

# Reveal The Truth About Better Sounding Headsets

**By VXi Corporation**

A study designed to identify the effect of superior noise-canceling headsets on a retailer's inbound contact center with over 500 seats was conducted by Vidal Consulting Group. It targets headsets that are able to eliminate 90% or more of background noise and tracks certain key performance indicators from the targets.

The performance result shows a noticeable improvement in both the agent and customer experience: A significant decrease in average hold time and a meaningful increase in revenue per call.

80 agents in total took part in this case study, 40 in the Control Group, who used the same headsets throughout the study, and the other 40 in the Sample Set, who were given VXi headsets after the first 4 weeks. Half of the sample set (20 agents) were given **VXi Passport 21V binaural headsets**, and the other half received **VXi V150 Wireless Office headsets**.

The chart below presents what they found:



# THE CLEAR TRUTH

ABOUT BETTER-SOUNDING HEADSETS

**Does headset sound quality really make a difference in contact center performance?**  
 In December 2013, Vidal Consulting Group published a study on the Effects of Superior Noise-Reduction Headset Technology on Contact Center Operations. Here's what they found:

**OUTSET OF STUDY**  
 500+ seat contact center



**5%**  
 of the agents rated their headset's sound quality "BEST".

**4 WEEKS LATER**  
 500+ seat contact center



**48%**  
 gave their new VXi headsets top marks for sound quality.

**CUSTOMER SATISFACTION & INCREASED REVENUE**  
 (measured via a volunteer customer survey)



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