



## Jabra and Webhelp

Webhelp is a French company specialized in customer experience and business processes management outsourcing. Their 100,000 global collaborators handle 450,000 hours of conversation with the customers of their customers, on a daily basis.

Deploying high-level audio equipment is essential to optimize the working conditions in this kind of organizations. And with the rise of remote working among support functions, that need got even stronger across the whole organization..

### THE SELECTED SOLUTIONS AT A GLANCE

Various headset models have been selected depending on the usage :

BIZ 2400 II



ENGAGE 65



EVOLVE 75



Benefits :

- All-day comfort for calls, even in the noisiestsurroundings
- Plug & Play easy to use
- Long battery life

## Adapted headsets for every need

Three user profiles have been determined: call center agents, supervisors and support staff.

Call center agents work in front of their computers. For these users, the company has chosen the Jabra Biz 2400 II. Thanks to its unparalleled ease of use, this wired headset with USB adapter for PC can be worn on the head all day long. Its lightweight design and foam ear-cushions make it highly comfortable.

For the supervisors who need to walk around the office to assist their teams, the Jabra Engage 65 has been selected.

And with the development of remote working, support teams have also received their own headsets. To help them carry out their tasks in various working conditions, they have been equipped with the Jabra Engage 75.

Ludovic Dufay, IT Manager, explains how the headsets were selected:

«We wanted to be sure to make the right choice, so we have asked a panel of 20 users to participate in tests conducted on various brands. All participants had to fill in a pre-established grid to objectify the returns.»

The results showed that Jabra headsets have had a superb reception by the whole test team.

“ We are wearing the headset all day long and it is so light and comfortable that we forget about it. The work day is more pleasant and less tiring.”

- **Bérengère Lagrève, call-center agent**  
Webhelp

