

Case Study



The Sodexo Call Centre targets quality of service with the new Plantronics headset

Company Profile

Sodexo

Location

Belgium

Industry

Services

Headset Users

75

Challenge

To improve user comfort and optimise call centre employee efficiency

Plantronics Solution

CS520 and CS510A

Background

Sodexo is worldwide the largest international food & facilities management organisation. Worldwide over 413,000 people work for the Sodexo Group. Sodexo has operated on the Belgian Facilities Management market for more than forty years and offers its customers, in the private sector and public sectors, a complete range of on-site service solutions, from cleaning, catering and reception activities to maintenance of technical equipment. In addition Sodexo is the world leader in motivation solutions, including incentive programmes, luncheon vouchers and service cheques.

Because the service provider focuses on customer service the company must ensure the effectiveness of its contacts. The call centre plays an important role in this. In addition to the skills of its employees, its effectiveness and performance also depend on the equipment and the solutions implemented.

Benefits of...

- Lightweight, high level of comfort and ease of use
- Possibility of connecting multiple headsets to the same base station thanks to the Quick Pairing function
- Microphone with noise-cancelling function filter out background noise
- Simple adjustments clearly identified by a pleasant tone
- Minimum cabling
- Compatibility with various telephone devices



Plantronics headsets increase ease of use and productivity

The Plantronics headsets first arrived in the call centre in 2004 when the company was searching for solutions to increase the comfort of employees during their work. While speaking to a customer simultaneously searching for his or her file, and inputting data using the keyboard while holding a handset can often be a bit of a trapeze act. Simply making wireless communication possible not only increases comfort but also results in significantly improved efficiency.

Sodexo defined a number of requirements for the headsets, namely: comfortable, lightweight, top-quality sound for caller and callee, easy to use and compatible with the telephone equipment in place (Avaya and Polycom). In addition a number of benefits to be achieved were determined, such as the possibility of moving freely and increasing productivity.

The wireless Plantronics CS520 and CS510A more than meet these requirements. Employees can move up to 50 metres from their desk which would allow them to consult

colleagues from another team, this to the satisfaction of helpdesk employees.

"As a result helpdesk employees can more easily consult with each other to help the customer. There are no impediments in the use of the keyboard and mouse", says Olivier Hoffman, Systems Engineer at Sodexo. In addition the headset makes a positive contribution to the number of cases treated and the satisfaction of employees and customers.

Constant evolution to guarantee quality

Sodexo Belgium is currently preparing to replace the stock of CS520 headsets by a more recent and more powerful model, the CS510A. "One of its really interesting functionalities is so-called Quick Pairing, which enables two headsets to be connected to the same base. Very useful in a call centre environment where an employee sometimes works with a supervisor, for instance for training purposes or if the conversation relates to a complaint," Olivier Hoffman explains.

But the benefits of the new wireless CS510A headsets do not stop there. They are lighter, easier to handle and easier to put back on their base. "Some employees keep their headset on their head all day long. Others prefer to put it back on its base once the call is finished. A question of habit. In any case, the speed and ease of the operation guarantee great comfort."

Other benefits include: the integrated controls for instance taking calls and adjusting the volume. "The design of the headset, which ensures that controls are each to reach and the help with settings, using specific sounds, leave no place for handling errors."

The base also incorporates some improvements compared to the earlier models, such as the legibility of the display (status of the call, battery charge, and so on) and an absolute minimum of cabling, which "facilitates the installation and maintenance procedures", Olivier Hoffman emphasized.

Choose Plantronics, naturally

Once again, choosing Plantronics seemed self-evident. "The equipment offers really comfortable use and has proved to be reliable. The employees are highly satisfied with it. Plantronics is furthermore the market leader. So why call our choice into question when we need new headsets?," Olivier Hoffman wondered.

All the more so as the company has found a supplier that works as a partner so that they can always discover the latest models and functionalities. A gesture appreciated by Sodexo, which knows how a little extra can make the daily activities of its employees easier and more efficient.

