



## **Polaris Communications and TeleManagement Australia delivers compatible solutions to Prime Minister and Cabinet**

### ***Providing a telephony solution for the 2007 APEC Conference***

4<sup>th</sup> September 2007

Polaris Communications and TeleManagement Australia are proud to announce that the Polaris manufactured Silvertongue Headsets together with Soundshield 3G Acoustic Shock Protection devices have been implemented into the Department of the Prime Minister and the Cabinet for the 2007 APEC Conference in Sydney.

TeleManagement Australia implemented the Soundshield 3G Acoustic Protection equipment and headsets to meet the demands of key logistical staff associated with the world's leaders, who are gathered in Sydney for the 2007 APEC Conference. The chosen Polaris equipment was selected to provide protection from the threat of Acoustic Shock and Power Surges, the Polaris Soundshield 3G and Silvertongue Headset ensure that all staff providing this critical service are protected at all times.

Polaris Communications is the only headset manufacturer in Australia and the only headset manufacturer globally, that specialises in acoustic safety and comfort in contact centres and businesses worldwide. An escalating problem among headset users is the increasing frequency of Acoustic Shock incidents. Polaris developed the Soundshield patented shriek rejection software in response to the growing problem of Acoustic Shock facing the global contact centre industry.

Reliability, Australian design, in conjunction with prompt service were the key factors in the selection of the Soundshield 3G and Silvertongue Headsets. Due to time constraints prior to the APEC Conference prompt delivery was an integral part of the decision making process. 'With the Sydney CBD held in 'lock down' for security reasons, stock availability outside the normal Sydney business hours combined with great customer service between Polaris and TeleManagement made it easy when tight deadlines need to be met.' said, Alan Sharpe – General Manager, TeleManagement Australia.

### **About Polaris Communications**

Polaris Communications is Australia's leading distributor of telephone headsets and peripheral equipment, and manufacturer of the world first acoustic safety device, Soundshield and the newly released Soundpro and Silvertongue headset and amplifier range.

In 2000, Polaris began manufacturing products designed to meet the specific needs of the Australian and overseas market, revolutionising the contact centre market in 2001 with the launch of Soundshield, a world first Acoustic Shock protection device.



## **About TeleManagement Australia**

TeleManagement Australia's (TMA) Computer Telephony Integration (CTI) improves the efficiency of your organisation, helping to lower costs. Valuable seconds are gained by being able to present client information to an operator along with an incoming call. This allows the operator to focus on servicing the client rather than spending time interrogating the caller for identification then pulling up the relevant record. TMA's CTI solutions reduce operator talk time, thereby reducing costs and improving customer service by personalising your call handling.

For more information, please contact Polaris Communications:  
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