

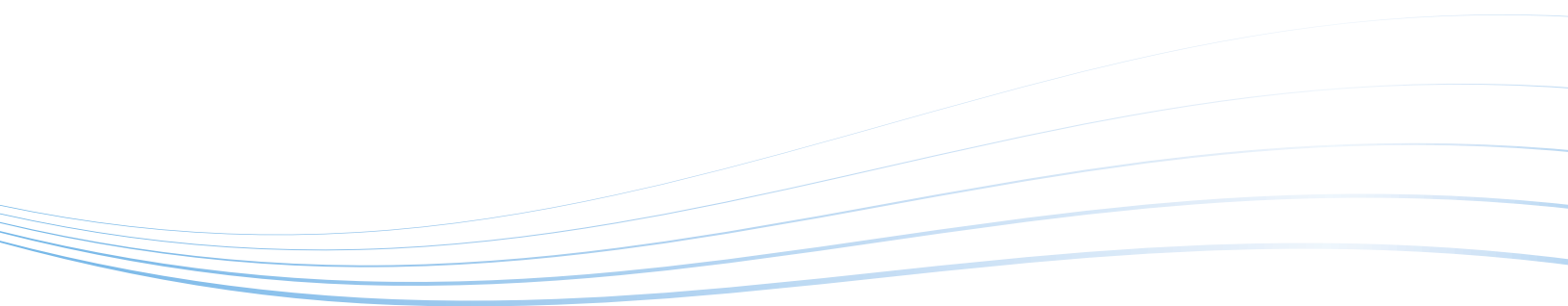


**PLANTRONICS**  
SOUND INNOVATION™

# Managing and securing your headset investment

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## → ● • • → The Real Cost of Headset Ownership

### INTRODUCTION

Contact centers make significant capital investments in headsets for their agents. For many of these contact centers, tracking and securing this investment remains a problematic process, with many procedural gaps that can lead to sizeable inventory shrinkage.

“We estimate that for contact centers with more than 500 operators, inventory shrinkage can reach up to 15 percent a year—and the cost of replacing that inventory is a direct hit to the bottom line,” says Joe McGrogan, director of contact center marketing for Plantronics. But shrinkage isn’t the only cost of headset ownership. Inefficient inventory management can have a negative impact on operator productivity. When replacement headsets are not available, it impacts speed of answer and increases downtime, which has a direct impact on the company’s top line.

Fortunately, putting in place a few straightforward policies and introducing simple procedures can reduce shrinkage and increase efficiency by a substantial margin.

To help organizations manage and secure their headset inventory, Plantronics offers two cost-effective solutions—the Plantronics Headset Service Station and a set of Plantronics Contact Center Security Devices.

### PLANTRONICS HEADSET SERVICE STATION

In most contact centers, tracking headset inventory remains a haphazard process that most headset administrators would like to improve.

Broken headsets waiting to be repaired, for example, are often kept in a variety of boxes tucked in closets or under desks. Rounding up those headsets and getting them shipped back to the manufacturer becomes a time-consuming chore that often gets put off too long. A sudden headset shortage means new headsets must be purchased before the existing headsets can be shipped out and returned. In addition, if broken headsets aren’t managed and repaired on a timely basis, it may result in expired warranty protection.

“Many contact centers find themselves using the ‘box method’ to manage headsets” says McGrogan. “Most contact center administrators are frustrated by this approach and would like a simplified approach to headset maintenance and administration.”

This informal system of asset management has a negative impact in terms of profit opportunity as well as in efficiency. The time it takes to find a replacement headset or replacement part usually translates directly into time an agent isn’t making or taking calls. This gap in productivity then translates directly to lost revenue opportunity.

Plantronics created the Headset Service Station to help contact centers streamline and improve their headset asset management, so that they can optimize both administrative efficiency and agent productivity, and eliminate the box management method in the contact center.

## TESTED IN THE REAL WORLD

The Plantronics Headset Service Station provides a central location for the storage, control and maintenance of a contact center's headset investment.

The Headset Service Station is designed specifically to organize and streamline administrative tasks such as inventory control and allocation and technical tasks such as testing and parts replacement.

*Figure 1:* The Plantronics Headset Service Station organizes and streamlines the process of headset asset management.



**The Sears Contact Center.** For a property-support specialist at Sears, the Plantronics Headset Service Station has meant a significant boost in productivity at a 45,000 square-foot, 1000-operator facility in Texas. Before acquiring the service center, replacement headsets, replacement parts and headsets waiting for repair were scattered in drawers and cabinets in several different rooms.

With the service center, the entire inventory is now located in one, central location. Headsets that need repairs are kept in one of the lower bins, and a second bin holds headsets that are waiting to be tested. Both bins are kept secure behind locked cabinet doors. Extra inventory, replacement parts and accessories are stored in the shelves above.

With everything in one place, the property-support specialist knows exactly how much inventory she has on hand and can plan repairs and purchases accordingly. And with all inventory centralized, she no longer has to hunt through several different storage locations to find the equipment she needs. Most important, having a comprehensive and accurate understanding of their headset inventory has enabled the contact center to lower the number of extra headsets on hand and better control its costs.

**Citibank Contact Center.** An administrative assistant at a 900-operator contact center for Citibank has also found the Plantronics Headset Service Station to be a time saver that also helps control costs. Before the service station, tracking headset repairs was a “major pain.” Now, with all headsets awaiting repair kept together in one of the center’s lower bins, she simply packages them all together once a month and ships them back to the manufacturer—helping to ensure that she always has enough inventory on hand and that repairs are made within the warranty period.

Having extra inventory and spare parts stored in one place near her desk—rather than stowed in a cabinet kept in a hallway off the calling floor—has also enabled her to better track stock on hand and keep it organized and easily accessible.

### DESIGNED FOR EFFICIENCY AND CONTROL

The Plantronics Headset Service Station was designed with the input of large contact centers like those run by Sears and Citibank, who needed an efficient resource center for the management and security of headset inventory. Its benefits include:

- **Centralized control.** The service station provides a single location for inventory management that reduces lost and misplaced equipment. Central control also reduces out-of-warranty expenses.
- **Advanced replacement center.** The service station provides a central location for collection, boxing and shipping of headsets in need of service.
- **Secured storage.** Locking compartments hold more than 200 headsets and accessories, and help control inventory of headsets, accessories and parts.
- **Dispensing station.** Associates can quickly find and choose appropriate headsets and accessories, reducing downtime.
- **Testing center.** The service station is engineered to be rugged enough to support headset testing and modification.
- **Consolidated administration.** Having a central location for dispensing work directives regarding headsets improves communications.
- **Usage monitoring.** A single point of control means better measurement of usage, and better forecasting and budgeting for headsets.
- **Easy access.** Countertops, workspace and access panels are ADA compliant.
- **Dimensions.** The service station is a system of three interlocking high-quality cabinets that have combined measurements of 60 inches high, 96 inches wide, and 24 inches deep.

## TAKING THE NEXT STEP

The Plantronics Headset Service Station is designed to help secure headset inventory that isn't in immediate use. Reducing headset shrinkage also requires implementing solutions for reducing loss of headsets that are in current use. For that reason, Plantronics also offers a variety of security devices that secure headsets to the agent's station. These solutions are cost-effective to implement, with the added benefit of clearing valuable desk space.

## COMPLETE EQUIPMENT SECURITY

Plantronics Contact Center Security Devices secure phones, amplifiers and headsets. They feature tough, tamper-proof design, are quick and easy to install, and are compatible with most contact center furnishings.

- **The Security Wall Bracket** locks the phone and the amplifier in place. The bracket is available in both an over-the-cube and wall styles, which move the phone and amplifier off the desk to free valuable workspace. These brackets are compatible with Avaya 8410, 6408 and 4612IP phones and with Nortel 2216 phones.
- **The Under-the-Desk Mounting Bracket** is available when securing an amplifier to the wall isn't feasible. The bracket fits Plantronics M12 or SQD amplifiers and secures the amplifiers to the desk.
- **The Modular Lock** secures the headset cord to the amplifier. This lock fits into the modular sockets of Plantronics headset amplifiers.
- **The Quick Disconnect Lock and Quick Disconnect Cable** secure the Plantronics headset to the amplifier.

## PROTECT YOUR INVESTMENT AND CONTROL YOUR COSTS

The Plantronics Headset Service Station and the Plantronics Contact Center Security Devices are part of Plantronics' ongoing efforts to help contact centers get the most from their headset investment and to help them control their overall headset costs.

"Our goal is to help our customers get the best possible value from their investment with us," says McGrogan. "We're not here just to be a vendor, but rather to be our customers' partner in controlling, managing and securing their entire headset investment.

"We win when our customers win, and they win when they're able to control their overall headset expenses. The Plantronics Headset Service Station and the Plantronics Contact Center Security Devices are two of the ways we help our customers achieve that goal."

### Sound innovation for missions to the moon. And for everyday life on this planet, too.

In 1969, a Plantronics headset carried the historic first words from the moon: "That's one small step for man, one giant leap for mankind." Today, we're the headset of choice in mission-critical applications such as air traffic control and 911 dispatch. This history of proven sound innovation is the basis for every product we build—whether it's for work, for home or on the go.

