

# **agent** Call Centre & Office Solutions

## **agent** 600



The agent headset range has been designed to make your working life easier by offering the ultimate in comfort, flexibility and superb clarity of sound. Agent also helps improve your productivity by freeing your hands from the telephone enabling you to multi-task while you talk to customers and clients alike.

There is an agent headset to suit every working environment, whether you work in a noisy call centre, busy office or work from home. Our single ear piece headsets are ideal if you need to

be aware of what is going on around you during a telephone call, while the double ear piece headsets suit a noisy environment, as they deliver sound to both ears, enabling you to concentrate fully on the caller. Total peace of mind – the agent headsets product range comes with a 2 year repair/replace warranty, are RoHS compliant and CE approved.

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## Key Features

- Medium use office/call centre headset
- Two earpieces for the noisy office environment
- Crisp clear sound
- Robust construction
- Adjustable microphone boom
- 270 degree rotation microphone enables the user to wear the headset on their left or right side
- Clear microphone voice tube
- Acoustic shock protection for receiver
- Anti-static shock for microphone
- Spare foam ear cushion(s) and voice tube included
- Clothing clip
- Headset hook
- 2 year repair/replace warranty
- CE approved

## Headset Hygiene

The use of headsets is well documented and recommended by the Health and Safety Executive to ease the risk of neck and back pain to telephone users. However, the headsets themselves are also subject to health and hygiene recommendations.

It is recommended that each agent, wherever possible is assigned their own headset, as sharing headsets is unhygienic and discouraged.

In addition, it is recommended that voice tubes, ear cushions (both leatherette and foam) and windshields are changed every 6 months in order to minimise the risk of infections to headset users. Headsets should also be cleaned and wiped down with bacterial wipes.

## Consumables

A range of consumable items are available to compliment your agent headset solution.

- Leatherette Ear Cushion
- Foam Ear Cushions (10 pack)
- Training Cord
- Smart Cord
- Bottom Half Cable
- HIC Cable
- HIP Cable
- USB Cable

Product	Single Ear Piece	Double Ear Piece	Noise Cancelling	Adjustable Headband	Flexible Microphone Boom	Quick Disconnect	Application
agent 500	•			•	•	•	Office
agent 600		•		•	•	•	Office
agent 700	•		•	•	•	•	Call Centre
agent 800		•	•	•	•	•	Call Centre