

Case Study



Best Practice Enhances Working Partnership with HMRC

Company Profile

Her Majesty's Revenue & Customs
www.hmrc.gov.uk

Location

Nationwide across UK

Industry

Public Sector

Headset Users

7,500+ in regional contact centres

Services

Managing tax payments and collections for all eligible UK residents

Business Challenge

Ensuring call clarity in each conversation and advisors are equipped with appropriate solutions for Health & Safety and EU legislation for Noise at Work compliance.

Plantronics Solution

SupraPlus® Monaural & Binaural
VistaPlus™ DM15 Digital Amplifier

Background

Her Majesty's Revenue & Customs (HMRC) ensure the correct tax is paid at the right time, whether this relates to payment of taxes received by the department or entitlement to Tax Credits paid for UK residents. HMRC collect and administer direct taxes e.g. Corporation and Income Tax, indirect taxes e.g. Excise Duties and VAT, and pay and administer Child Benefit, Child Trust Fund and Tax Credits. Also, HMRC protect UK taxpayers by enforcing and administering such areas as Environmental Taxes, National Minimum Wage Enforcement and Collection of Student Loans.

HMRC and Plantronics Continue Close Working Partnership

HMRC operate one of the UK's largest network of contact centres and has worked in partnership with Plantronics for many years for the provision of headsets and solutions fit-for-purpose, and to support its large network of advisors. Currently, HMRC contact centres are using SupraPlus® monaural and binaural headsets with VistaPlus™ DM15 digital amplifiers.

HMRC contact centre advisors assist UK residents with enquiries and transactions for both Tax and Tax Credits. Transactions are performed in a single phone call with advisors providing individual and

Benefits

- Clarity and audibility in each conversation
- Comfort and flexibility when wearing the telephone headset
- Multiple types of ear pads to suit an individual's requirements
- Removable voice tubes for cleaning and hygiene purposes
- Compliance with EU Noise at Work Legislation
- Remote call control for volume, mute and tone levels
- Adoption of best practice clinics to complement use

detailed, rather than general advice. Clarity and audibility in each conversation is vital for both advisors and callers, and each conversation must be clearly understood so that payments can be made or Tax Credits claimed. In addition, for the advisors, the comfort and flexibility provided by the SupraPlus® headset is extremely important for all-day wear.



Overall, HMRC continue to be very happy with both the solutions and services provided by Plantronics, their approach to working in a partner-style relationship and their constant evolvement in headset technology and best practice techniques.

The advisors also use VistaPlus™ DM15 digital amplifiers to deliver sound quality and acoustic protection, and provide callers with clarity during their conversations. VistaPlus™ provides two distinct types of protection - monitoring and predicting daily personal noise exposure and adaptively limiting the maximum volume to ensure the action levels specified by the EU legislation are not exceeded. Constantly on guard, the headsets also identify and eliminate sudden loud sounds e.g. network interference, a fax machine tone or even noises of a malicious nature, all of which are instantly reduced to a level similar to background noise. VistaPlus™ provide all of this protection while not affecting normal speech, effectively delivering a face-to-face clarity in every conversation.

The advisors are wearing the headsets for long working periods and the SupraPlus® headsets provide remote call control to easily adjust volume, mute and tone levels, with removable voice tubes for cleaning and hygiene purposes, and different types of ear pads to suit an individual's requirements; all designed to support this working environment.

With the continuing partnership and support of Plantronics, HMRC are also now conducting a series of best practice clinics, designed to help team leaders and advisors constantly learn and take advantage of all aspects of the solutions delivered by Plantronics. By engaging in the Best Practice Clinics HMRC are also ensuring users are completely familiar with each and every solution - how they are designed for individual use, how to gain the best use from them and, of course, how to maintain them with the ease in which they can clean and replace voice tubes, choose monaural or binaural and the varying ear pads to suit their individual needs. By return, this allows HMRC to demonstrate the value of the headsets for the long term within HMRC, supported by Plantronics excellent warranty service.



Plantronics SupraPlus® Headset



Plantronics - The Voice of Unified Communications™

Plantronics offers one of the industry's most complete families of corded and wireless products for unified communications. Widely recognised for their sound quality, reliability and comfort, Plantronics' audio solutions help companies extend the benefits of IP communications throughout the extended enterprise, fostering better business communication and efficiency regardless of where professionals are working.

To view our full range or to trial our products please call us on 01793 842 426 or visit our website www.plantronics.com

To read more on how we've helped others, please visit www.plantronicscasestudies.com

Clear and concise calls are vital for HMRC advisors when talking to people about their tax and benefit entitlements. Each and every case must be treated as a one-to-one interaction and it's imperative that the telephony in place supports this. Plantronics SupraPlus® and VistaPlus™ solutions not only provide HMRC advisors and customers with clarity throughout a conversation, but also with the acoustic protection to eliminate sudden loud sounds. HMRC also has the ability to predict personal noise exposure in line with EU legislation for Noise at Work compliance and the health and safety benefits associated with the headset's removable voice tubes for cleaning or replacement.

