“Doing my job can be a real juggling act.”

Office-based workers spend much of their day speaking to customers and colleagues on the phone. They’re very busy and can’t afford to waste time repeating information, or asking callers to do so, even though their desks are often located in a fairly noisy, open-plan office.

Office workers have to get the information they need from telephone conversations as quickly as possible, and sometimes they have to be highly persuasive during calls. They often have to move around the office to speak with colleagues or attend meetings, and always have to be contactable. Clear communications are vital, and they must rise above the background noise anywhere in the office.

Office-based professionals need lightweight, easy-to-use tools that deliver the best possible audio quality with all-day talk time. These tools have to offer exceptional call quality and, ideally, the ability to roam away from desks within the same building. Workers need simple technologies that make life easier and require minimal support from the internal helpdesk.

Office workers appreciate hands-free technologies, as they make it easier to type while on the phone and really allow them to benefit from the availability of desktop multimedia and training.

The power of the personal touch

In the Plantronics 2010 survey ‘How We Work’, in which 1,800 enterprise workers in six countries were polled, 99% said they regularly send and receive e-mail on various devices, making it the most popular business communications and collaboration tool.

Although virtually everyone uses e-mail, they don’t want to use it all the time. In fact, when office-based professionals are looking for the right tool for communicating critical news or are working in a highly collaborative situation, they are unlikely to choose e-mail.

The main reason: e-mail is likely to cause communication confusion and anxiety. Half of those polled said that a misunderstood e-mail message ‘caused tension’ in a relationship.

That’s why there’s nothing like a phone conversation. Making a telephone call in the first instance can save time and energy and ensure workers are clearly understood immediately.

Intelligibility/call clarity

Business communications rely heavily on call clarity. Ensuring that staff can hear and be heard clearly.

- Improves customer satisfaction
- Improves call accuracy
- Saves time and reduces stress

Comfort and well-being

Plantronics office headsets relieve stress in employees’ upper bodies – so no more cradling a handset between shoulder and neck.

In a University of Surrey study, headset users experienced

- 31% less neck pain
- 16% less back pain
- 27% fewer headaches

than those who relied solely on handsets to make phone calls.

Privacy

Our wireless headsets let workers move away from the desk to find privacy during important calls. 82% told us they feel self-conscious about conducting phone calls at their desks and feel a headset would allow them to carry out conversations in greater privacy.*

Efficient hands-free communications

Plantronics office headsets allow office-based workers to carry on working hands-free throughout the course of a phone call – so it’s easy for them to type, take notes and reach for files while they talk.

Mobility

Headsets allow workers to move around the office and continue to talk. In addition, fewer calls are missed, which prevents diversion to voice-mail and improves internal and external customer satisfaction.

*Communication Trends of Business Professionals, An International Study Conducted by Plantronics.
Audio intelligence: the power of voice

Corresponding in email and chat can be an effective way to communicate in the modern office, but nothing gets the message through to colleagues with better clarity and confidence than speaking to them. No matter how much our work culture evolves, verbal expression will always be our primary, most human way of communicating.

When speaking face-to-face, the majority of people (55%* of respondents) consider body language to be the principal communication element. But in today’s geographically diverse working environments, in which telephony by necessity replaces face-to-face meetings, the importance of conveying the right tone of voice has completely overtaken – and replaced – body language as the key element (87%* of respondents).

High expectations

Workers accustomed to traditional desk phones have very high expectations for the audio quality of UC technology and devices. In fact, more than 50%** of end users say device and audio quality are “extremely important” to the UC experience.

Moreover, if workers cannot hear and be heard clearly and easily, especially when talking on the telephone to key audiences, they are very unlikely to adopt UC at all.

The headset is king

Therefore, quality headsets that convey the true tone of the human voice are now as essential to success in the modern workplace as the deskphone and PC.

This is especially true in the office, where workers spend a great deal of time on the phone and are often in environments with high levels of background noise. Headsets with effective noise-cancelling capability that reduces background noise in the typical office environment can make a huge difference. Workers can hear and be heard more clearly, reduce the amount of spoken information they have to repeat and avoid being misunderstood – so they can build an easier rapport with colleagues and customers.

1 Face To Face (Mehrabian, A. 1971. Silent messages. Wadsworth Belmont, California.
3 Plantronics UC Gatekeeper Survey 2010

50% of ‘open plan’ office workers stated that audio quality was extremely important to their overall UC experience

Unified Communications unifies workers. Clear, consistent audio makes it happen.

Working smarter with Unified Communications

Unified Communications technology has truly come of age and is producing significant efficiencies in office workspaces.

The key benefit of Unified Communications (UC) is that it saves time by managing disparate communications channels more effectively through a single gateway:

• One identity and one directory, with no more duplicate contact lists
• One integrated mailbox that covers e-mail and voice-mail
• Multimedia conferencing with minimal setup and administration

The headset is truly emerging as the key unifying tool in the new world of Unified Communications
Choose your office headset solution

<table>
<thead>
<tr>
<th>WIRELESS HEADSETS</th>
<th>CORDED HEADSETS</th>
<th>USB PHONE / SPEAKERPHONE</th>
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<tr>
<td>Savi® Office</td>
<td>EncorePro®</td>
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<td>CS660 / CS340®</td>
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<td>Savi® 430</td>
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### Devices

- **Savi Office**: Wireless headset system to unify voice communications. This enterprise-grade headset system connects to both your desk phone and PC.
- **Choicedesk**: Designed for office professionals requiring a wireless headset to maximize collaboration through multiple devices. Also suitable for office managers wanting to standardize on a wireless headset whilst offering users a choice of wearing style.
- **Business professionals**: In need of the office, using their PC for voice communications and multimedia applications.

### Description

- **Built for PC audio softphones from**: Avaya, Alcatel Lucent, Cisco, IBM, Siemens and Skype.
- **Standard version**: A USB powered DECT® dongle with wireless headset that delivers enterprise-grade audio quality for UC applications.
- **Designed and optimised for Microsoft® Office Communicator 2007 and Microsoft® Lync® Server 2010**.
- **Flexible desk phone design and features easy transition to PC telephony**.

### Key Features

- **Work smarter with real-time communication and collaboration on your PC and desk phone**.
- **Unsurpassed versatility with ease of use**.
- **Multiple wearing styles for personal style and comfort**.
- **Simple plug-and-play**.
- **Up to 120 hours standby**.
- **Genuine productivity tool** – hands-free phone calls for multi-tasking.
- **All-day comfort** – free both hands whilst on the phone.
- **A choice of three wearing styles** – headband, over-the-ear or optional earhook.
- **Excellent sound quality** – DECT wireless technology combined with a noise-cancelling microphone ensures you can clearly hear and be heard.
- **Available with full support for Alcatel IP Touch phones (CS60X variant)**.
- **DECT quality wireless audio for the PC**.
- **Unsurpassed versatility with ease of use**.
- **Monitor degree of dangle providing the durability and stability needed in a portable environment**.
- **Control Panel Settings** – optional software install for easy setting of headset, base and PC media manager.
- **Wideband PC audio quality that meets the highest industry standards**.
- **Control call answering, volume and mute with a simple button**.

### Features

- **Enhanced noise-cancelling and wideband audio** – give you clearer conversations.
- **Distinctive, unique design** – provide high performance and a stylish look.
- **VoIP ready** – through the use of enhanced echo control and wideband audio; allows you to preserve your investment through future phone system upgrades.
- **Seven axes of adjustability** – ensure you can wear the headset in the most comfortable and effective position.
- **DECT quality wireless audio for the PC**.
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### Product Specification

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### Acoustic Shock Protection

- **Quick Disconnect & QuickCall**

### Display, caller ID, presence/status light

- **Remote answer/end/mute control**

### User guide

- **USB phone, user and safety guide**

### Speakerphone

- **USB charging cable, user and safety guide**

### Business users requiring a familiar desk phone interface but with full UC functionality

- **Private office professionals who require multi-device communication**

*Also available in Silver with Leatherette earcushions

*Standard version available Summer 2011.
Plantronics Savi™ Office

The Plantronics Savi Office headset system is a premium convertible headset designed especially for the office professional, it enables collaboration across mixed audio – desk and PC – and its interchangeable headsets also make it ideal for hot-desk working.

Seamless mixing
Collaborate over UC and deskphone
The Savi Office headset system allows workers to simultaneously listen and communicate on both their UC client and deskphone. Meaning they can open up and work across applications – such as conferencing or consulting with colleagues over UC – whilst maintaining a customer call on the deskphone, or sharing recorded media from the PC over the deskphone.

Seamless working
Interchangeable headsets for hot desking
The Savi Office charging cradle allows easy disconnect, so workers can move to different desks as their day demands. And of course being wireless headsets, they also offer full working mobility in the office.

Seamless conversations
Wideband audio telephones are now an industry standard. So to maximise investment, offices need wideband headsets. The Savi Office headset comes with wideband audio to provide office professionals with clear, intelligible conversations.