Headset Benefits





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Rating: Not Rated Yet
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Description

Although many of today's business managers realise the necessity of headsets in the modern workplace, there are still some who regard headsets as 'Call Centre Only' equipment or as costly, "nice-to-have" extras. These are the facts:

Increased Efficiency and Productivity

In an independent study, H.B. Maynard and Company discovered that the use of telephone headsets provided:

- An increase in typing speed of up to 43%
- An increase in call response time of up to 72%
- A reduction in call placement time of up to 44%
- A reduction in hang-up time of up to 58%

In addition to the above, it was also noted that telephone headset users managed to reduce their overall error rate and improve their service record. Full-time headset users placed an average of 16 more calls per day!

Health Benefits

Anyone who uses the phone for more than two hours per day is susceptible to work related neck and upper back injuries. This condition, sometimes referred to as 'phone-neck', is caused when the telephone receiver is cradled between one's neck and shoulder. 2½ million workdays are lost each year through these types of injuries.

The Santa Clara Valley Medical Centre found that telephone headsets reduced neck, shoulder and upper back muscle tension by up to:

- 41% while reading
- 31% while typing
- 37% while writing

Can your company afford not to use headsets?