Headsets: we make your choice easier…and pinpoint the coming trends

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has been covered to a point of boredom.

But have we looked at the other costs? Cleansing, spares or buy-back options can all add extra value to the original purchase. A good used headset can still have some worth at the end of its useful life and, with all the new European waste regulations, the ability to recycle your old headsets is vital.

Like any personal possession, looking after a headset extends its life. Offering cleaning wipes and spare ear cushions and voice-tubes or windshields to our agents is a good initiative. Headsets can be riddled with harmful germs and bacteria, spreading diseases which can prevent the workforce from functioning effectively. The costs of headset cleaning is pennies and with many companies now offering cleaning onsite and supplying cleaning kits there is no excuse not to have this issue covered.

I think it's fair to say that all well known brands of headsets offer a good range of

Cleaning costs pennies and will extend the life of your headsets

products at similar costs, however the service items and thus the cost of ownership over the headsets useable life can vary.

We all look for the best deal but when the products seem to be similar the main difference has to be the cost of maintaining the product.

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What did you say? Don't underestimate the importance of good headsets

HEADSETS are often taken for granted, but don't underestimate their role in customer satisfaction, productivity and cost savings.

A number of studies show the true value of voice. According to

Talk all day with new cordless headsets

TWO new DECT cordless headsets have been introduced by Sennheiser as part of its DW Office range. Called the Pro 1 and Pro 2, they are said to meet the needs of all-day users in busy and noisy open offices and call centres. Like others in the range, they are equipped with the company's ActiveGard technology to guard against hazardous incoming noises.

They offer claimed talk time of eight hours in wideband sound mode and 12 hours in narrowband mode. And Sennheiser says a 20-minute charge gives 50 per cent power for four hours of talk time.

The range is said to be up to 55m in a typical office building and up to 180m in line of sight. Other features include mute microphone, volume control and an adjustable microphone arm. Users can select the channel to use with one touch on the base station.

Pictured: Sennheiser's new DECT headsets, showing the binaural model with base station and the monaural version; and pictured in use.