



Jabra[®]
YOU'RE ON

BOOST CONTACT CENTRE PRODUCTIVITY WITH THE JABRA LINK™ 850 AUDIO PROCESSOR

Productive agents are critical to the success of your contact centre business. But, as your customers demand a more personalised service, it can be challenging to meet their needs without compromising call-handling time, agent productivity and employee retention.

The answer is the Jabra LINK™ 850 audio processor. Small yet powerful, the Jabra LINK™ 850 extends the value of your headset investment with features that boost productivity, lower costs and drive performance throughout your business.

BOOST AGENT EFFICIENCY

Consistent sound clarity, background noise reduction and safe noise levels ensure fewer call interruptions so agents complete more calls – faster. Built-in noise-cancelling capabilities and easy call management features promote a safe, comfortable and more productive working environment.

PREVENT STRESS AND HEARING INJURIES

Reduce the number of sick days and increase employee retention. The Jabra LINK™ 850 audio processor delivers acoustic shock protection and is compliant with the EU Noise-at-Work Directive and leading US recommendations, enforcing a maximum exposure limit of 85 dB(A).

FUTURE-PROOF YOUR HEADSET INVESTMENT

The Jabra LINK™ 850 audio processor is the ideal choice if you are considering a move to Unified Communications. It connects to any phone and provides easy PC connectivity for UC calls. And it's USB powered.



REASONS TO CHOOSE JABRA LINK™ 850 AUDIO PROCESSOR

- Increase agent productivity with superior sound, comfort and safety
- Deliver an amazing customer experience and satisfy more customers faster
- Lower the total cost of your operations

NOISE-AT-WORK COMPLIANT

All Jabra headset solutions (headsets and audio processors) protect the hearing and well-being of the headset user. Jabra LINK™ 850 exceed local compliance and legislation regulations, including the EU Noise-at-Work Directive (Directive 2003/10/EC) and leading US recommendations, enforcing an upper maximum exposure limit of 85 dB(A) (time weighted average over a full working day). For details read our white paper at jabra.com/link850

EXTEND THE VALUE OF YOUR HEADSETS AND INCREASE PRODUCTIVITY.

Add a Jabra LINK™ 850 audio processor to your existing headsets to gain a multitude of additional features, including:

NOISE REDUCTION

Less noise and distractions keep agents focused on the call.

- **Noise-Cancellation**
Advanced noise reducing technology eliminates disruptive sounds and call interruptions enabling more productive calls and a better call experience.
- **Line Quieting**
Removes line hiss, buzz and other distracting noises from the phone network.
- **Soft Squelch**
Reduces background noise by only amplifying sounds over a certain level.

HEARING SAFETY

Safe, comfortable sound enables motivated and productive agents all day long, and certified devices ensure safety and compliance with local regulations.

- **PeakStop™**
Acoustic shock protection that removes potentially harmful sound spikes before they reach the headset. Protects the user by keeping the absolute sound level and the energy of the peak in the safe zone at all times providing safe, comfortable sound to your agents, (max 118dB RMS).
- **Noise-at-Work Compliance**
Jabra audio processors are compliant with EU and US regulations and recommendations to ensure agent safety and compliance with local laws.

SPEECH INTELLIGIBILITY

Clear sound makes it possible for the agent and the caller to understand each other, enabling personal and more effective conversations.

- **DSP (Digital Signal Processing)**
Advanced technology that delivers crystal clear sound without echoes or artifacts so agents can have more effective conversations.
- **Dynamic Volume Control**
Automatically adjusts call volume to a comfortable level with no distortion.
- **Tone Control Equalizer**
Enables agents to adjust the sound of their headset to the optimal level of crispness and clarity.

OPERATIONS EFFICIENCY

Convenient connectivity and supervisor management features streamline operations for greater productivity.

- **Supervisor Port**
Unique supervisor interface enables easy agent training and call monitoring.
- **Busylight**
A Busylight (accessory) tells colleagues you're on a call, keeping potential interruptions to a minimum.
- **PC and Deskphone Compatibility**
Connects to PCs, deskphones or both.