With an eye on the forecast boom in unified communications (UC), Jabra has brought out four new headsets specifically for UC.

As well as versions for light to heavy users, the Jabra UC Voice range series includes a portable headset designed for "virtual" offices. It is said to be the industry's first corded UC headset with a behind-the-ear wearing style and discreet form factor for video conferencing.

Jabra's vice president of marketing, products and alliances, Soren Christensen, said the number of UC users was expected to grow from today's 7.8m to 48.5m in 2015.

He said: "Optimisation of these investments by adding the voice dimension to the UC experience and attaching headsets that offer superior sound, comfort and build will have a tremendous impact when wanting to ensure the right RoI."

Jabra, a brand of GN Netcom, says that with so many new users coming from a traditional desk phone environment, the single most important factor for successful deployment and adoption of UC was the headset. Its new headsets paved the way for faster end-user adoption of the technology.

Pictured: two models in Jabra's new range

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Expo **Briefs**

MORE FEATURES

Nexidia has introduced version 9 of its Enterprise Speech Intelligence product which analyses calls to identify what drives customer calls, issues callers had and to improve agent performance.

New in this release is an integrated evaluation scorecard system to improve quality monitoring so that supervisors can target coaching on elements requiring their attention.

It means that all agent calls can be automatically evaluated against defined performance standards and intelligently select calls that should be individually evaluated to improve performance. It also includes customisable evaluation templates; agent coaching support, allowing notes and required follow-up actions with corresponding due dates for the agent to be recorded; quality management of evaluators; and a number of reports.

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FREE TRIAL

Dial Sure is a new application which presents CLIs local to the called party.

Zimo Communications, which is offering a free trial, says contact rates are increased by 15 per cent. Recipients gain a sense that the caller is local to them. It improves customer confidence compared to withheld or unfamiliar non-geographic numbers.

Dial Sure uses Zimo's own equipment and a number ranges which cover most of the UK.

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SET UP IN 30 DAYS

G-Cloud is a new cloud-based call centre service from ProtoCall One which uses Genesys' technology. ProtoCall says it is the only service available in the UK exploiting Genesys' multi-channel communications, workforce optimisation and predictive dialling, making it more accessible and affordable. It also includes inbound routing and reporting, call recording and quality management, email management and social media.

The company says users can deploy agent positions flexibly, securely and cost-effectively within 30 days of order. Suitable for mid-sized call centre, pricing is based on a monthly charge per agent position, based on the Genesys modules selected.

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WFM FROM £9

InVision Software has brought out a cloud-based version of its workforce management software as an alternative to its on-premises installation. And it says the all-inclusive monthly cost is £9 per agent. InVision's UK customers include the NHS, the RAC, Computershare and John Lewis.

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HR DIPLOMA

Training provider DPG is offering a saving of £295 for any CIPD (Chartered Institute of Personnel and Development) team programme.

DPG is now offering CIPD's new Level 5 diploma in Human Resource Management which it says is suitable for aspiring or existing HR managers in call centres. It takes 10 months to complete at one day per month.

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DOING IT RIGHT

Convergys has introduced a product called Social Interaction Solution to enable companies to monitor, analyse and decide how to respond to social media messages. The company's director of technology and business development, David Lopes, said: "Doing it right, across all channels, isn't about brand or kudos, but revenue and reputation."

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