



# Jabra Engage wireless headsets through ScanSource

**Engineered to** enhance customer satisfaction

GN Making Life Sound Better  
FOR 150 YEARS





What is the customer's situation?

**Who**

Channel



**Pains**

**Hitting targets for revenue & margins**

- Take a fresh look at wireless headsets. It's time to move on to sell an altogether better solution.
- Customer retention & new customer acquisition.
- Hitting sales revenue & margin targets.

**Reasons/Decision Criteria**

- Selling in-demand quality products that are easier to plan and deploy.
- Move your customers up to higher value products.
- Guaranteed recurring revenue streams.

What vision and value does Jabra offer?

**Value proposition**

Engineered to be the world's most powerful professional wireless headsets.\*

**Value for Stakeholder**

- Empower your customers with all the benefits of Jabra Pro 9400 and much more - with next-generation wireless sound, density and security features.
- Become a thought leader by offering an industry-leading solution that supports your clients' customer experience goals.
- Sell a wireless solution that addresses your customers' security and density challenges.
- Deliver a world-class solution to drive your volumes and margins.

**Data**

- Up to 90% of organizations perceive customer satisfaction as a competitive differentiator.<sup>1</sup>
- 69% report noise has a negative affect on their ability to be productive.<sup>2</sup>
- Executives list cyber-attacks and data fraud among their top five risks.<sup>3</sup> Density challenges increase as demands and devices multiply.
- The professional wireless headset market is now worth \$643 million globally.<sup>4</sup>

**References/Examples**

- Help your customer deliver superior customer satisfaction with their conversations.
- Deliver superior sound quality even in noisy offices with an advanced noise cancelling microphone.
- Jabra Engage Series wireless headsets are highly secure with DECT Security Level C rating. They also enable up to 3x the number of people to work wirelessly in the same space.
- Sell the world's most powerful professional wireless headsets, with leading wireless capabilities and a superior sound experience.\*

\* Relates to Jabra Engage 75/65 Stereo and Mono variants. February 19, 2018. See facts on [Jabra.com/commercial-claims](http://Jabra.com/commercial-claims)

<sup>1</sup> Dimension Data, 2016

<sup>2</sup> Jabra Call Centric Study, 2017

<sup>3</sup> World Economic Forum, 2018

<sup>4</sup> Frost & Sullivan - Growth Opportunities in the Global Professional Headset Market, Forecast to 2024 – June 2018



What is the customer's situation?

Who

IT Manager



Pains

Increasingly difficult to support business-critical customer calls

- Customer calls are increasingly important.
- Users need wireless freedom to resolve complex calls.
- Call Centric users have different needs from other users.
- Noisy open offices impact the quality of conversations.

Reasons/Decision Criteria

- Deliver greater wireless freedom with a superior solution that is easy to manage and deploy.
- Enable great sounding calls, even in noisy offices, to support the organization's customer experience.
- Increase availability for customer calls.

What vision and value does Jabra offer?

Value proposition

Engineered to be the world's most powerful professional wireless headsets.\*

Value for Stakeholder

- Customer satisfaction can grow company value.<sup>1</sup>
- Call Centric users increasingly demand wireless headsets to deliver on productivity.
- As customer calls become even more important there is no room for misunderstanding. Great sound quality gives the feeling of a face-2-face meeting experience.
- Call centric staff work from increasingly noisy open office environments.

Data

- Up to 90% of organizations perceive customer satisfaction as a competitive differentiator.<sup>2</sup>
- 79% of respondents say that the right technology positively impacts their productivity.<sup>3</sup>
- 54% of respondents believe that the phone call is the communication channel that creates most customer satisfaction.<sup>3</sup> Nearly 60% say investments into live agent telephony is a priority.<sup>4</sup>
- 69% of call-centric users say noise negatively affects their ability to be productive and deliver great customer satisfaction.<sup>3</sup>

References/Examples

- Jabra Engage are engineered to be the world's most powerful professional wireless headsets.\*
- Jabra Engage 65 and 75 enable users to talk up to 150 meters/490 feet away from their desk, with up to 13 hours' talk time.<sup>5</sup>
- Jabra is rated the no. 1 professional headset to deliver face-2-face sound quality in calls.<sup>3</sup>
- Jabra Engage features an advanced noise-cancelling microphone and enhanced speakers so users can hear and be heard clearly.

\* Relates to Jabra Engage 75/65 Stereo and Mono variants. February 19, 2018. See facts on [Jabra.com/commercial-claims](http://Jabra.com/commercial-claims)

<sup>1</sup> [www.rogerjbest.com](http://www.rogerjbest.com)


<sup>2</sup> Dimension Data, 2016

<sup>3</sup> Jabra Call Centric 2017. Stats relate to the most productive users handling complex customer issues over the phone.

<sup>4</sup> CCW Market Study, Nov 2018

<sup>5</sup> Jabra Engage 65 and 75 Stereo and Mono models



<p>What is the customer's situation?</p>		<p>What vision and value does Jabra offer?</p>	
<p><b>Who</b> End-user</p>		<p><b>Value proposition</b> Engineered to be the world's most powerful professional wireless headsets.*</p>	
<p><b>Pains</b></p> <ul style="list-style-type: none"> <li>• Noise from the office setting can impact workers' productivity.</li> <li>• Not having the right information at hand to resolve the customers' issues.</li> <li>• Interruptions from colleagues can disrupt focus and lower productivity.</li> </ul>	<p><b>Value for Stakeholder</b></p> <ul style="list-style-type: none"> <li>• Crystal-clear conversations are key when calls and customer satisfaction impact your success.</li> <li>• Resolve issues on calls, at or away from your desk. Wireless mobility increases availability for calls, and gives access to valuable input from colleagues.</li> <li>• Increase your productivity by reducing interruptions from colleagues.</li> <li>• Easily handle customer calls from multiple devices.</li> </ul>	<p><b>Data</b></p> <ul style="list-style-type: none"> <li>• 43% of call centric users are measured on their ability to deliver customer satisfaction in phone calls. 54% have more than 20 calls per day.<sup>1</sup></li> <li>• 37% of the day is spent away from the desk - a 16% increase on 2015.<sup>1</sup></li> <li>• 35% say colleague interruptions negatively impact their productivity.<sup>1</sup></li> <li>• 87% of customers think brands need to put more effort into providing a seamless omnichannel customer experience.<sup>2</sup></li> </ul>	<p><b>References/Examples</b></p> <ul style="list-style-type: none"> <li>• Jabra Engage features an advanced noise-cancelling microphone and enhanced speakers so you can hear and be heard clearly.</li> <li>• Jabra Engage 65 and 75 enables you take the conversation up to 150 meters/490 feet away from the desk, with up to 13 hours' talk time.<sup>3</sup></li> <li>• Engage 65 and 75 feature an integrated "do-not-disturb" busylight to deter interruptions, so you can focus on the customer.</li> <li>• Jabra Engage 65 and 75 offer the ability to switch seamlessly between up to 5 devices.<sup>4</sup></li> </ul>
<p><b>Reasons/Decision Criteria</b></p> <ul style="list-style-type: none"> <li>• Customer satisfaction is increasingly becoming the no. 1 KPI.</li> <li>• Wireless headsets give the freedom to reach out to access expert colleagues, data and managers to solve complex issues during a call.</li> </ul>		<p><small>* Relates to Jabra Engage 75/65 Stereo and Mono variants. February 19, 2018. See facts on <a href="http://Jabra.com/commercial-claims">Jabra.com/commercial-claims</a></small></p> <p><small><sup>1</sup> Jabra Call Centric study 2017 <sup>2</sup> Zendesk</small></p> <p><small><sup>3</sup> Jabra Engage 65 and 75 Stereo and Mono models</small></p> <p><small><sup>4</sup> Jabra Engage 75 connects to up to 5 devices (desk phone, softphone, analog phone, and 2 Bluetooth devices); Jabra Engage 65 connects to up to 2 devices (desk phone and softphone).</small></p>	

## Experience a Jabra Engage headset through the ScanSource Jabra Demo Program

The ScanSource Jabra Demo Program lets you experience the features of Jabra products, whether for your own education or to share with customers.

**Jabra Engage 75 Stereo/Mono**

- Skype for Business Open Office certified
- Secure DECT level C
- Wireless capacity 80/160

**Jabra Engage 75 Convertible**

- Wireless range 100m/330ft
- Integrated Busylight
- Connectible to 2 USB devices, 2 Bluetooth devices, and 1 analog phone

**Jabra Engage 65 Stereo/Mono**

- Skype for Business Open Office certified
- Wireless range 150m/490ft
- Up to 13 hours talk time

**Jabra Engage 65 Convertible**

- Wireless range 100m/330ft
- Integrated busylight
- Connectible to 1 USB device and 1 analog phone

**Learn more**

ScanSource partners can also request assistance from our supplier business manager and business development manager by sending an email to [jabra@scansource.com](mailto:jabra@scansource.com).