



## The Jabra Pro Series

Giving you the wireless freedom to perform on every call.

Great conversations drive customer satisfaction. For people who talk and listen to customers for a living, the Jabra Pro Series of professional wireless headsets offer a more productive way of communicating.

Did you know:

**93%** of users report that they are more productive when using a wireless headset\*

\*Source: Jabra YouGov Study, 2012

### Problem:

Customer satisfaction is under pressure. In an era where customers are happy to solve simple questions online, most people still prefer speaking to a person on the phone to discuss complex issues. Call handlers are increasingly challenged by the need to access additional information, or expertise, in order to resolve complicated calls.

### Vision:

Customer calls are a key touchpoint in the customer experience. Companies who invest in the right technology to serve this touchpoint can drive customer satisfaction and brand loyalty.

### Solution:

With Jabra wireless headsets, employees can get up to talk to expert colleagues, get advice from a supervisor, or consult physical files – all while continuing the conversation with the customer. This helps resolve complex customer calls faster, and so improves customer satisfaction.

### How Jabra Pro Series wireless headsets can address customer needs

Questions for your customer	Why Choose the Jabra Pro Series
With customer calls becoming more complex, how do you make sure your employees have the right headset to deliver customer satisfaction? Have you considered moving to wireless?	With complex customer calls, it's time to consider moving from corded to wireless. The wireless headset is an easy way to deliver: <ul style="list-style-type: none"> <li>• Increased customer satisfaction</li> <li>• Higher productivity</li> <li>• A better call experience</li> </ul>
How are your teams currently managing complicated customer calls? How do they access additional information during a call?  Jabra research shows that 73% of users search for further information while on a call.**  **Source: Jabra YouGov Study, 2012	With wireless headsets from the Jabra Pro Series, employees can get up to talk to expert colleagues, get advice from a supervisor, or consult physical files – all while continuing the conversation with the customer.  This helps resolve complex customer calls faster, and this helps improve customer experience.
What are the main customer service KPIs your team is measured against? Where do you face challenges?	Moving to wireless can enhance your KPI performance. Some benefits customers may experience include: <ul style="list-style-type: none"> <li>• Faster resolution of calls</li> <li>• Reduction in call escalations</li> <li>• Reduction in call backs</li> <li>• Reduction in missed calls</li> <li>• Increased first-time call resolution</li> <li>• Improved customer satisfaction</li> </ul>
Do your teams take calls on multiple devices – for example on a desk phone, softphone and mobile? Does this cause issues such as missed calls?	Jabra Pro 9400 Series models enable multiple devices to be connected to the same headset. This increases productivity and puts an end to missed calls – especially important for high-value conversations.

**Jabra Pro Series** wireless headsets deliver the style, performance and comfort needed for today's demanding customer service environments. With noise-cancelling microphones, crystal-clear sound, easy installation as standard, and a wide range of connectivity options and wearing styles, there's a Jabra Pro headset for everyone – no matter what their requirements might be.

## At-a-glance Positioning

### Jabra Pro 900 Series – Entry level wireless headset

Suits users moving to their first wireless headset and who need an easy-to-use device with desk phone or softphone connectivity. Ideal for contact center agents, customer service advisors, and emergency service workers who need a reliable, easy-to-use wireless headset.

### Jabra Pro 9400 Series – Premium wireless headset

Ideal for busy professionals who take high-value customer calls on multiple devices. Suits advisors, consultants, lawyers and private bankers who hold high-value conversations and who can't afford to miss a call.

## Key features

### Jabra Pro 920

**An easy-to-use, professional DECT wireless headset with great sound for your desk phone.**

- Ideal as a first wireless headset when moving from corded
- All-day availability with up to 120 meters range and 8 hours battery time
- Easy connectivity – works with all leading desk phones
- Enjoy clear-sounding calls via a noise-cancelling microphone and HD Voice



### Jabra Pro 9465

**A premium professional DECT wireless headset with world-class sound that connects to all of your phones.**

- Extended availability with up to 150 meters range and 10 hours of battery time
- Connects to your mobile, desk phone or softphone
- Delivers premium sound with HD Voice and a noise-cancelling microphone
- Works out of the box with all leading desk phones, softphone and UC applications



## More information if your customer asks about...

- **Management** – Jabra Pro Series USB models can be remotely deployed and managed quickly using the Jabra Xpress online service. This offers easy central management of your headsets, keeping costs and downtime as low as possible.
- **Security** – Jabra Pro 9400 Series models are DECT security certified by the DECT Forum to safeguard against eavesdropping on calls. The Pro 9400 also uses a Jabra-patented, secure headset-to-base pairing process for extra call security.
- **Noise in the office** – The Jabra Noise Guide can help control noisy surroundings. It gives a visual indication of noise levels, encouraging staff to keep the noise down. [www.jabra.com/noiseguide](http://www.jabra.com/noiseguide)

## Choosing the right device

