

THE FREEDOM TO COMMUNICATE



TIMNA
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Timna Electronics & Telecommunications

 **PLANTRONICS®**
World Leader in Communications Headsets

Supra™

Recognised as an industry-leading headset in the demanding Call Centre environment, Supra is one of the world's best-sellers. Equally at home in the Office environment, Supra combines excellent sound quality with both durability and comfort.

- Available in Monaural and Binaural styles
- Durable, hardwearing
- Fully adjustable
- Lightweight



SupraPlus™

Setting new standards in style and performance, SupraPlus has wideband audio response. Its lightweight design makes it comfortable for the most demanding of environments.

- Stylish modern design
- Lightweight and stylish design
- All day wearing comfort
- Excellent sound quality
- Wideband frequency response
- QuickCall feature for convenience on short calls
- Designed for the most demanding environments
- Reliable construction
- Monaural and binaural versions
- Single cable binaural
- Choice of voice tube and noise cancelling models



Encore®

Encore is a premium product both within the Plantronics portfolio and in the headset industry. Flexible, comfortable and lightweight, Encore also features a unique tone control system (SES™), which improves your listening experience.

- SES™ (Sound Enhancement System)
- Available in Monaural and Binaural styles
- Binaural headset with lightweight single cable
- Lightweight



DuoPro®

The DuoPro convertible headset meets the varied needs of both Call Centre workers and Office professionals. DuoPro delivers a combination of versatility, comfort, durability and sound quality for crisp, clear conversation all day long.

- The first professional headset with a behind-the-head neckband option
- Available in over-the-head, over-the-ear, behind-the-head or fully convertible versions
- Superior comfort in all wearing configurations
- Innovative double T-pad headband design keeps the speaker pad balanced beside the ear without pressing against it
- Lightweight



ERGONOMICS

A new study of telephone users by Surrey University shows 50% of participants suffered neck pain. Thousands of office workers are at risk from neck pain, back pain and headaches if on the phone for just two hours a day.

The researchers, from the Health Sciences department at Surrey University, found that 50% of office workers in their study suffered from neck pain and 31% suffered from lower back pain. All participants were using the phone for a minimum of two hours a day. Surprisingly, 65% of participants also said they suffered from headaches sometimes or frequently.

Workgroups studied included inside salespeople, travel agents, technical sales support personnel, and stockbrokers with previous headset experience.

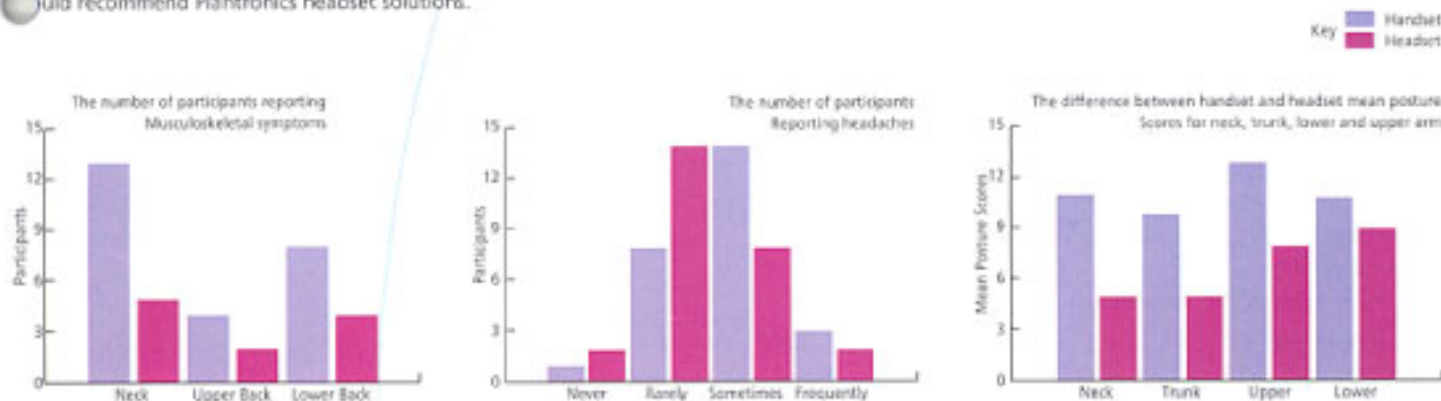
You can find the complete study and other white papers on www.plantronet.net. These will help you base an argument as to why you should recommend Plantronics headset solutions.

KEY FINDINGS

Increased Productivity: The results were nothing short of remarkable. Plantronics equipped workers showed an overall productivity increase of up to 43% over the control group.

Reduced Time Spent: When using a Plantronics headset, time spent in telephone-related work activities was reduced substantially. Repeat calls were made without interruption, and ordinarily time-intensive tasks (such as typing or checking reference materials while on the phone) were performed far more quickly and efficiently.

Fewer Errors: Not only was a reduced error rate and improved service record noted, but workers on the phone full-time with Plantronics headsets placed an average of 16 more calls per day than those using traditional handsets.



AGENT TRAINING PRODUCTS

Audio™ 45

A great all-purpose headset

- Noise cancelling microphone
- Ultra-lightweight design
- USB plug & play
- Digital signal processing



Training Cable (Ycord)

- Connect Agent and supervisor Headsets
- Quick Disconnect



Training Adaptor (SQD)

Never miss another call with Plantronics SQD Amplifier, because it works with compatible ACD systems to automatically route calls to the next available agent. Representative Not Available feature w/Quick Disconnect cable

- Volume control
- Optional kneewell mount

