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*Fifty volunteers took calls at **Vodafone, Banbury**, resulting in donations and pledges worth £103,000. There were prizes for the largest donations taken and pass the parcel for any over £500. Activities on the site – which raised £700-plus – included sales, waxing (for both sexes), fancy dress, henna tattoos, face painting and a dry cracker eating competition. There was also the Vodafone Tash-Off in which the site voted for the man with the best moustache grown over the previous few weeks. **Pictured** – Katrina Cronin, operations manager, and Gillian Colmer, team manager; pirates: Nat Whiting, team manager, and Jo Davis, real time analyst; pyjamas: Cheryl Rochford (left) and Tara Coombes, customer service agents; face painting: Steph Dykes (left) and Jess Radford, customer service agents.*

*Volunteers at **Wickes**, Northampton, handled just over 1,400 calls – with a 99.99 per cent accessibility rate – which resulted in nearly £43,000 in donations and pledges. The evening was co-ordinated by Sarah McAdam, service delivery manager, and Debbie Sweeney, events organiser, and suppliers and local businesses donated refreshments. Staff events raised a further £166. **Pictured** – Tim Matthews, director of customer services, took calls; Donna Hopper (left), treasury supervisor, and Karen Clarke, customer services advisor; group (from left): Becky Smith, customer services advisor, Sam Phillips and Ginette Tarbuck, service delivery team leaders, Sarah McAdam service delivery manager, Chenai Bukutu, customer services advisor, John Donaghue, analyst, Debbie Sweeney, events organiser.*

Our Agent headset range has just got better

CORPORATE Telecoms' highly successful Agent headset range, models 500 to 800, now incorporates wideband technology as standard.

Since the range was launched in April last year, the company reports tremendous success in response to demand from customers for a headset offering high quality at an affordable price.

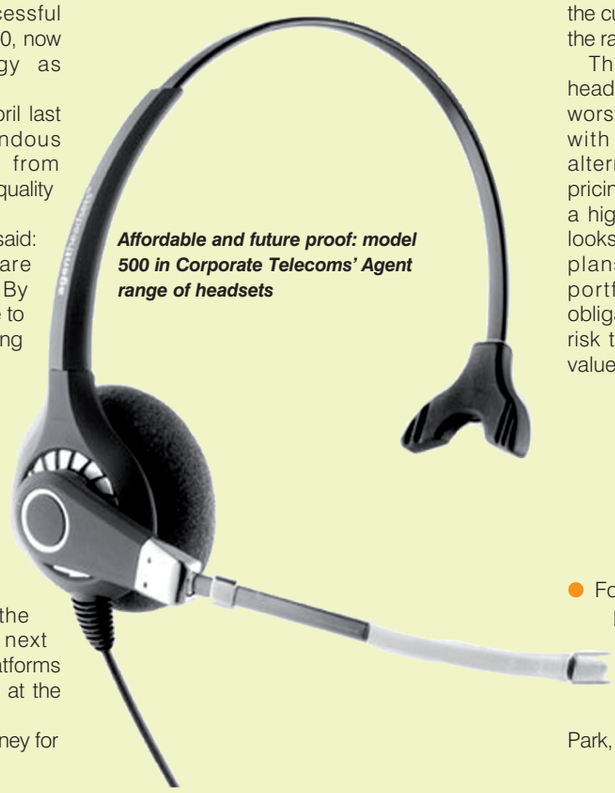
Jason Welsh, Agent brand manager, said: "After achieving record sales, we are delighted to add even more value. By taking the decision to upgrade the range to wideband this is comparable to selecting an HD-ready television.

"More and more call centre managers want to make sure that – as the adoption of VoIP increases – they have the equipment in place to benefit from the advances in technology.

"With wideband offering a much improved experience with clearer more natural sounding speech, it future proofs your purchase. This will ensure complete compatibility with the traditional telephony systems and next generation unified communications platforms and keeps our Agent headset portfolio at the forefront in an ultra competitive market."

Last year highlighted that value for money for the customer was a key factor in the success of the range.

Throughout the year more recognised headset brands increased their prices at the worst possible time, which led customers with reduced budgets looking for an alternative. The Agent range bucked the pricing trend and is fast establishing itself as a high quality, value for money brand. 2010 looks very exciting for the Agent range with plans to introduce new products to the portfolio and with our 14-day free no-obligation trial on all our products there is no risk to the call centres looking to get better value for money.



Affordable and future proof: model 500 in Corporate Telecoms' Agent range of headsets

- For more information about Agent headsets, please contact: Dave Hodgson, dave.hodgson@corpteluk.com; 01942 265135

Corporate Telecommunications. 4/6 Commonwealth Close, Leigh Business Park, Leigh, WN7 3BD, England