the implementation stage and during the headsets' later everyday use,” sums up Libor Holý.

MORE INFORMATION

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