



Press Release
Polaris Communications
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Polaris develops the world's first Wireless Headset uniquely designed for Contact Centres

Following on from the recent release of the Soundshield 4G™ Acoustic Safety device, Polaris Communications is proud to announce the release of the Soundshield Wireless™ Headset – the world's first wireless headset designed specifically for contact centres.

The name 'Soundshield' is synonymous with unsurpassed acoustic protection, so it's no surprise that the Soundshield Wireless Headset provides a level of acoustic safety not available in any other wireless headset. Just like the Soundshield 4G, it uses a two-pronged approach, protecting headset users from both long term hearing damage and acoustic shock which is caused by sudden and unexpected loud noises or acoustic shrieks.

In addition to providing the unique, reliable acoustic safety for headset users that Polaris is famous for, the Soundshield Wireless offers even more features to create a better overall communication experience. Wayne Guest, Polaris' Managing Director, explains: "We wanted to design a wireless headset that connects with the contact centre agents. Our aim was to create a headset that enables them to control their calls quickly, easily and intuitively; as well as provide them with a safe and comfortable headset experience. Our design also encompassed the needs of the contact centre managers and team leaders; providing them with quick and simple side-by-side or remote supervisor coaching or training."

With a heavy focus on 'the user experience', Polaris surveyed hundreds of contact centre workers and analysed their work practices in order to get a better understanding of what is important to them. This extensive research provided them with the tools to develop the intuitive user interface which is found in both the Soundshield Wireless Headset and Soundshield 4G Acoustic Protection device.

Polaris also recognised the importance of HD Wideband sound and ensuring that headset users experience a clearer, crisper and more intelligible sound through their headset. With telecommunications and PCs progressively switching over from narrowband to wideband sound, the Soundshield Wireless is designed with HD wideband sound quality up to 8kHz, the widest wideband technology of any wireless headset. This allows for a much higher voice and audio quality.

While some contact centres use softphone telephony exclusively, others still use traditional desk-phones with the use of softphone applications a distant concept. However, most contact centres require some form of PC audio access whether it be for E-learning or even Quality Assurance Training. With this in mind, the Soundshield Wireless includes dual connectivity that enables headset users to easily switch between PC and Desk-phone.

"We believe that when it comes to wireless headsets, the Soundshield Wireless is in a league of its own. It provides contact centres with the 'total package', for both its contact centre agents and managers," comments Wayne Guest.

Going forward, Polaris will continue its development based on customer feedback; always striving to enhance the user experience and offer a contact centre product that will increase productivity while providing the contact centre agent with the best acoustic protection possible.



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