Virtual Contact Center

Headset Recommendations

Revision 1.0
Agent VoIP Headset Selection Guidelines

When evaluating agent VoIP headsets, always choose professional-quality equipment manufactured by companies such as Plantronics or Jabra or GN NetCom.

Table 6 lists the criteria you must consider when selecting an agent headset.

Table 6: VoIP headset selection criteria

<table>
<thead>
<tr>
<th>VoIP Headset component</th>
<th>Description</th>
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| Plug                   | Manufacturers of high-quality telephone headsets offer products that can be connected to either:  
|                        | Conventional telephones (Plain Old Telephone Service or “POTS”)  
|                        | Computer based telephones via a computer’s USB connector  
|                        | Avoid older analog-style headsets that require the use of separate headphone and microphone plugs. These older headsets generally do not deliver sufficiently high-quality sound and may not interoperate properly with a computer’s sound card. |
| Microphone sensitivity | In general, select a headset that delivers call center quality, particularly when using VoIP telephones.  
|                        | Headset microphones that are too sensitive pick up background noise.  
|                        | Headset microphones that are not sensitive enough fail to transmit the full spectrum of human voice. |

Contactual Suggested Headsets

Contactual suggests the following professional quality headsets and connectors:

Plantronics  
TOP PART = headset  
HW261N binaural noise cancelling mike  
HW251N monaural noise cancelling mike  
+ BOTTOM PART = USB adapter  
DA55 USB-to-Headset Adapter
Important: Contactual does not support non USB adapter units.

Tips for choosing Headsets:

Many alternate headset styles are available from GN Netcom and Plantronics which can be substituted for the TOP PART shown.
For best results, use noise cancelling microphones and binaural earpieces.
Select TOP and BOTTOM parts from the same manufacturer. TOP and BOTTOM parts from different manufacturers do not interoperate.
Avoid using units with built in line volume controls. They can confuse the agent where to adjust the volume between the headset and PC/softphone.