

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

They may be a small part of your budget, but the right choice of headset will lead to happy agents – and customers who can hear what they are saying

These are the three trends to watch for in call centre headsets



WE HAVE been designing and making headsets for more than 10 years, supplying some of the brand leaders. And we also supply our own-brand range to resellers.

Resellers know that a lot of the microphones and speakers, etc., are common across the different headset manufacturers and many headsets have similar technology

Just like other goods, you are really choosing a recognised brand name and shape/style.

Working in partnership with Dasan, we

design and manufacture corded – and very soon cordless – headsets both under our own brand as well as supplying some of the big resellers with their own brand name on the product.

This means we totally understand the product and offer a quick in-house turn around should there be a need for repair work, etc.

We see three product trends for call centre headsets:

Oval “ear shaped” and “ratchet boom” corded headsets The main market in call centres is still for good quality corded durable headsets because they help to keep agents at their desks!

With this in mind, we have spoken to end users and tried to engineer a new ear shaped headset. The ear cushion gives a better weight distribution on the ear to make a very comfortable headset for day-long wearing.

Four for three headsets offer

DIRECT buyers are offered four headsets for the price of three by Clement Clarke until the end of February.

In addition, the company is launching an acoustic limiter, designed to protect call centre staff against acoustic shock and high volume bursts. It removes and processes the audio signal removing sirens, road noise or other background interference.

Clement Clarke will be showing the product at the Health & Safety Show, March 1st and 2nd, at Sandown Park, Esher.

Another feature we are incorporating in all of our headsets is a ratchet boom with a positive “put and stay” action. This helps prevent the “droopy boom” effect and also helps with the positioning of the microphone to the user’s

Please turn to page 14 ➔

Advertisement feature

Join the readers who come to me for quality headsets at reasonable prices

Dear Reader

This year has so far been very busy for SW Communications as our own range of SWC headsets, adaptors and accessories becomes increasingly popular.

Each week more and more companies – both big and small and from the UK and overseas – are coming to realise that it is possible to buy call centre quality headsets for very reasonable prices. And the number of returning customers is also rising all the time.

Did you realise that when you change your telephone system and/or telephones you do not have to go to the expense of new headsets or costly bottom cords when you discover your existing models do not work with your new phones?

Our range of adaptor cords will allow your headsets to work with nearly all phones...and they cost just £6 or less.

So when you next change your phones get in touch and we will get your headsets working again at much lower prices.

We have just launched our latest wireless DECT headset, the “Easy Clip”, which you will find advertised in this top quality magazine.

They are comfortable to wear and simple to use. You register it to your DECT cordless phone and when a call comes in you just press a button on the headset and start speaking. Press the button again to hang up.

If you have one of the latest Panasonic DECT

cordless phones they have a feature named “Call Share” which allows the headset to simply barge into, and take over, a call you have dialled from a handset. Similar features are available on some Siemens Gigaset (“Listening In”) and BT (“Conferencing”) cordless phones.

If you get in touch we will let you know if your model has this feature.

Our Easy Clip has a retractable earbud which you only need to extend when you wish to take or make a call. At all other times you can automatically wind in the earbud until the next call so it is completely out of your way.

I use one all the time in my premises.

And I’m sure that, like me, home agents would find it indispensable as it allows them to carry on with other tasks whilst talking on the phone.

In the near future we will be bringing out a DECT dongle to go with our Easy Clip which will make it completely portable to use with your netbook or laptop whilst travelling.

● If you would like to be kept informed about the launch date, or to receive our latest headset price list, please send your name and email address to me: nigel@swcomms.net

Yours sincerely

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