

Gloucestershire Constabulary UK Selects Aussie Headset for its Control Room

Gloucestershire Constabulary is responsible for policing the non-metropolitan county of Gloucestershire, which is located in the south west of England.

With a police force of over 1,200 members, Gloucestershire Constabulary runs a number of programs directly involving the community in an effort to maintain law and order in the area. This includes a highly responsive Control Room which answers more than 378,500 calls per year.

To facilitate this number of incoming calls and to provide the highest level of service, operators use Soundpro Wideband headsets, developed by Australian-based company Polaris Communications, and distributed in the UK by Communications Solutions UK.

While headsets are used in most contact centres around the world in order to provide an ergonomically safe environment for their contact centre agents, they also help to increase productivity by freeing up both hands so that agents have more flexibility and freedom of movement. This in turn increases their ability to multi-task and makes them more efficient. For the staff operating out of the Gloucestershire Constabulary Control Room this is paramount because an increase in efficiency means that they are able to answer more calls and therefore help more people in the community.

The Constabulary specifically chose Soundpro Wideband headsets due to their sound quality and their ability to transmit crystal-clear conversations; something which is imperative when dealing with emergency calls. Also taken into consideration was their level of comfort and durability, which are considered to be of very high quality and important factors for the Control Room agents.

The main objective of the Gloucestershire Constabulary is to keep people safe from harm and to inspire confidence in the local community. Everything it does reflects this including choosing technology that will enable it to fulfil this purpose.



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