



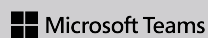
## Jabra and Webhelp

Webhelp is a French company that specializes in business process outsourcing and customer experience management. Their global community of 100,000 collaborators handle 450,000 hours of conversation with their clients' customers, on a daily basis.

To enable an organization of this size and setup to work at peak performance, smooth deployment of high-level audio equipment is essential. And as remote working continues to rise across their network, the demand for equipment that can support these roles has never been higher.

### 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 and Microsoft Teams meetings, even in the noisiest surroundings
- Easy to use plug-and-play technology
- Long battery life

## Adapted headsets for every need

Webhelp has defined three different user profiles in need of solutions: call center agents, supervisors and support staff.

Call center agents spend their time working in front of their computers, which is why Jabra Biz 2400 II was chosen as the ideal solution for them. Incredibly easy to use, this wired headset comes with a USB adapter for PCs, and due to its lightweight design and foam ear-cushions, it ensures wearers feel comfortable all day long.

Jabra Engage 65 was selected to help supervisors who need to move around the office to assist their teams. And with the development of remote working, support teams also needed their own headsets. Since their tasks and work environments are varied, they have been equipped with the versatile Jabra Evolve 75.

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

“We wanted to be sure to make the right choice, so we asked a panel of 20 users to participate in tests conducted with a variety of brands. We set up performance tables that all participants were required to fill out so we could accurately measure feedback.”

The results showed that Jabra headsets had a superb reception from the entire 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**

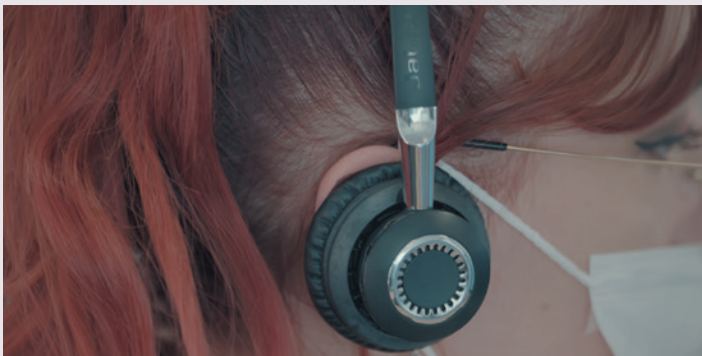
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## A key factor for work quality and productivity

Lucie Pautret, Head of Communications for the Etreilles website, describes how her headset has changed her life.

"During the first lockdown, I had no choice but to use my computer's built-in microphone, which was pretty unbearable! I couldn't hear what my colleagues were saying, and they couldn't hear me either. But now, with my new device, I can work smoothly again, in any sound environment."



"I frequently use my Jabra headset at the office. Because two of us share a limited space, it helps me focus on what I am doing."

The wireless design of the Jabra Evolve 75 is one of its key benefits. Ludovic Dufay regularly needs to walk around the offices to perform. "Now, I can continue every conversation without interruptions. This allows me to be more reactive and efficient."

Supervisor Glenn Le Gall appreciates this wireless mobility too, "Interactions with the agents are faster and easier. I can come and help them whenever necessary. Moreover, I can assess the quality of the conversations and how our agents respond to customer needs. This saves me valuable time!"

Headset design is paramount for Bérangère Lagrève, "We have to wear it all day long. But the truth is that it's so light and comfortable that you hardly notice you're wearing it! And this means that you are much less tired at the end of the day."

She adds " We spend most of our time on the phone, in very noisy environments. But that's no problem at all, because the headset filters out the noise at both ends of the call, which greatly improves the interaction quality."

Lucie Pautret also values the long battery life of her device. "I can use my headset four days in a row without having to worry about recharging. And that's a real plus!"

## A durable collaboration between Jabra and Webhelp

According to Ludovic Dufay, when it comes to equipping new collaborators with headsets, there's no question which brand he'd choose. He values his relationship with the Jabra sales team because they always take the time to show him new devices – which he can test out – ensuring he's always up to date with the various product releases and enhancements available.

And today, as the rise of new ways of working creates the need for meeting rooms equipped with high-level audio and video solutions, Webhelp are looking to expand their Jabra investment to include new Jabra products like video to help them adapt to a more hybrid work style.

**"Jabra solutions have been easily adopted by everyone at Webhelp. Feedback is overwhelmingly positive, and we in the IT department are so happy we can positively impact employee comfort and improve business performance!"**

**- Ludovic Dufay, IT Manager**  
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