FRONT COVER PROMOTION

New acoustic limiter will protect your agents from acoustic shock

CLEMENT Clarke Communications has launched a new acoustic limiter device developed to protect the hearing of call centre employees.

Acoustic shock primarily occurs in call centres where agents wear headsets for most of their working day. It can result in tinnitus, loss of hearing, anxiety and in some cases clinical anxiety and depression.

Injury related to acoustic shock happens when the headset wearer is unexpectedly subjected to a loud or shrill noise through the headset, often deliberately inflicted by a disgruntled caller.

As call centres have become an increasingly large employment sector -- dealing with everything from insurance claims to NHS symptom advice -- these attacks on unsuspecting workers have caused grave concern.

There are, of course, health and safety regulations specifying measures that a call centre owner/employer must carry out to ensure the safety of his workforce, and EU Noise at Work Directives also highlight vigilance against the effects of acoustic shock.

As a result of acoustic shock, compensation claims have increased dramatically and call centre owners have had to become far more aware of the risks to their employees, and of all the issues relating to call centre management.

The new acoustic limiter from Clement Clarke Communications is a low power, high performance DSP-based platform with integrated voice tags for quick and easy setup. It offers the user a variety of options including selectable voice equalisation, the first of its kind to be integrated in to such a product, allowing the user to select a setting that corrects muffled or high-pitched audio feeds.

The new device continuously monitors and records the acoustic exposure the user has received through the headset and alerts the user via voice announcements when levels are approaching maximum daily limits allowing the user or call centre management to take the most appropriate action, such as a short break away from call handling.

Protect your agents' hearing with the TC-5000 from Clement Clarke Communications

It incorporates sophisticated acoustic incident detection technology, attenuating a wide range of acoustic incidents, including:

- High energy loud acoustic signals
- Malicious screams, shouts and whistles
- Short duration high pitched signals
- High energy single and dual tones (DTMF) signals
- Fax/modem signals

When one of these acoustic incidents is detected, the device filters this part of the audio feed, preserving the speech. All this is performed in the background, transparent to the user.

The acoustic limiter is small in size, measuring 55x35x25mm and can be powered via USB cable and connected to a computer, or via the supplied power supply.

- For more information about the TC-5000 Acoustic Limiter and other accessories available for Clement Clarke headsets, please visit www.c3headsets.com; call us on 01279 456326; or email martin.fox@c3headsets.com

Turn IT from a headache into an opportunity

EVER experienced a contact centre IT project that started off full of good intentions but that rapidly degenerated into overruns, delays and underperformance that your organisation could ill afford?

If you have, you're certainly not alone.

As customer contact has grown ever more complex so have the IT requirements of contact centres – from complex multi-channel contact handling systems, to CRM, performance and quality systems that ensure customers can be dealt with promptly and cost-effectively. The problem for IT departments has not just been keeping up with the latest comms and IT technologies but having the internal resources to effectively integrate and manage what they do have.

That's where Infinity can help.

Infinity is a technology company whose roots are in the contact centre industry; with the vast majority of its staff plucked from the IT operations of top contact centre outsourcers. Combined, Infinity has decades of experience maximising performance and quality, scripting successful campaigns and showing companies how to get the best out of their people.

This knowledge and expertise enables Infinity to deliver a broad range of vendor-independent consultancy services and customer management solutions, including:

- Tailored contact centre solutions, ranging from workflow, quality and performance enhancement systems to complete solutions for multichannel inbound & outbound customer contact.

- The popular Infinity Contact Manager Suite, which comprises six contact centre applications (Agent Desktop, CTI & Multimedia, Dialler, Performance Reporting, Quality Assurance, and Timesheets) that can be deployed as individual point solutions or as a fully integrated application.

Infinity Contact Manager has been proven in demanding in-house and outsourced environments, helping managers:

- Optimise call processes and duration
- Reduce repeat calls
- Improve call outcome results
- Achieve significant outbound productivity gains
- Dramatically improve customer service
- Simplify compliance and reporting

Before setting out on a new project, Infinity delves into the critical parameters of its clients' operations, including the very real constraints of time and money. Its true "risk-reward partnership" philosophy extends to flexible financial arrangements and the setting of measurable objectives where payment is tied to the achievement of these targets. Infinity will even guarantee minimum cost savings – or improvements in results of 20 per cent.

Designed to open standards, Infinity products are delivered as either on-site solutions or on a hosted basis to suit organisations of all sizes.

- For further details on Infinity's 20 per cent performance improvement guarantee, please email performanceguarantee@infinityccs.com putting the words "CCE performance guarantee" in the subject line