

Soundshield™ Case Study



Acoustic Protection at Large European Bank

THE CUSTOMER

Large European Bank

COUNTRY

France

PRODUCT / SERVICE

European-based provider of financial services on a worldwide scale.

soundshield

The World's most Acoustically Safe Headset solutions:



Soundshield 4G™ Acoustic Safety device with Soundpro™ Corded Headset



Soundshield Wireless™ Headset

UC Optimised for

Skype™ for Business / Lync®, Cisco® Jabber®, Avaya, ShoreTel®, Mitel®, Genesys®, Alcatel® and NEC®

The Challenge

Contact centre agents were experiencing acoustic shocks caused by sudden and unexpected loud noises / shrieks coming through the telephone network to their headsets. These incidents occurred intermittently across all the Bank's contact centres.

The cause of the shrieks was the subject of an on-going investigation but could not be pinpointed. Acoustic shock incidents continued over several months. Contact centre agents experienced a range of symptoms such as a mild headache or a slight balance disturbance; while others needed to take time off work due to severe nausea or pain in the neck and ear.

The continuation of acoustic shocks had a 'ripple effect' throughout the contact centre, with staff in general feeling vulnerable and becoming sensitive to loud sounds. The situation became so serious that the trade union threatened to stage a walk-out if the Bank's management didn't resolve the problem.

Action Taken

The Bank trialled all the headset amplifier products from the global brands that claimed to suppress acoustic shrieks, but none were effective. The Bank then approached Polaris via its UK representative and asked them to install a 16 seat trial at the most badly affected site.

Tests were run and acoustic noise was introduced deliberately to evaluate the Soundshield. The Soundshield eliminated all unsafe acoustic shrieks and provided the Bank with sound exposure graphs to demonstrate the noise levels that staff were exposed to.

The Result

The Bank deployed Soundshield across all their contact centres nationwide. All incidence of acoustic shrieks and shocks has been eliminated. Staff are protected and sound exposure records are kept.

Building on this success, the Bank has extended the use of Soundshield into their branches to safeguard all their staff who use the telephone.

Acoustic safety is now guaranteed. Staff, unions and management put their confidence in the Polaris Soundshield to deliver total protection.



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