



Jabra®

JABRA CC SERIES
COMMUNICATOR

Jabra®

ENJOY
HANDS-FREE
COMMUNICATION

A CULTURE OF SIMPLICITY

JABRA COMMUNICATOR / CORDLESS HEADSET FOR CONTACT CENTRES

The modern society and the fast developing technologies are constantly increasing the number of products launched to the market. As a natural correspondence to the growing market the demands for the products are increasing as well. Everything has to be easy accessible, offer a unified solution and most importantly do not require any extra effort - We want everything to come to us and not the other way round. Freedom and simplicity are the keywords in

the modern society and is gained through intuitive and cordless products. In a society with an overflow of advanced electronic products that eases the daily routines and work it is important to keep products as simple and intuitive as possible. The users are realizing the benefits and freedom in cordless products and the products are following the progress and aims towards a less corded world.

Contact centers have in many years benefitted from communicating through hands-free headsets and the headset has become an indispensable tool in the solving the daily assignments. Nevertheless most of the contact centers are still corded but, along with the rest of the society, it is only a matter of time before they will adapt the cordless headsets and realize the values in being hands-free and cordless.

DESIGNING A NEW COMMUNICATION EXPERIENCE

Jabra continues to build on the position as one of the world's leading and fastest growing suppliers of hands-free communications solutions. Jabra delivers hands-free communications solutions in four different categories: Mobile, Contact Centres, Offices and Unified Communications. Contact centres and office headsets are referred to as CC&O products due

to a certain overlap between the two categories.

Jabra was founded in 1993 as a company specialised in hands-free communication but was in the year 2000 bought by GN Netcom. GN Netcom was founded in 1869 as a telegraph company and has approximately 900 employees in Denmark and a total of 4100 employees world wide. Today

all headsets are branded under the name Jabra and is a brand recognised world wide.

The many years of developing hands-free communication ensures the solutions from Jabra always are in good quality and build with the newest technologies implemented.

DESIGN BASED ON THE USERS

Jabra Contact Center & Office products (CC&O) are based on corded and cordless technologies, where the corded headsets primarily are intended for contact centres and the cordless for offices. However as the use of cordless technologies has expanded, the cordless headsets have been adopted by the contact centres and contributed to a more flexible and free environment. Despite the contact centres are adopting cordless headsets, they are still designed for use in office

contexts. It is a fact that contact centre demands and wishes differs on several areas from an office's.

The aim for Jabra CC Communicator has been to design a low-end cordless headset purely intended for contact centres. The final design pays regard to the user research key findings and represents a proposal for tomorrows cordless contact centre headset.

USER RESEARCH KEY FINDINGS

- The headset is not docked
- Not sufficient talk time due to the docking issue
- Listen-mode is a highly valued functionality
- Touch is not a preferred interaction technology
- Buttons are difficult to operate on headset
- Headset cord gets tangled up with mouse cord
- The headset is difficult to dock correctly
- The headsets are shared among several users



JABRA COMMUNICATOR

THE NEW CC SERIES OF CORDLESS HEADSET FOR CONTACT CENTRES

Jabra Communicator is the first headset in the new series of cordless headsets designed specific to resist the rough environment in contact centres, CC Series.

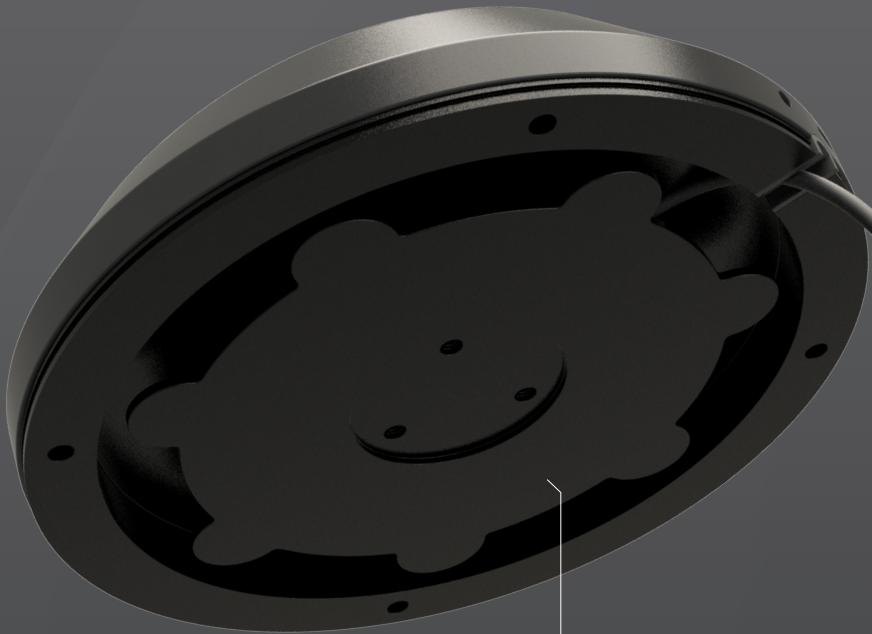
The design is based on thorough user research conducted by the design team behind Jabra Communicator. Robustness, professionally and usability has been the core values behind this first cordless contact centre headset. The design has thorough various surveys and test been approved as an appealing headset that will make the contact centre appear professional and functional. This combined with the highly recognized and superior handsfree communication technology from Jabra creates a unique solution for the contact centre.

UNLIMITED TALK TIME

Have unlimited talk time by charging the headset with the enclosed integrated charger cable. When running low on battery just plug the charge cable in the headset and charge while continuing the hands-free communication. The charger plug has magnetic lock system that automatically snaps to the headset and prevents the cord from being teared apart if it is exposed to unexpected tears.



Charger cable with magnetic fixture.



Cable storage



Intuitive interface

FULL CONTROL OF THE CONVERSATION

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Obtain full control of the conversation with Jabra Communicator control panel designed for easy accessible, simple and intuitive operation. The LED lights in the control panel always communicates a precise indication of the battery and connection status. Mute the headset on the control panel or simply by rotating the boom arm when on the go. The discrete LED on the headset will be illuminated when the headset during a conversation is muted providing the headset with a status indication visible to the surroundings of when available or not.

Answer and end calls on the slightly concave button placed in the center of the speaker house which easy is found with the tip of the finger. Getting a cup of coffee in the noise coffee room while talking to a customer - No need to adjust the volume. Jabra Communicator blocks the noise with its noise cancelling microphone and automatically adjust the volume through the integrated Audio Gain Control which always ensure a sufficient sound level.

Indication of on call when muted.

SHARED COMMUNICATOR

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The easy changeable ear cushions with integrated name tag makes it easy to share the headset between several users. The ear cushions are easy clicked on and off and provides the headset with a visible name tag. Store the ear cushion in the enclosed ear cushion case and protect them from dirt and scratches.

Enable listen mode simply by connecting the secondary headset with the primary headset's control panel through the charger cable and press the dedicated button. Accept on the primary headset and stay on listen mode for up to four headsets at the time.





HEADSET FEATURES

- Flexible boom-arm
- Rotate-to-mute feature with integrated LED status indicator
- Easy accessible multi-function button on headset
- Name tagged changeable ear cushions
- Wide comfortable headband
- Lightweight and robust headset
- Superior sound and noise canceling microphone
- Advanced hearing protection with SafeTone™
- Automatically sound adjustment via Audio Gain Control

CONTROL PANEL FEATURES

- Control panel with integrated charger
- Volume, mute, answer/end and listen-mode controls
- Easy listen-mode enabling - supports up to four at the same time
- LED indicators
- Charger cable plug with magnetic lock
- Cable storage
- Plug and play connectivity



PUSH CABLE MANAGEMENT

Jabra®

Less cord mess with Push designed as an accessory for Jabra Communicator CC Series. Never has cable management been so easy, fast and fun. Push, roll up and flip to safely store and manage the cords on the desktop. Guide the charger cable to the wished location on the desktop and always have it within reach when needed. Adjust extra cord in with cable storage in the control panel to have a perfect adjusted cord length for the workstation.

PUSH, ROLL UP AND FLIP

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EXPLODED HEADSET

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EXPLODED CONTROL PANEL

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