







# The smartest way to boost agent wellbeing and productivity

Say hello to Virsaе + Jabra. We help you turn real-time insights and analytics into high quality agent experiences.

-  Audio Exposure
-  Background Noise
-  Bluetooth Link Quality
-  Boom Arm Position
-  Cross Talk
-  Headset Battery Level



## Jabra headsets tick the box on superior audio quality. But you shouldn't stop there.

Virsae + Jabra combines AI-powered analytics with device metrics to provide a graphical view of headset usage, performance, and agent experience.

Nothing else delivers the depth of technology performance insight critical to keeping remote agents productive, happy, and healthy.

### Finetune agent experience

Remote agents are out of sight, but that doesn't mean they should be off the radar.

In today's post-covid world agent roles are often stressful and low on satisfaction. The tight labor market means most teams are understaffed and carry even heavier workloads. Constant pressure to meet KPI's can lead to increased rates of anxiety and further health issues.

Add in the technology and environmental challenges that work from home (WFH) presents and you've got the perfect storm of increased talk time, reduced speed to answer and lower first call resolution, all compounded by higher levels of agent churn.

Virsae dashboard displays of Jabra headset technical performance data provide a direct line of sight to overall quality of agent and customer experience, enabling managers to front-foot these challenges by providing a WFH environment that enables every agent to produce their best work.

- **Manage smarter with full stack data-driven insights and optimization**

for applications, communications systems, networks, ISPs, 'unmanaged' workstations and home environments, and headsets

- **Improve agent wellbeing and productivity with better audio quality.**

Manage background noise and audio exposure during calls, track boom arm position, and mute/unmute events during calls

- **Maintain high quality connections**

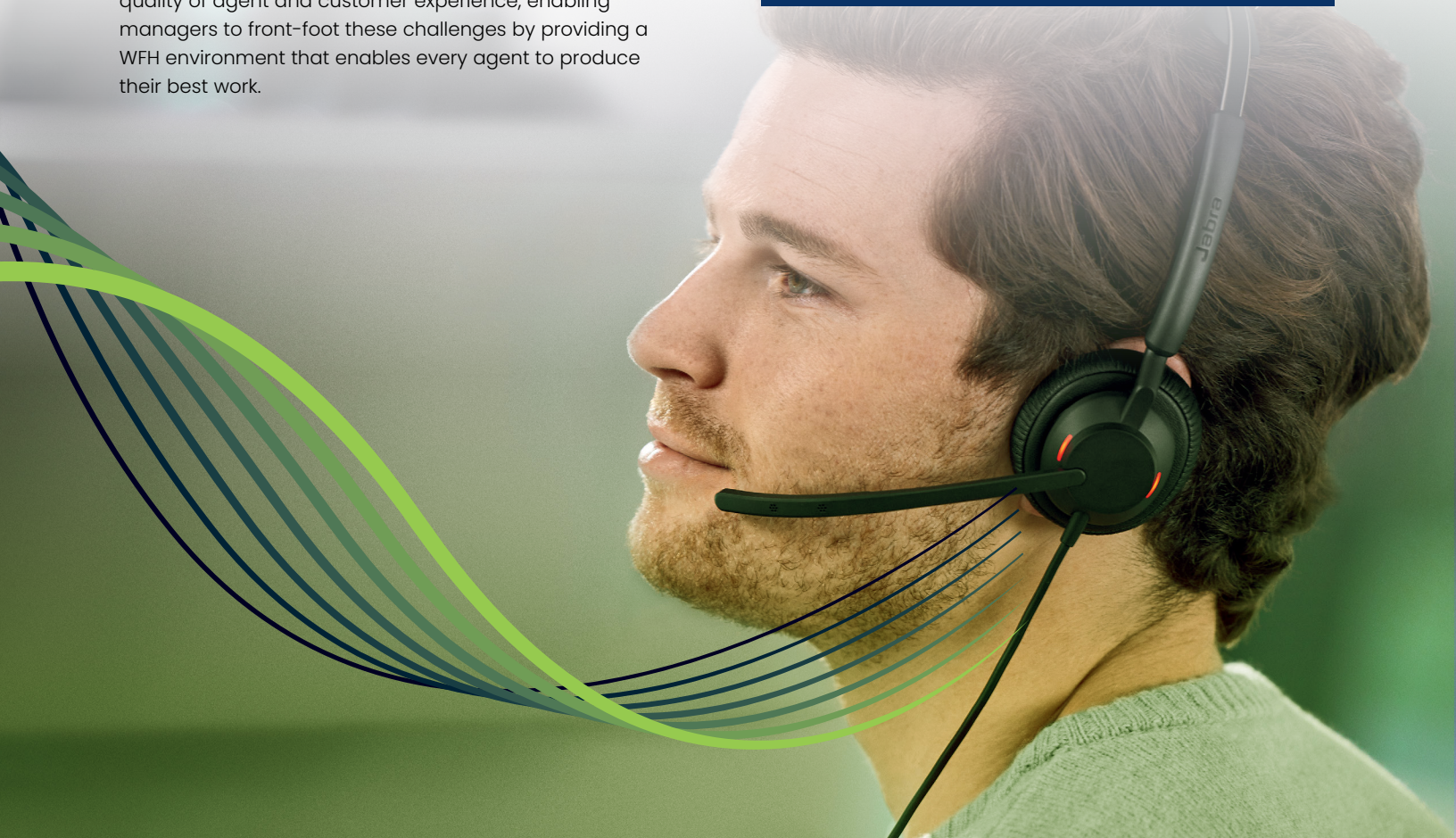
using real-time insights to local network and technology performance, including PC and laptop, ISP, Wi-Fi, and Wireless Link Quality (Bluetooth or DECT)

- **Work with real-time views of the health and performance**

of your entire XCaaS tech stack, so you can identify issues and fix them fast

- **Leverage the troubleshooting capabilities of a global ecosystem.**

VSM draws on 12+ billion interactions from thousands of sites globally every month, providing category-leading interaction insight and troubleshooting capabilities







## Compliance never sounded so good

### Jabra devices protect Contact Center agents from exposure to high average noise level, and sudden loud sounds (acoustic shock).

Jabra Headset Technology meets or exceeds Government requirements and regulations including:

- Australian Industry Guideline 616
- EU Noise at Work Directive 2003/10/EC
- United States Department of Labor – Occupational Safety and Health Administration standards
- UK – Control of Noise at Work Regulation 2005

Virsaе's Jabra integration allows managers to identify, track and prevent workplace related noise hazards.

- **Measuring background noise** allows managers to identify office or home environments with background noise levels that may impact call quality, and the customer experience
- **Virsaе can notify managers** which employees work in a loud environment or increase the volume of their headset to levels considered unsafe



*For the best data-insights we recommend using Jabra Headsets Engage 50 II, Engage 40, Engage 55 and Engage 75. Find out more at [jabra.com](https://jabra.com)*

## Virsaе + Jabra solution components

- Virsaе Service Management (VSM) + Jabra is hosted in Microsoft Azure and delivered to users via an API or web browser.
- VSM Collectors retrieve data from Jabra headsets and other solution components, everywhere they are deployed. Collectors compress and encrypt data before sending it to the VSM analytics platform.
- VSM + Jabra software agents are deployed to user workstations and devices. For ease of deployment, VSM + Jabra is delivered as an MSI and runs as a service. A Virtual Collector feeds information from the software agent to the VSM platform.
- VSM + Jabra dashboards provides support teams and management with real-time time data, AI-driven analytics, and historic reporting.



Now there's nothing standing in the way of flawless enterprise communication.

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## About Virsae

Virsae Service Management (VSM) is the category defining performance analytics platform used by organizations around the world to optimize enterprise communications systems. VSM simplifies the management of complex contact center and UC environments, empowering partners and customers with unrivaled insight and visibility to minimize risk, manage cost, and perform at their best. With thousands of customer sites around the globe, and billions of interactions powering our insights, VSM's data-to-action model brings new clarity to service management.

## Let's Get Started

Learn how VSM supports flawless enterprise communication everywhere your people work.

Contact Virsae today:

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